ANNUAL ENVIRONMENTAL REPORT FOR 2008



ADVANCED ENVIRONMENTAL SOLUTIONS IRELAND

Licence Registration: No. W0104-01

Licencee: Advanced Environmental Solutions (Ireland) Ltd.

Location of Activity: Cappincur

Tullamore Co. Offaly

Attention: EPA

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1 Introduction

In accordance with the requirements of Waste Licence, Register Number W0104-01, the following document represents the Annual Environmental Report (AER) for AES (Ireland) Ltd. Tullamore for the reporting period January- December 2008. Detailed within is a summary of all activities on-site during this period that has an influence on the environmental performance of the company. Environmental emissions summary data for the reporting period is clearly identifiable.

AES (Ireland) Ltd. operate a waste transfer station and recovery facility at Cappincur, Tullamore, Co. Offaly. Operations at the facility include the receipt of domestic, commercial, industrial and construction and demolition waste, which is sorted and segregated for onward recycling in accordance to recycling potential. Waste deemed unsuitable for recycling and recovery is segregated and compacted for final disposal off-site.

1.1 Waste Types

The waste that arrives at the site may be characterised as follows:

- Household Waste
- Commercial Waste
- Industrial-Non hazardous Waste
- Construction and Demolition
- Household Hazardous Waste

These waste classifications, subsequent to inspection, can be further categorised as been either suitable for recycling offsite or disposed to off-site authorised disposal facilities.

Household Hazardous waste in the form of batteries, and fluorescent tubing that are accepted to the site are segregated into individual storage skips/areas within the plant and subsequently collected by authorised contractors for further treatment/disposal. Any materials that are suspect in nature (i.e. hazardous or not acceptable at the facility) are routed to the Waste Quarantine Area for further examination and processing prior to removal off-site for appropriate treatment/disposal by an appropriate hazardous waste contractor.

1.2 Waste Handling Procedure

Normal operation hours at AES Tullamore Ltd. facility are between the hours of 08.00 to 19.00. Monday to Saturday inclusive. Waste is not accepted at this facility on Sundays or Bank holidays.

Current waste acceptance procedures involve the use of a computer based programme called Integrated Waste System (IWS). The software is linked to the on-site weighbridge and is used for recording of waste quantities accepted on-site. The vehicle registration number, customer and product is recorded into the system and from this detail, the source of the waste can be obtained.

After weighing, each waste load is visually inspected to ensure that all wastes comply with the requirements of the Waste licence, Register No. W0104-01. The Waste Segregation Manager is responsible for carrying out visual waste inspections and for maintaining a written record of all loads.

Written records of each inspection are recorded on the incoming waste inspection Sheet at the end of each working day. Only after visual inspection can the waste be identified for disposal or recovery.

Within the Recycling Plant Building the waste is sorted according to its recycling potential and is either deemed suitable for further onward recycling/recovery or transported off-site for final disposal (non-recoverable waste) at an authorised landfill. The categories of waste deemed suitable for segregation and recycling is dependent on available markets for such materials. Materials commonly accepted for recycling steel/Iron, Cardboard/ Newsprint, Timber, Construction & Demolition (suitable for backfill materials), Green Waste, Plastic and Glass and gas cylinders. Household mixed recyclables are collected and accepted at the facility, waste is sorted and segregated and baled for further recycling off-site. All waste deemed unsuitable for recycling/recovery is loaded into designated compactor bins, which are sealed and then transported to authorised disposal facilities.

All loads transported from the facility are weighed on the weighbridge. An individual weigh docket is printed for each waste load.

2 Waste Activities carried out at the Facility

AES (Ireland) Ltd. operate and manage a waste transfer station and recovery facility at Cappincur, Tullamore, Co. Offaly (E5770 N4520). The licensed waste disposal and waste recovery activities that take place at the site as per the Waste Management Act, 1996, are outlined as follows:

2.1 Third Schedule-Waste Disposal Activities

Class 11 Blending or mixture prior to submission to any activity referred to in a preceding paragraph of this Schedule.

This activity is limited to bulking and transfer of waste.

Class 12 Repacking prior to submission to any activity referred to in a preceding paragraph of this Schedule.

This activity is limited to the baling/bulking of waste prior to the transfer for disposal off-site.

Class 13 Storage prior to submission to any activity referred to in a preceding paragraph of this Schedule, other than temporary storage, pending collection, on the premises where the waste concerned was produced.

This activity is limited to storage of waste prior to baling/bulking and transfer for disposal off-site.

2.2 Fourth Schedule- Waste Recovery Activities

Class 2 Recycling or reclamation of organic substances which are not used as solvents (including composting and other biological transformation processes).

This activity is limited to segregation and baling of plastics, cardboard, and paper as well as collection of newsprint, textiles, timber, waste oils, wood, paints prior to recovery off-site.

Class 3 Recycling or reclamation of metals and metal compounds

This activity is limited to the segregation of aluminium cans; tin cans scrap metal, batteries and white goods prior to recovery off-site.

Class 4 Recycling or reclamation of other inorganic materials

This activity is limited to the segregation of construction and demolition waste, DIY waste, electronics, glass and tyres prior to recovery off-site.

Class 12 Exchange of waste for submission to any activity referred to in a preceding paragraph of this Schedule

This activity is limited to exchange of waste that can be reclaimed and reused such as timber pallets.

3 Quantity and Composition of Waste recovered, received and disposed

In accordance to Condition 10.2 of the Waste licence Register No. W0104-01, details of all wastes arriving at and departing from the facility are recorded. The overall waste summary record for this reporting period is presented in Table 1.

Table 1 details waste arisings documented either by disposal to landfill or recovery to an authorised waste recovery facility.

Table 1: Summary of waste handled

EWC	Description	Tonnes	Name and Licence	Address
15 01 01	Cardboard	374	4 Failand Paper Services Ltd. 11 Triangle South, Clift Bristol, BS8 1EY	
15 01 01	Cardboard	2469	Fibre Brokers International Ltd	PO Box 8, Troon, Ayrshire, Scotland
15 01 01	Cardboard	427	International Recycling Ltd.	Heath House, 5 Woolgate Court, St. Benedicts Street, Norwich NR2 4AP, England
15 01 01	Cardboard	124	Peute Paper Recycling	Baanhoekweg 4,3313 LA Dordrecht, Holland
15 01 01	Cardboard	1709	Cellmark Recycling Benelux BV	Heuvel 7, NL-5664 HK Geldrop, The Netherlands
15 01 01	Cardboard	1880	Marwin Environmental Trading Ltd., Broker Reg. 926	7 Glyntown Heights, Glanmire, Co. Cork
15 01 02	Plastic	647	A1 Waste, W0047-02	Kerdiffstown, Naas, Co. Kildare
15 01 02	Plastic	108	AGT	Suite 5, 30 Lancaster Gate, London, W2 3LP
15 01 02	Plastic	18	Highlander International Recycling	Highlander House, 1 Teigngrove, East Kilbridge, Scotland G75 8UZ
15 01 02	Plastic	155	Irish Polymers Ltd., WMES 01/01	Enkalon Industrial Estate, Antrim BT 41 4 LJ
15 01 02	Plastic	172	Leinster Environmental WP 2004/30	Clermont Park, Haggardstown, Dundalk, C. Louth
15 01 02	Plastic	41	Retech Processing Ltd., WP 07/04	Drumman, Cavan Road, Cootehill, Co. Cavan
15 01 02	Plastic	90	Alternative Waste Solutions Ltd.	Unit 2, Britannia Business Park, Wallsend, Tyne & Wear, NE28 6HA
15 01 02	Plastic	132	Greenway Ireland Ltd. BT61 9EY	11 Porthill Road, Mountnorris, Co. Armagh
15 01 04	Metallic Packaging	257	A1 Metal Recycling Ltd. WMP007	Acragar, Mountmellick, Co. Laois
15 01 04	Metallic Packaging	149	MSM Recycling Ltd. WMP005D	Harbour St., Mountmellick, Co. Laois

15 01 06	Mixed Packaging	1307	Failand Paper Services Ltd.	11 Triangle South, Clifton, Bristol, BS8 1EY
15 01 06	Mixed Packaging	5787	Fibre Brokers International Ltd	PO Box 8, Troon, Ayrshire, Scotland
15 01 06	Mixed Packaging	536	International Recycling Ltd.	Heath House, 5 Woolgate Court, St. Benedicts Street, Norwich NR2 4AP, England
15 01 06	Mixed Packaging	759	Peute Paper Recycling	Baanhoekweg 4,3313 LA Dordrecht, Holland
15 01 07	Glass Packaging	1482	Glassco Recycling Ltd., WP 160/2004	Site 4, Osberstown Business Park, Naas, Co. Kildare
15 01 07	Glass Packaging	80	AES Portlaoise W0194-2	Kyletalesha, Portlaoise, Co. Laois
15 01 07	Glass Packaging	12	MSM Recycling Ltd. WMP005d	Harbour St., Mountmellick, Co. Laois
15 01 07	Glass Packaging	124	Mulleady's Ltd., W0169-01	Cloonaugh, Drumlish, Co. Longford
20 01 01	Newsprint	1314	Failand Paper Services Ltd.	11 Triangle South, Clifton, Bristol, BS8 1EY
20 01 01	Newsprint	3262	International Recycling Ltd.	Heath House, 5 Woolgate Court, St. Benedicts Street, Norwich NR2 4AP, England
20 01 01	Newsprint	513	Cellmark Recycling Benelux BV	Heuvel 7, NL-5664 HK Geldrop, The Netherlands
20 01 01	Newsprint	823	Smurfit Kappa Recycling, WPR021/3	Ballymount Road, Walkinstown, Dublin 12
17 02 01	Wood	978	Conroy Recycling Co. Ltd. WP152-206	Kildallen, Mullingar, Co. Westmeath
17 02 01	Wood	280	AES Portlaoise W0194-2	Kyletalesha, Portlaoise, Co. Laois
17 08 02	Plaster Board	4	AES Athlone, WP52/2004	Cartontroy, Athlone, Co. Westmeath
17 08 02	Plaster Board	31	Gypsum Recycling Ltd. WMP 238/2006	Access Manufacture 1
17 04 07	Mixed Metals	256	A1 Metal Recycling Ltd. WMP007	Acragar, Mountmellick, Co. Laois
17 04 07	Mixed Metals	15	MSM Recycling Ltd. WMP005D	Harbour St., Mountmellick, Co. Laois
17 04 07	Mixed Metals	104	Hammond Lane Metal Co. Ltd., WP-62-2004	Garrycastle, Athlone, Co. Westmeath
17 09 04	C&D	2783	Derryclure Landfill, W0029-2 Midland Waste Disposal Co	Tullamore, Co. Offaly Clonmagadden, Proudstown,
17 09 04	C&D Biodegradable	35	Ltd, W0131-2 Bord na Mona Composting	Navan, Co. Meath
20 02 01 20 03 01	Waste Municipal	23 2635	Facility, W0198-01 Derryclure Landfill, W0029-2	Kilberry, Co. Kildare Tullamore, Co. Offaly
20 03 01	Municipal	812	AES Portlaoise W0194-2	Kyletalesha, Portlaoise, Co. Laois
20 03 01	Municipal	7827	Drehid Waste Management Facility, W0201-1	Killinagh Upper, Carbury, Co. Kildare

				Brownstown, Kilcullen, Co. Kildare
20 03 01	Municipal	5895	KTK Landfill W081-3	
			Midland Waste Disposal Co	Clonmagadden, Proudstown,
20 03 01	Municipal	202	Ltd, W0131-2	Navan, Co. Meath

3.1 Summary Emission Report

This sections contains an extract from the PTRT returns; emissions to water, from storm water runoff, was the only environmental media to which discharges were made, please note calculations of total emission are based on the product of concentrations from the chemical analysis of grab samples, the area of the hardstanding yard and annual rainfall data.

RELEASES TO WATERS				
PO	LLUTANT			
Pollutant No.	Name	Designation	Total KG/Year	
A38	Ammonia	APHA 4500-NH3	12.8	
W03	BOD	APHA 5210B	24.6	
A40	Suspended Solids	APHA 2540D	223	

Table 2: Summary report on emissions, including interpretation and location plan

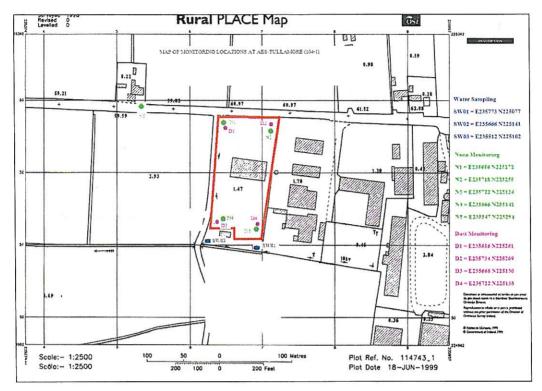


Figure 1 Sampling Locations at AES Tullamore EPA Reg. No. W0104-01

3.2 Surface Water (SW) Monitoring

Bord Na Móna were commissioned to carry out all monitoring as per the waste licence at the facility. Reports no.'s ECS2823, ECS2937-GW, ECS3129 were submitted to the Agency. In general the measured values were within the ELV stated in the licence. Elevated levels of ammonia were detected. These elevated readings are being taken seriously by AES. Significant efforts are being made on site to reduce the levels, as outlined in previous correspondences to the Agency

3.3 Ground Water Monitoring

Bord Na Móna were commissioned to carry out Ground Water Monitoring as per the waste licence at the facility. Report no.'s EC2823, ECS2937-GW and ECS3032 and ECS3176 were submitted to the Agency. Groundwater samples showed good quality

with most parameters under the laboratory limit of detection. SVOC's, Pesticides, Mineral Oils, DRO, Total Phosphorous, TOC, Cyanide and Phenols were all below the laboratory limit of detection. There was evidence of slight microbial presence. However, the measured coliforms may have originated from external influences (i.e. the sampling point) and possibly results from agriculture activities in the local environs. The overall results would appear not to be indicative of pollution generated at the facility.

3.4 Dust Monitoring

Bord Na Móna were commissioned to carry out dust monitoring as per the waste licence at the facility. Internal Dust Report no.'s as follows: ECS2950-Dust, ECS4041-Dust, ECS-3176-Dust. On occasions where higher than expected results were recorded, it should be noted that the facility is exposed to dust from offsite sources. D2 is located beside the main road, and D3 is located beside the dog pound and gravel lane leading to a farm house. Therefore the facility could be exposed to dust from moving traffic. D4 is located beside a joinery facility which is also a likely source of dust emissions. Results from ECS-3176-Dust, indicate that dust deposition levels were well below the dust deposition limits at all locations as set out in Schedule C of W0104-01.

3.5 Noise Monitoring

Bord Na Móna were commissioned to carry out noise monitoring as per the waste licence at the facility (Noise Report no. ECS2937-Noise). The day-time site boundary Leq levels ranged between 54dB (A) and 67dB (A). The measured values were slighted elevated of the ELV stated in the licence. The Noise sensitive location (dwelling situated at a petrol station) recorded L_{eq} 71 dB (A). However, the L₉₀ measured 52 dB (A) which is very low, suggesting background noise levels are low and event noise levels are high. Therefore, this would suggest that activities at the AES facility waste licence W0104-01 have no significant impact on ambient noise in the surrounding areas of the facility; the report concluded "No audible noise could be heard emanating from the AES site. It can

therefore, be concluded that noise levels at this location are not influenced by noise levels at the AES facility."

4 Resource & Energy Consumption Summary

The summary details of electricity and water usage at AES Tullamore for the reporting period is detailed in the table below. Electricity usage at AES Tullamore is estimated at a cost of €48,455 for approximately 277,920 Units (KWh) and 181,500 Wattless Units for the period January 2008 - December 2008.

Electricity Usage (2008)					
Month/ 2008	Units (KWh)	Wattless	Cost (€) ¹		
January-March	43,680	25,320	7210.70		
March-May	43,800	29,760	6956.66		
May-July	39,720	30,240	6261.03		
July-Sept	37,260	28,260	6538.11		
Sept-November	51,180	36,060	9708.48		
November-December	62,280	31,860	11,780.07		

Table 3: Electricity usage in AES Tullamore during 2008

Water used at the facility is sourced from a local well. There are no meters on this supply therefore calculation of water usage is not possible.

¹ Costs include VAT at 13.5% & other public levies

5 Development / Infrastructural works in place & planned

The development of the Tullamore by-pass required the compulsory purchase of AES lands at the western and northern boundaries of the site. This necessitates the re-drawing (and re-instatement) of the revised site boundary, the relocation of the site entrance, the re-erection of the site offices and the redesign of the traffic management plan for the facility.

The route and disruption to the AES site has now been formalised. Essentially, the front portion, currently occupied by the CAC and offices were compulsorily acquired by the Council/NRA. This materially affected the red line of the EPA licence, entrance and egress at the facility, the location of the puraflo system, the location of the existing site offices, the position of the security cameras, underground services (water & sewerage), traffic flow around the site, and the boundary walls. It was agreed that the prudent course of action, given the cumulative effect of the imposed changes detailed above was to seek a review of the extant licence. In addition, as planning is required to move the offices, it was deemed an opportune time to include an updating of the waste acceptance quota at the facility. The review application was submitted to the Agency in September 2008.

The MRF line was upgraded to include 2 TITEC optical sorters and an eddy current to optimize segregation of recyclables.

6 Report on Plant Duty Capacity

In compliance with Condition 3.9.2 of Waste Licence Reg. No. W0104-01, AES (Ireland) have calculated the duty capacity and standby capacity of the plant. The current waste handling and processing equipment is capable of handling up to as follows:

MRF Line (in current configuration) - 100 tonnes per day

Industrial Baler - 200 tonnes per day.

C&D Area - 140 tonnes per day.

Total – 88,000 tonnes pa (i.e. assuming all MRF line material is baled)

Equipment	Standby	Max. Standby Capacity	
Material Recovery Line-	Use of ejector trailers	144 tonnes/day	
1 X Baler	Use of Compactors and Standby ejector trailer	144 tonnes/day	
2 X Bobcat	A Bobcat is on standby	144 tonnes /day	
3 X Diggers (Katamuso-MRF Caterpillar- Commercial)	1 Standby Digger. Grab Lifts & Bob cats on site can be utilised	300 tonnes /day	
1X Fork lifts 2 X Grab lift	Bob cats or diggers on site can be utilised	300 tonnes /day	

Table 4: Plant Duty Capacity breakdown

7 Schedule of Environmental Objectives & Targets for 2009

	2009 Environmental Objects				
1	Internal Waste Awareness Campaign				
2	Installation of Dust Suppression System				
3	Obtain review of licence and planning permission for new site layout				

Table 5: 2009 Environmental Objectives

8 Report on 2008 Environmental Objectives & Targets

2008 Environmental Objects	Environmental Targets
1. Obtain review of licence and planning	The application for review of the
permission for new site layout	Licence and planning permission were
	submitted in September 2008. AES are
	awaiting a decision from both the EPA
	and Local Authority
2. Upgrading of MRF infrastructure	MRF picking line was upgraded to
	include 2 TITEC optical sorters and an
	eddy current to optimise segregation of
	recyclables
3 Internal Waste Awareness Campaign	AES have proactively installed
4	recycling bins at every site and
	dedicated desk trays to collect office
	paper for recycling.

Table 6: 2008 Environmental Objectives & Targets

9 Summary of any procedures developed in 2008

There were no major new procedures developed in 2008.

10 Tank, drum, pipeline and bund testing and inspection

report

• Bund was replaced in 2008.

• Tank, drum, pipeline and bund testing and inspection is scheduled for 2009.

11 Reported Incidents and Complaints summaries

All environmental non-compliances', environmental incidents and complaints are

recorded at the facility.

Two environmental complaints were recorded over the reporting period January 2008 to

December 2008. These complaints were investigated and responded to in writing.

Weekly nuisance monitoring and daily litter patrols are carried out on-site. However,

there has been increased debris around the site due to construction of the Tullamore Bye-

Pass nearby. Litter Patrols are increased in times of high winds.

During the reporting period January 2008 to December 2008, a number of non-

compliances were recorded at the facility, by the Agency.

These included:

From a site visit/audit on 23/04/08 and notification on the 08/05/08

Annual Tonnage; non-compliance with condition 1.5

Corrective action procedures were implemented and are as follows:

17

Licence Review submitted in September 2008.

Emission to Surface Water, non-compliance with condition 3.12.1, 3.12.3 and 6.3.1

Corrective action procedures were implemented and are as follows:

The practice of washing bins and vehicles has ceased at the facility. AES submitted a proposal for a new Wastewater Treatment Plant and Storage Tank on-site to the Agency on the 14/10/08 and approval was granted on the 26/11/08. AES is awaiting planning permission for the development.

Ground Water Monitoring Points, non-compliance with condition 3.14.1

Corrective action procedures were implemented and are as follows:

The GW wells were installed in July 2008 and approved by the Agency on the 04/11/08.

Waste Activities outside the Licensed Boundary; non-compliance with condition 1.1 and 1.2

Corrective action procedures were implemented and are as follows:

AES will ensure that no waste is stored in this area.

Bunding; non-compliance with condition 3.11.1 and 3.11.2

Corrective action procedures were implemented and are as follows:

A new bund was purchased and installed.

Environmental Monitoring; non-compliance with condition 6.1

Corrective action procedures were implemented and are as follows:

In relation to Surface Water, an action plan was submitted to the Agency on the 13th of June 2008.

In relation to dust, site management are actively pursuing the installation of a dust suppression system.

Dust Abatement; non-compliance with condition 7.4.4.1

Corrective action procedures were implemented and are as follows:

Site management are actively pursuing the installation of a dust suppression system.

Waste Contractors; non-compliance with condition 5.4.1

Corrective action procedures were implemented and are as follows:

AES will ensure that approval for the use of Waste Contractors is sought and granted by the Agency before use.

From submission of monitoring report to the Agency on 18th of August and Notification of Non-compliance on the 9th of September 2008:

Exceedance of the licensed emission limit value for ammonia at the discharge point SW-2 for Quarter 2; non-compliance with condition 6.1 and Schedule C.3

Corrective action procedures were implemented and are as follows:

Accelerated Drain Cleaning was employed to clean out the interceptor every 3 months.

From submission of monitoring report to the Agency on 3^{rd} of November and Notification of Non-compliance on the 6^{th} of November 2008:

Exceedance of the licensed emission limit value for ammonia at the discharge point SW-2 for Quarter 3; non-compliance with condition 6.1 and Schedule C.3

Corrective action procedures were implemented and are as follows:

AES submitted a response to the Agency on the 1st of December outlining site works/actions proposed to be taken to reduce ammonia emissions from the site.

12 Review of Nuisance Controls

It was held that the current procedures, those in operation during 2007/8 for Nuisance Control are fit for purpose, and are detailed below

In compliance with Condition 7.2-7.4 of the Waste Licence Register No. 104-1 environmental nuisances are controlled to ensure they cause minimal impact on the immediate area.

- Waste destined for disposal may be stored within the Waste Transfer station and
 is generally removed from the facility within 48 hours of its arrival on site during
 normal working times and within 72 hours of its arrival on site during bank
 holidays. This is a waste handling procedure as part of the odour management
 system on-site.
- A daily inspection of environmental nuisance controls for Vermin, Birds, Flies, Mud, Dust, Odour and Litter is carried out. Nuisance inspection sheets are documented on-site on a weekly basis. A contract with a pest control company is in place to minimise environmental nuisances caused by vermin.
- All vehicles delivering waste to and removing waste and materials from the facility are appropriately covered.

12.1 Conclusions

There were no major incidents reported in this reporting period regarding nuisances, therefore nuisance control is effective at the facility.

13 Report on Financial Provisions

In March/April 2007, 100% of the share capital was acquired by Bord Na Mona. AES now have access to the reserves of its parent company.

The environmental liabilities are those considered to be restricted to the confines of the facility at AES Tullamore, therefore, any costs incurred in addressing same will be limited to the removal and safe disposal of the waste remaining onsite following an emergency event (e.g. fire or spillage event) or decommissioning and closure of the site. Such environmental liabilities cover, should account for the cost of the clean up and removal of the maximum amount of waste that may be stored on-site at any given time.

AES have arranged insurance cover to cover liability arising from damage to property and injury to parties as a result of sudden and unforeseen environmental impairment. AES have insurance cover for "Business Interruption" and have adequate reserves for the cost of removing the maximum amount of waste that may be stored on-site at any given time and to ensure that said material is transported to an authorised and capable facility.

14 Report on Staff Training

During 2008, staff training at the AES (Ireland) Ltd. site in Tullamore occurred in the following areas:

Health & Safety, Induction & Environmental Training

This training is completed on an ongoing basis with new employees joining the Company. The training includes General Site Health & Safety Regulations, Evacuation procedures, Fire Extinguisher Training, Manual Handling Training, PPE system, General Housekeeping etc.

2 employees received First Aid Training during 2008. 20 staff received manual handling training during 2008.

Administrative Training

Administrators who joined the Tullamore team during 2008 received on the job training including systems training (Accounts Package – Epicor, IWS – Integrated Waste Management System) and customer care training.

Driver Training

24 Drivers received completed safe pass courses during 2008.

15 Volume of wastewater produced on site

7 tonnes of wastewater was removed from the site during 2008.

16 Other Items specified by the Agency

16.1 Programme for Public Information

Procedure for the Processing of Enquiries with regard to Environmental Performance On-Site

16.1.1 Purpose:

The purpose of this procedure is to install a programme to ensure that members of the public can obtain information concerning the environmental performance of this site at all reasonable times (Condition 2.4.1 Waste Licence 104-1).

16.1.2 Scope:

The scope of this procedure is compliance with *Waste Licence 104-1* and general environmental performance on-site.

16.1.3 Procedure:

All calls regarding the environmental performance of the plant are directed to the Facility Manager.

All enquiries regarding environmental performance are logged on the *Environmental Request for Information Form (EPF 7.1)*. This form shall include at a minimum;

- (a) Date of enquiry
- (b) Time of Enquiry
- (c) Name of enquirer
- (d) Nature of enquiry
- (e) Record of request for site visit
- (f) Record of request for site tour
- (g) Record of request access to documentation
- (h) Signature of receiver of enquiry

The site manager shall with all due expedience make available information on the public file.

The public file shall contain;

- (a) Annual Environmental Report
- (b) Monthly Compliance Reports
- (c) EPA correspondence
- (d) Environmental Schedule of Objectives and Targets.

All site tours associated with an enquiry will be scheduled within two working week of receipt on request. In exceptional circumstances it may be arranged at shorter notice.

On arrival at the plant the visitor(s) will be greeted at reception and asked to sign in. All relevant personnel will be contacted with regard to the arrival on-site. These personnel will include at a minimum either the General Manager or the Operational Manager.

Each visitor shall be signed in. Should a site tour not be requested the visitor(s) shall be provided the opportunity to review the public file in an office on their own. The member of staff guiding the tour will direct the participant (s) to the fire muster point for the eventuality of a fire evacuation being necessary.

The member of staff guiding the tour will distribute high visibility clothing and safety glasses to the visitors(s).

At all times the visitor(s) will be accompanied by a member of staff for Health & Safety purpose and also to answer any queries that may arise. Following the completion of the site tour, the visitor will be provided the opportunity to review the public file in an office on their own.

On completion of the review of the public file the visitor (s) will have the opportunity to discuss any queries with the General Manager or Operational Manager. The visitor (s) may also log a complaint at this stage if they require so. Subject to a complaint being logged an Environmental Complaints Procedure will be implemented by the General Manager.

If the visitor(s) is satisfied on completion of the site visit process, they shall complete an Environmental Site Visit Registration Form (EPF 7.2).

Responsibility:

The Facility Manager or other responsible person authorised by the Facility Manager is responsible for the implementation of the above procedure.

Relevant Documentation:

Environmental Request for Information Form (EPF 7.1)

Environmental Site Visit Registration Form (EPF7.2)

Environmental Complaints Procedure (EP6.0)

Environmental Complaints Form (EPF 7.3)

Environmental Complaints Assessment Form (EPF6.1)

Environmental Corrective & Preventive Action Procedure (EP1.1)

Environmental Corrective Action Report Form (EPF1.1)

- Environmental Request for Information Form
- Site Visit Registration Form