

Attachment C.1: Site Management

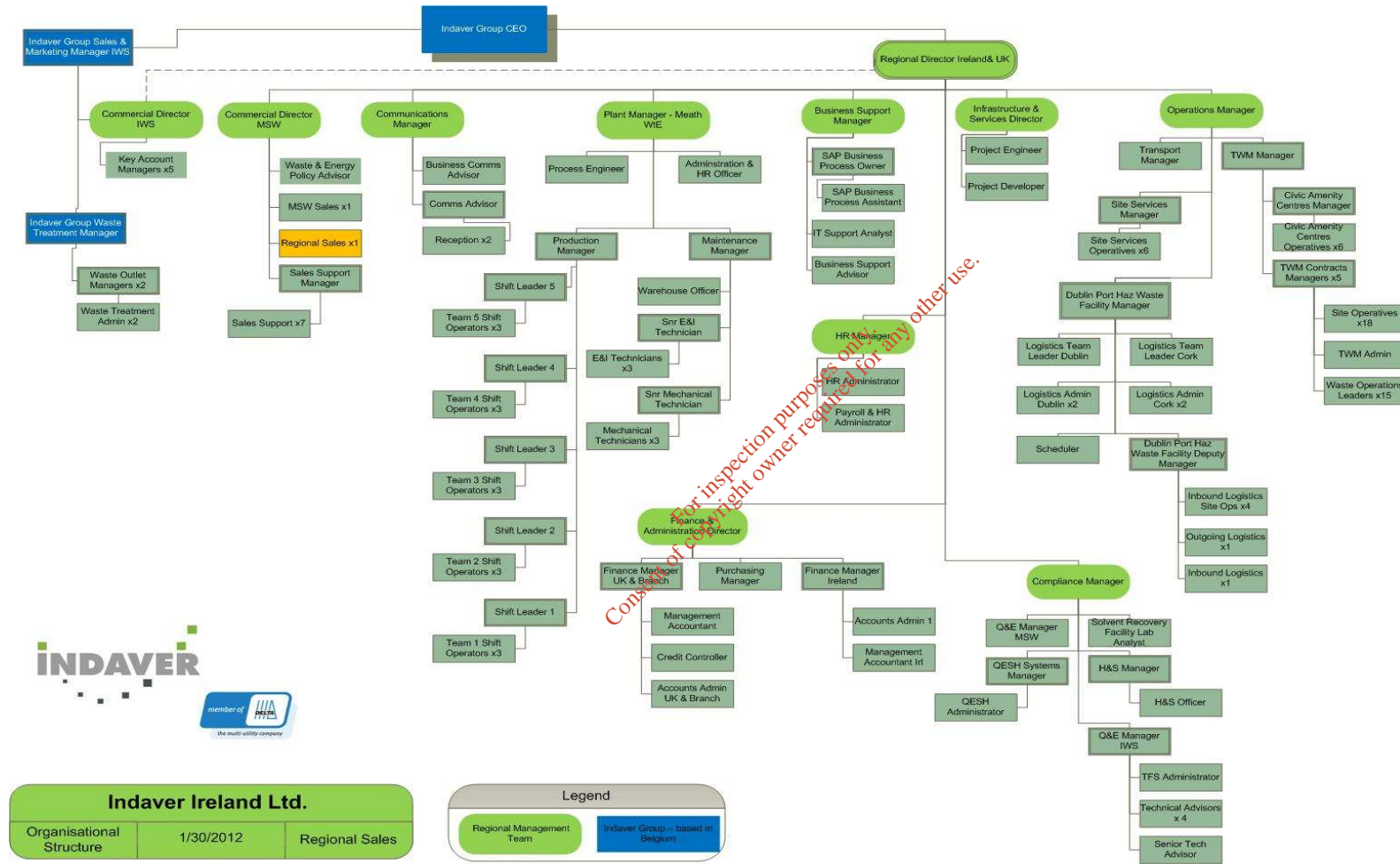
C.1.1 Management structure

Indaver Ireland Ltd. manages the Meath Waste Management Facility through the management and staff structure shown in Figure C.1.1.a.

All managers, including team leaders, are actively involved in the implementation of the environmental management programme. Every manager and staff member in the organisation is expected and required to accept responsibility for the protection of the environment and ensuring the safety of the area within his/her care.

Responsibilities for environmental objectives and targets are clearly defined in the QESH Manual, the Indaver Improvement Plan and in all operational procedures (refer to Attachment C.2 below).

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C.1.1a Responsibilities, qualifications and training

C.1.2.a Indaver Ireland Management

The key management roles at Indaver Ireland overseeing the facility's operations are outlined in Table C.1.a below.

Table C.1.a: Indaver Ireland Management

Name	Position	Duties and Responsibilities	Experience /Qualifications
John Ahern	Managing Director	The Managing Director is responsible for ensuring, in so far as is reasonably practicable, that personnel, planning, and investment are adequate to meet the commitments of the QESH policies and the QESH management system, and to ensure, in so far as is reasonably practicable, adherence to the duties laid out in Section 8 of the Safety, Health and Welfare at Work Act 2005. He issues clear written guidance to each management team leader giving a description of their team member's responsibilities and targets for the year and ensure that adequate resources are available for the management, performance of work and verification activities.	John Ahern has a degree in chemical engineering from University College Dublin. Since 1995 John has worked in the waste industry, as managing director of MinChem and then of Indaver Ireland. During this time he has lead a team of professionals who have obtained planning permission for a hazardous waste transfer station, a hazardous waste solvent recovery facility, a non-hazardous waste incinerator and a hazardous waste incinerator.

Sonia Dean	Compliance Manager	The compliance manager of Indaver Ireland has a national responsibility for implementing and ensuring compliance with Waste / IPC Licences, the ISO9002 Quality Standard, the ISO 14001 Environmental Standard and the OSHAS 18001 Safety Standard. She holds responsibility for all health and safety aspects of the Meath Waste to Energy facility, in conjunction with the Health and Safety Manager and the Quality and Environmental Manager MSW. This function reports to the Managing Director.	Sonia has a Masters Degree in Environmental Biotechnology from Dublin City University and 10 years experience working in Environment, Quality and Health & Safety both in the public and private sector. Sonia joined Indaver in 2010 and has a strong background in construction and commissioning of power stations, environmental legislation, waste management and environmental law enforcement in Europe.
Conor Jones	Infrastructure Director	The infrastructure director is responsible for the development of all capital infrastructure projects in Ireland. Process improvements at the Meath waste to energy plant will also be a specific responsibility by close co-operation with the Plant Managers team.	Conor has a degree in Chemical Engineering from University College Dublin and has 13 years experience in the waste industry. Conor has been involved in the development of Indaver's incineration projects in Ireland since 2001.
Jackie Keaney	Commercial Director MSW	The commercial director has responsibility for the development of sales activities in the Irish region and for municipal solid waste for the Carranstown facility.	Jackie has a Masters Degree in Environmental Science from Trinity College in Dublin and has been working with Indaver since 1998. Jackie has worked on the planning, policy, environmental and communications aspects of the infrastructure projects for the past eight years.
Jenny Keenan	Human Resources Manager	The HR Manager manages and develops HR procedures, company performance management systems, coordinates and plans training programmes, and administers training management systems amongst other things.	Jenny has a Masters degree in Occupational Psychology from Liverpool John Moores University. Jenny has worked for Indaver Ireland for 4 years in her role as OD Executive and HR Manager.

C.1.2.b Meath facility management

At present the Meath facility employs 20 permanent personnel to run and control the plant on a 24 hours basis. An additional 22 employees provide management, operation, quality control and maintenance functions. Staffing levels ensure that the environmental performance of the facility is maintained and that the facility is continuously manned and operational 24 hours per day.

The duties of key personnel at the Meath facility are detailed in Table C.1.b below.

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Table C.1.b: Meath Facility Management

Position	Duties and Responsibilities	Experience /Qualifications
Plant Manager	<p>The plant manager will be the management representative with overall responsibility for the operation of the facility and will ensure the whole facility is run efficiently, safely and within all licence requirements. Specific responsibilities will include:</p> <ul style="list-style-type: none"> • Ensuring the acceptance and processing of waste at the facility is carried out in accordance with environmental procedures and operating licence requirements. • Ensuring emissions from the facility are within the limits required by relevant legislation and the operating licence. • Monitoring compliance with the regulations covering the transport of waste. • Ensuring any incident or accident onsite is dealt with appropriately, including any reporting requirements. • Planning and implementing actions that lead to a continuous improvement of the installations. • Giving leadership and motivation to the teams. • Communication with unions, local authorities and local residents. • Ensuring the profitability of the facility and supported by the financial team. 	<ul style="list-style-type: none"> ▪ Master Degree in Engineering (Electro-Mechanics, Mechanics, Industrial Chemistry, Metallurgy, Nautical Sciences, Mining) with more than 10 years of industrial managerial experience. ▪ Additional degree in Business Management or equivalent experience ▪ Knowledge and experience with regards to High Temperature Continuous Process' (metallurgy, power generation, cement industry, petrochemicals, ..) ▪ Experience with safety and environmental management systems ▪ Good communication skills and the ability to communicate with external bodies
Process Engineer	<p>The Process Engineering Function of the Meath Waste Treatment Facility is considered as a key managerial and technologic support function to the operational management of the Plant in order to facilitate and to optimize the entire operational process-chain and its links with the external process connections.</p> <ul style="list-style-type: none"> ▪ Waste Supply Plan prepared in agreement with the external logistic services and in compliance with the Installation needs & possibilities. ▪ Daily and/or weekly Process and operational settings available for production teams. ▪ Optimization opportunities with regards to environmental, quality and 	<ul style="list-style-type: none"> ▪ Honours Bachelor degree or Masters degree in Engineering (Industrial Chemistry, Metallurgy, Environmental Sciences) ▪ Experience in continuous operating process industry with furnace / steam boiler combination and flue gas cleaning equipment. ▪ Knowledge of process equipment and its applications. ▪ Affinity with quality systems ISO9001 / ISO14001 ▪ Good communication skills, written and oral to

	<p>operational situations identified and proposals hereto elaborated.</p> <ul style="list-style-type: none"> ▪ Updated Production procedures available and communicated to production teams. ▪ Environmental flows and parameters monitored and operational control actions defined. ▪ Technological support to production teams provided in an organized way. ▪ Electricity production and supply data available and communicated with the external system operator. 	<p>present and justify technical proposals.</p> <ul style="list-style-type: none"> ▪ Analytic and synthesis qualities to assess process relations and to create individual either generic solutions. PC applications for data management.
<p>Production Manager</p>	<p>The Production Manager of the Meath Waste Treatment Facility is responsible for the organization of the production activities and for operational coordination of the Thermal Treatment Plant in order to process the delivered incoming products taken into account the safety, environmental and planning objectives.</p> <p>The Production Manager manages, coordinates and supervises all production activities of the Thermal Treatment Facility, in order to realize the defined production targets.</p> <p>He is in direct contact with the Maintenance Manager to optimize the Plant Availability and to plan the maintenance and shutdown activities in function of the external Waste Supplies.</p> <p>The function of Production Manager contains also the first line safety management activities of the site. With regard to this activity, he will fulfill the role of Plant Safety Manager and advise the Plant Manager towards the implementation of specific measures.</p> <p>The production objectives of the incinerator facility are defined and approved by the Plant Manager in consultation with the Production Manager.</p>	<ul style="list-style-type: none"> ▪ Masters Degree in Engineering (Electro-Mechanics, Mechanics, Industrial Chemistry, Metallurgy, Nautical Sciences, Mining) ▪ Proven managerial experience within the process industry. ▪ Knowledge and experience with regards to High Temperature Continuous Process' (metallurgy, power generation, cement industry, petrochemicals, ..) ▪ Knowledge of SAP applications ▪ Experience with safety and environmental management systems ▪ Minimum 10 years of experience in an industrial environment
<p>Quality Environmental Manager &</p>	<p>It is the Q & E Manager's remit to ensure compliance with environmental legislation and waste licence requirements as well as stakeholder requirements is done at the highest level required.</p> <p>1. Establish and implement the quality and environmental requirements for the Meath Waste to Energy Facility.</p>	<p>Degree level qualification in technical/science subject Minimum 5 years experience in quality and environmental management</p> <p><u>Core Skills</u></p> <p>Technical aptitude Organisation skills</p>

	<ol style="list-style-type: none"> 2. Maintain compliance to and manage the Meath Waste to Energy Facility waste licence and ensure all reports and monitoring are completed and submitted in line with licence requirements 3. Communication with the Regulatory Authorities in relation to the MSW Facility. 4. Ensure best practice in Quality and Environmental standards on site including identification and implementation of Q&E improvement projects to ensure continuous improvement on site 5. To ensure implementation of QESH management system requirements in the MSW business including: <ol style="list-style-type: none"> a. Implementation, review and amendment of site specific Q&E procedures b. To ensure timely completion of all Q&E improvement actions such as OFI, CAR and IIP actions related to the site. c. Co-operate with the Q&E Systems Manager for the achievement and maintenance of the management system standards ISO 9001, OHSAS 18001, ISO 14001 on site. 	<p>Attention to detail Good communication & interpersonal skills Management skills Leadership Influencing</p> <p>Excellent knowledge of waste licencing and environmental legislation</p>
<p>Maintenance Manager</p>	<p>The holder of this position is responsible for structuring, managing and optimising of the maintenance cycle for the assigned installations of the site with a view to maximising the availability of the installations.</p> <p>This relates to the following main domains:</p> <ul style="list-style-type: none"> - curative maintenance - preventive and predictive maintenance and technical safety management 	<ul style="list-style-type: none"> ▪ Honours Bachelor Degree in Engineering (Electro mechanical, Mechanical, Marine Engineering) / an Ordinary Bachelor Degree with extended experience in maintenance of process equipment. ▪ Minimum 5 years of experience in a Maintenance environment within the continuous process industry. ▪ Good knowledge of different type of equipment

	<ul style="list-style-type: none">- shutdown maintenance and servicing- developing maintenance expertise	<p>and the respective maintenance procedures.</p> <ul style="list-style-type: none">▪ Knowledge of civil engineering work, mechanical, electricity and instrumentation.
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C.1.2.c Employee training

Indaver Ireland staff are fully prepared for all aspects of operation of the facility. Training is managed by means of the Training and Staff Competence Procedure, an example of which is provided in Appendix C1.

All key operations staff have undergone extensive training by experienced personnel at a comparable waste-to-energy plant operated by Indaver in Belgium.

In addition, all plant personnel have undergone training in co-operation with the waste-to-energy plant manufacturer and equipment designers and suppliers. As part of the contractual agreement for the facility, representatives from the contractor are required to remain on-site until the facility has been fully commissioned and are required to be on call for 24 months after commissioning. This enables the operators to become familiar with the equipment and train directly with the equipment's design engineers.

In addition, the contractor will continue to have remote read only access to the plants central control system. Hence, operational difficulties may be resolved instantly with the contractor even after they are no longer required to be present on site.

C.1.2.d Environmental Awareness

Awareness of the environment is instilled in all staff by means of the ISO 14001 Quality Standard including. Dedicated environmental awareness training is carried out at all levels and aims to develop in staff an understanding of:

- induction training, environmental management notice boards and environmental posters
- the key elements of ISO 14001 and the operating licence
- waste handling
- emergency response
- environmental auditing
- waste legislation
- safety issues
- the impacts that the company's activities could have on the environment.

All awareness training will be logged in the training record of the staff member.

C.1.2.e Quality Control

The company's quality control system is managed through a single quality, environmental and health & safety management system, which is described in Attachment C.2.

Attachment C.2: Environmental Management Systems

C.2.1 *Indaver's quality and environmental management policies*

No modifications are proposed to the sites environmental management systems as approved in Waste Licence 167-2.

Indaver Ireland conducts all its activities in accordance with its quality, environmental and health & safety (QESH) management system. The activities in the Meath waste management facility are operated in accordance with this management system.

This system is computerised and can be accessed by all employees. It is accredited to the quality standard ISO 9001, the environmental standard ISO 14001 and the safety standard OHSAS 18001. The achievement of these accreditations demonstrates the company's commitment to conducting its activities in such a manner as to minimise or eliminate any potential adverse effects on the environment or on the health & safety of anyone who may be affected by the company's activities. Copies of the accreditation certificates for one of Indaver's existing facilities in Ireland is provided in Appendix C2. The accreditation process for the Meath WTE plant has begun, and it is hoped that this will be in place in early 2013.

The structure of the QESH management system is shown in Figure C.2.1.a below. To maintain and administer the QESH system and accreditation with ISO standards, Indaver Ireland has a dedicated Quality, Environmental, Safety and Health (QESH) department.

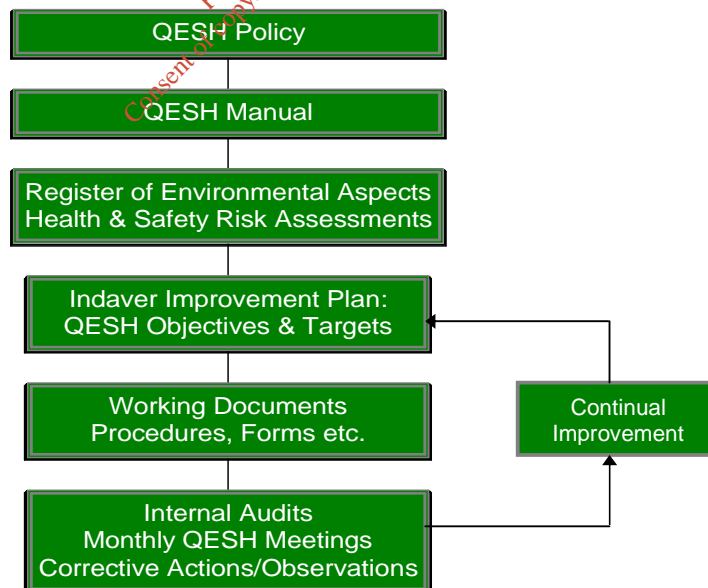


Figure C.2.1.a: Structure of QESH Management System

The QESH policy is the top-level document of the management systems and it defines Indaver's overall aims and objectives. A copy of Indaver's QESH policy is included in Appendix C3.

The Register of Environmental Aspects and the Health & Safety Risk Assessments review each of Indaver's activities in detail and identify any aspects that could pose an environmental or health & safety risk.

Any aspects deemed significant are detailed in the Indaver Improvement Plan. This document details the company's objectives and targets for the improvement of control over these aspects. Control can take many different forms, such as introducing additional safety equipment, conducting staff training or introducing a new operating procedure.

Indaver have over 130 operational procedures in place covering all aspects of its activities in Ireland. Indaver are currently in the process of moving all our procedures, forms, manuals etc from a Lotus notes document management system – (QESH Software) to a Microsoft Office SharePoint (MOSS) document management system. The procedures for the Meath facility are currently split between the QESH software and MOSS systems. The project will continue to integrate all procedures onto the one system. These procedures outline the important quality, environmental, health & safety issues in each area of operation and help to ensure compliance with relevant legislation as well as existing licences and permits. An index of Indaver's QESH management system procedures is provided in Appendix C4.

Internal and external audits are conducted to monitor the effectiveness of the QESH management systems. Audits are conducted internally against all procedures and an external accreditation body also audits the company every 6 months.

Issues raised as a result of these audits are dealt with through corrective actions and observations. This ensures that the company systems and operations are continually improved.

Attachment C.3: Hours of Operation

C.3.1: Hours of Operation

Subject to the planning application to be submitted in conjunction with this licence application, it is proposed to extend opening hours at the facility to accept wastes between 0600 and 2000 Monday to Friday inclusive and between 0600 and 1400 on Saturdays. It is also proposed to remove the restrictions on the dispatch of waste residue from site. The waste-to-energy plant operates 24 hours a day, 7 days per week.

Annual operating hours are also affected by planned and unplanned shutdowns. The capacity of the waste bunker will allow the acceptance of waste during shut downs for up to one week. From experience of operating similar plants in Belgium, non-scheduled events typically require a maximum shutdown of one-week per year. A scheduled shutdown for maintenance takes place once a year and is typically longer than one week, but less than three weeks. As these shutdowns are scheduled, it is possible to organise an alternative outlet for the waste, for example, another waste-to-energy plant or a landfill facility.

As per previous planning permissions, it is anticipated that any site construction works required by the proposed amendments will be confined to between 0700 and 1900, Monday to Saturday inclusive. No works will take place outside these hours or on Sundays or Bank or Public holidays unless otherwise agreed in writing with the planning authority.

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Appendix C1

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INDAVER



Procedure: Training & Staff Competence

Reference	Status	Version	Owner
Operations_10.6	Authorised	12	Jenny Keenan

Type	Sub-Type
Operations Manual	Training & Staff Competence

1. Purpose

This procedure has been re-issued as an interim procedure while other software options and means of tracking training are being investigated. 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. It also aims at explaining the way training administration is organised, as well as presenting tools that can be utilised to ensure an appropriate level of training is met within the Company.

2. Definition

The **Manager/Team Leader** is the Direct Line Manager to whom the employee reports to.
 The **Business Unit (BU) Manager** is the person with overall responsibility for the whole Business Unit
 The **Cost Centre Manager (CCM)** is the person with overall responsibility regarding expenses for his/her cost centre

3. Responsibilities

It is the responsibility of 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 each **manager and team leader** to ensure that any risks associated with any job are fully explained to, and understood by, all employees (including also temporary employees) and any contractors.
 It is also the responsibility of the manager/team leader to ensure that every training content his/her team members receive is fully understood and agreed.
 The manager and/or **trainer** must ensure that the training takes into consideration anything that could prevent a full understanding from the employee, for example a low level of English. This may be done by a quick question and answer session after each training, or an observation of the employee using the training content.
 It is the responsibility of the person providing training to ensure training is signed off and it is the responsibility of every person attending training to ensure the trainer provides a sign off for completion.

It is the responsibility of the **employee** to only sign a **training** that s/he has fully understood and agreed.

It is the responsibility of the **Human Resources Department** to ensure appropriate follow-up of **training** plans, and to record all **training** records, whether they are sign-offs, attendance sheets, or certificates, into the system and ensure a system for flagging refresher **training** is in place.

It is the responsibility of the **QESH department** to audit **Training** manuals whenever relevant.

4. References

New Employee **Training** Manual
Excel Version of Indaver Ireland **Training** Summary for Easy Tracking

Operations 10.6.2



Training Plan Tracker Indaver Ireland Excel version.xlsx

Excel Version of Indaver Ireland Meath **Training** Summary for Easy Tracking



Training Plan tracker Meath Excel version.xlsx

Training Database
Hazard Identification & Risk Assessment
Approval & Monitoring of General Contractors
Performance Management Form Part II
Employee Performance Management

Operations 10.6.3
Operations 13.4
Operations 11.3
Operations 18.2.2
Operations 18.2

5. Procedure

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 Goods Ideas Recognition Draw Websites IT Systems Employee Handbook 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 Environmental Awareness Environmental Complaints Environmental Officers In House Recycling Energy & Resource Usage 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
QESH Software Induction	Accessing Software Desktop Shortcut Password Available Modules Procedures Controlled Documents Suggestions Box Management Review Change Requests Creating a new Change Request Viewing existing Change Requests Suggestions Creating a new Suggestion
IT/Systems Induction	Username/ID Desktop Outlook - Shared Calendars Favourites Phone & Voicemail
Time Recording system	Logging Hours and Leave
Health & Safety Training	Manual Handling

Job Specific Training-Employee Training Manual:

All staff should receive the necessary **training** to enable them to function effectively in their positions. In order to ensure all necessary **training** is identified, a **Operations 10.6.1 New Employee Training Manual** should be prepared for all new employees. This outlines the minimum **training** requirements for new employees based on the function they are performing within the company.

The New Employee **Training** Manual contains the following:

1. **Training Matrix:** The **Training** Matrix outlines the minimum **training** requirements for different positions/roles in the company. This takes into account the responsibility involved with each role e.g. further **training** is provided for managers.
2. **Employee Specific Training Summary:** The Employee **Training** Plan Summary enables the manager to outline the **training** to be arranged and to track what **training** has been completed.
3. **Training Sign Off's** The booklet contains standard **training** sign off's for Company Induction,

QESH Induction, QESH Software Induction, ITRS Training, Leaders Handbook Training, IT/Systems 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.

Standard training sign offs must be used where available. All new standardised training sign offs must be sent to the HR Department for inclusion in the training sign offs section. Notes section on the sign offs should state level of training (Presentation, read procedure or full practical demonstration required) and also version number of any procedure.

All training manuals must contain all these three parts at all time: 1.Training Matrix 2.Employee Specific training summary, and 3.Training sign offs.

It is the employee's manager/team leader's responsibility to:

1. Print out a Training manual for each new employee in his/her team.
2. Review the **Employee Specific 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 **must** reflect the training requirements outlined for the relevant position on the Training Matrix.
3. Write the **date** of each completed training in the 'Completed' column on the Training Summary.
4. Liaise with the different departments to **organise training** in these areas e.g. technical, QESH, commercial etc...
5. **Manage** the completion of all training within a reasonable time frame (The target should be to have it completed within 1 year and if it is not completed, the manager needs to contact HR to explain why there is training still outstanding).
6. Ensure all training conducted is **signed off** in the manual by both the trainee and **trainer**. **A copy of every sign-off must be sent to the HR department.**
7. Conduct **3 month reviews during the goal setting meeting using Performance Management Form Part II Operations 18.2.2** - The effectiveness of any training must be reviewed with the employee. If the employee feels further training is required in an area then this should be immediately organised. The manager should ensure the training is fully understood by asking a few questions, or observing the employee using the content of the training.

NOTE:

- The training indicated on the Training Matrix outlines the minimum training requirements. Any additional training in areas not specified should be arranged if the manager/team leader sees a benefit to it. However, the priority **must** be put on completing the training identified in the matrix (i.e. training marked with X in the matrix)
- In some areas the matrix suggests a department which would be capable of providing training in that area. In other areas it just mentions Line Manager. The manager/team leader should evaluate who the best person/department to conduct training is.
- The actual level of training required for an employee in each area should be determined by the manager/team leader. This should take into consideration the position of the employee, the risks associated with the role, as well as his/her level of responsibility within the company.

For example: Packaged Waste Section

- For: Accounts team: The matrix does not indicate that this is a **training** requirement for accounts personnel however the *Manager* might decide that some awareness in this area would be of use to an accounts administrator to give them a better understanding of the company's operations. This **training** could be conducted by the line manager reviewing the relevant procedure with the employee.
- For Site Services Ops: the matrix indicates **training** is required in this area. Full, detailed **training** on procedures including practical **training** required. This **training** must be conducted by a fully competent **trainer** with experience in this field.
- For QESH team-members: the matrix indicates **training** is required in this area. A general understanding of procedures is needed for auditing purposes etc. This **training** could be conducted by the line manager reviewing the relevant procedure with the employee.

Training Manuals should be available for inspection by the HR Department and/or the QESH department whenever required.

When s/he has completed the **training** manual (i.e.: when all **training** identified in the matrix have been conducted and reviewed), The Manager/Team leader must ask the HR Department for validation, and approval.

The **training** manual is then **kept by the manager/team leader or the employee**, who can include all sign-offs of **training** that happen afterwards. Completion of the manual only signifies that the employee has completed their initial job specific **training**, but **training** is a continuous process that continues for the duration of employment with the company, it does not stop once the **training** manual has been completed.

It is the HR Department responsibility to ensure that the **training** manuals reflect and incorporate any new systems/procedures/activities and to issue new versions as required. Managers/team leaders must highlight any gaps noted in the **training** plan to the HR Department. The Health and Safety Manager must highlight to the HR Department any new **training** identified through Hazard Identification and Risk Assessments, carried out as per **Operations 13.4 Hazard Identification & Risk Assessment**, that must be added to the manual.

NOTE

Quantitative fit testing will have to be performed on all employees who will be using 3M full face masks as PPE part of their normal work activities. We also need to ensure that if a person passes the fit test while clean shaven that they will be expected to be clean shaven at all times when wearing that mask at work.

Personal Development Training:

An individual's 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.

If an employee moves from one position to another within the company it is their line managers responsibility to ensure additional **training** needs are identified and that the person receives **training** in all areas relevant to their new position. The **training** manual should be used in this situation, to know which **training** have to be conducted for the new position.

Approval of External Training:

- Only the **Managing Director** is ultimately authorised to approve a **training** request or not.
- An external **training** Requisition (**Operations 10.6.2**) form must be completed and forwarded to the Managing director, following the process below.
 1. A need in **training** is identified
 2. The team leader/manager determines it requires an external **trainer**. He contacts the HR Department, who can give information about prices, available dates, companies etc....
It is then the responsibility of the **Team Leader/Manager** to fill out the **external** training request form, with all required details.
 3. The team leader passes the Form to the **Cost Centre Manager** (CCM), who will decide whether to approve **the** training request or not. (Note: the CCM may complete the form him/herself if more convenient)
 4. The CCM then passes the Form to the **Business Unit (BU) Manager**. The BU Manager, after discussion with the CCM, will decide whether to approve **the** training request or not.
 5. The BU Manager then passes the request to the **Managing Director (MD)**, who after a final discussion, will decide whether to approve **the** training request or not. If approved the MD signs the form.
 6. The approved form is then passed to HR Department
 7. The HR Department then informs any relevant person, helps organise **the** training if needed, and passes a copy of the approved form to Accounts.
- **Every** Training request must pass by the hands of the Business Unit Manager and the Cost Centre Manager before being passed to the Managing Director
- Every **external** training request must follow the above steps; **a** training request can only pass one step if it has been approved by the relevant person. This will ensure that the MD only gets requests **for** training that have been approved by the whole management chain before.
- The request form reflects this by having three boxes for each required signature.
- Upon completion of the **external** training certificates of attendance must be forwarded to the HR department for filing.

Evaluation of Effectiveness of Training & Review of Training Requirements:

It is the employee's **manager/team leader's** responsibility to conduct **3 month reviews during the goal setting meeting using Performance Management Form Part II Operations 18.2.2** - The effectiveness of **any** training must be reviewed with the employee. If the employee feels **further** training is required in an area then this should be immediately organised. The manager should ensure **the** training is fully understood by asking questions, or observing the employee using the content of **the** training.

The level of competence of employees and the effectiveness of training is determined partly through internal audits and through ongoing assessment by team leaders. Opportunities for improvement (OFI's) and corrective actions are raised from these audits as necessary. As part of this ongoing assessment, managers review training at least on a quarterly basis using the goal setting form in Operations 18.2.

Regular management reviews of corrective actions and OFI's raised are conducted 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 relevant meetings. All training requirements and completed training is recorded on **Operations 10.6.3 Training Database** by the HR department and copies of training records are filed and maintained by the HR Department.

Training Sign Offs and Certificates:

- **Training carried out internally:**

A Copy of the sign-off or certificate for **all training** carried out must be scanned by the person giving the training and then forwarded to the HR Department for filing. The HR Department to check a scanned copy of the Sign-off has been added to the employee's training file on the system. A hard copy is also maintained by the HR Department.

The Manager/Team Leader must also keep a copy of the sign-off. This should be put in the employee's training manual.

Every training sign-offs can be found on **S:\23_Regional Ireland\Training\Employees Training Files\Current Employees**

It is the responsibility of the trainer to ensure a sign off is completed for each person completing the training and it is the responsibility of every person attending training to ensure the trainer provides a sign off for completion.

- **Training carried out externally:**

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

It is the responsibility of every person organising external training to ensure training certificates are received and forwarded to the HR Department.

Training Records Management:

It is the responsibility of the person giving the training to scan the training sign off and forward it to the HR Department for storage and recording.

It is the responsibility of the HR Department to update **Operations 10.6.3 Training Database**. This must be done as soon as the HR Department receives a sign-off or a certificate

All training is recorded, according to the following elements:

- Department
- Employee's manager
- Employee's name
- Training name
- Start Date

- End Date
- Certificate-based or not (mostly for external training)
- Date of renewal/refresher if any
- Comments (details about the content, procedure number, etc...)

Operations 10.6.3 Training Database also highlights which training must be refreshed and when, as well as follow up on the external training requests process.

It is the responsibility of the HR Department to;

- Keep the database up-to-date.
- Answer any request manager/team leader might have about training.
- Inform Manager Team-leader about training that must be refreshed.

Every manager/team leader can contact the HR Department to extract any particular training record, or ask any question regarding training.

Since all sign-offs are scanned and put on the system, every manager can access his team member's training files using this folder: *S:\23_Region Ireland\Training\Employees Training Files\Current Employees*

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%

A copy of every Competency test results must be sent to the HR Department

Contractor Training:

The training carried out by our main Site Services contractors (those who work for us on an ongoing basis) must be recorded on **Operations 10.6.3 Training Database** and records maintained by the HR Department. Refresher training is monitored through **Operations 10.6.3 Training Database**.

When approving a new company for Site Services contractors as per **Operations 11.3 Approval and Monitoring of General Contractors** it is the responsibility of the QESH department to request all current training records for the new Site Services contractor's personnel who will carry out work on our behalf. The Site Services Manager must review the training to ensure it is adequate for the job that will be undertaken.

When approving a new General Contractor as per **Operations 11.3 Approval and Monitoring of General Contractors** training records are viewed for the contractor prior to approval

Temporary staff

All temporary staff must be competent to carry out the role that they have been contracted to do. It is the responsibility of the employees manager to ensure the temporary employees receives all training necessary to carry out the role. This particularly applies to safety critical tasks. The manager must ensure the temporary employee is made aware of all the risks associated with the tasks and the site they will work on. The training they will require depends on the role that they are fulfilling and the manager should review the training plan, review what training is required for that role and decide based on that information what is essential for the employee to carry out that role. If the manager should be in any doubt, they should review the suggested training with the Health and Safety Manager to ensure it is adequate.

Last Change :

Added in 'Quantitative fit testing will have to be performed on all employees who will be using 3M full face masks as PPE part of their

normal work activities. We also need to ensure that if a person passes the fit test while clean shaven that they will be expected to be clean shaven at all times when wearing that mask at work.' Changed all references from Training Officer to HR Department updated Training Matrix and Training sign offs. Jenny Keenan 28/05/2010. changed ITRS references to time recording system. Removed 3 month review sign offs from procedure and training sign offs and training review expanded on Performance Management Form Part II Operations 18.2.2. Training plans separated for Indaver Ireland and Meath as training requirements are totally different Training matrices and summaries fully updated following consultation with managers for each department as part of the training working group. training sign offs updated as per training working group added to section on training sign offs - Standard training sign offs must be used where available. All new standardised training sign offs must be sent to the HR Department for inclusion in the training sign offs section. Added section - Temporary staff. All temporary staff must be competent to carry out the role that they have been contracted to do. It is the responsibility of the employees manager to ensure the temporary employees receives all training necessary to carry out the role. This particularly applies to safety critical tasks. The manager must ensure the temporary employee is made aware of all the risks associated with the tasks and the site they will work on. The training they will require depends on the role that they are fulfilling and the manager should review the training plan, review what training is required for that role and decide based on that information what is essential for the employee to carry out that role. If the manager should be in any doubt, they should review the suggested training with the Health and Safety Manager to ensure it is adequate Removed reference to monthly QESH meeting. Removed section on verification of competency following training group meeting Fire extinguisher training now removed from all employees as only applicable to some roles. Changed target completion to 1 year with the manager to contact HR to explain if there is still training outstanding added line. Notes section on the sign offs should state level of training (Presentation, read procedure or full practical demonstration required) and also version number of any procedure. Added It is the responsibility of each manager and team leader to ensure that any risks associated with any job are fully explained to, and understood by, all employees (including also temporary employees) and any contractors. Added this line to the procedure. Completion of the manual only signifies that the employee has completed their initial job specific training, but training is a continuous process that continues for the duration of employment with the company, it does not stop once the training manual has been completed added As part of this ongoing assessment, managers review training at least on a quarterly basis using the goal setting form in Operations18.2 Jenny Keenan 08/08/2011
Mary Miller 30/08/2011 15:56:28 Version: 12

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 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

New Employee Training Manual issued as controlled document Operations 10.6.1. Link to this control document added to procedure. The manual is now one pdf so reference to different files that make it up removed. Amended section on Job Specific Training - added additional instruction and notes on use of New Employee Training Plan New Employee Induction Training - added ITRS training. Evaluation of Effectiveness of Training & Review of Training Requirements- removed specifics in relation to CAR's and OFI's to reflect different approach. CAR's or OFI will be raised if training needs are identified dependent on situation Removed requirement to forward pages from training manual as completed to QESH. Training manual passed to QESH upon completion. Further screenshots on use of training software added.

Mary Miller 03/11/2008 17:09:06 Version: 10

A copy of every single file, sign off and cert to be sent to the training officer and not to the QESH department. No more training software until further notice. Training records are maintained by the TO. Explanation of the external training request process. Addition of new external training request form, which includes mandatory sign-offs for Cost centre manager and Business Unit Manager. Training officer is point of contact for any issue related to training administration and organisation TO also responsible for updating the training manual, managers to highlight any gaps. Training manuals must be kept by manager after completion. Training Database linked as a controlled document Operations 10.6.3. Reference to Risk Assessments and that H&S Manager must highlight to the TO any new training requirements as a result of RAs. Added section on contractor training. Clarified how differing levels of responsibility, ability, literacy, risk must be taken account of.

Mary Miller 12/06/2009 15:19:12 Version: 11

Added in 'Quantitative fit testing will have to be performed on all employees who will be using 3M full face masks as PPE part of their normal work activities. We also need to ensure that if a person passes the fit test while clean shaven that they will be expected to be clean shaven at all times when wearing that mask at work.' Changed all references from Training Officer to HR Department updated Training Matrix and Training sign offs. Jenny Keenan 28/05/2010. changed ITRS references to time recording system. Removed 3 month review sign offs from procedure and training sign offs and training review expanded on Performance Management Form Part II Operations 18.2.2. Training plans separated for Indaver Ireland and Meath as training requirements are totally different Training matrices and summaries fully updated following consultation with managers for each department as part of the training working group. training sign offs updated as per training working group. added to section on training sign offs - Standard training sign offs must be used where available. All new standardised training sign offs must be sent to the HR Department for inclusion in the training sign offs section. Added section - Temporary staff. All temporary staff must be competent to carry out the role that they have been contracted to do. It is the responsibility of the employees manager to ensure the temporary employees receives all training necessary to carry out the role. This particularly applies to safety critical tasks. The manager must ensure the temporary employee is made aware of all the risks associated with the tasks and the site they will work on. The training they will require depends on the role that they are fulfilling and the manager should review the training plan, review what training is required for that role and decide based on that information what is essential for the employee to carry out that role. If the manager should be in any doubt, they should review the suggested training with the Health and Safety Manager to ensure it is adequate. Removed reference to monthly QESH meeting. Removed section on verification of competency following training group meeting Fire extinguisher training now removed from all employees as only applicable to some roles. Changed target completion to 1 year with the manager to contact HR to explain if there is still training outstanding. added line. Notes section on the sign offs should state level of training (Presentation, read procedure or full practical demonstration required) and also version number of any procedure. Added It is the responsibility of each manager and team leader to ensure that any risks associated with any job are fully explained to, and understood by, all employees (including also temporary employees) and any contractors. Added this line to the procedure. Completion of the manual only signifies that the employee has completed their initial job specific training, but training is a continuous process that continues for the duration of employment with the company, it does not stop once the training manual has been completed. added As part of this ongoing assessment, managers review training at least on a quarterly basis using the goal setting form in Operations 18.2 Jenny Keenan 08/08/2011

Mary Miller 30/08/2011 15:56:28 Version: 12

- End of Document -

Appendix C2

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IQNet and NSAI hereby certify that the organisation

Indaver Ireland Ltd

4th Floor, Block 1
West Pier Business Campus
Old Dunleary Road
Dun Laoghaire
Co. Dublin

for the following range of activities

The provision of specialist hazardous and non-hazardous waste management services, including management of waste shipment, total waste management, on site services and solvent recovery.

has implemented and maintains a
Management System

which fulfils the requirements of the following standard

I.S. EN ISO 9001:2008

Registration Number: IE-19.5315
Registration Date: 24 August 2011
Last Amended on: 24 August 2011
Remains valid until: 23 August 2014



Signed:

René Wasmer
President of IQNet

Signed:

Maurice Buckley
CEO NSAI

Issued on 24 August 2011

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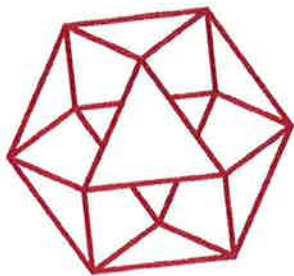
National Standards Authority of Ireland, 1 Swift Square, Northwood, Santry, Dublin 9, Ireland

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NSAI certifies that the aforementioned company has been assessed and deemed to comply with the provisions of the standard referred to above in respect of:-

The provision of specialist hazardous and non-hazardous waste management services, including management of waste shipment, total waste management, on site services and solvent recovery.

Approved by:
Maurice Buckley
CEO NSAI



Registration Number: 19.5315
Original Registration: 24 August 2011
Last amended on: 24 August 2011
Valid from: 24 August 2011
Remains valid to: 23 August 2014

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for the following range of activities

The provision of specialist hazardous and non-hazardous waste management services, including management of waste shipment, total waste management, on site services and solvent recovery.

has implemented and maintains a
Management System

which fulfils the requirements of the following standard

I.S. EN ISO 14001:2004

Registration Number: IE-14.0627
Registration Date: 24 August 2011
Last Amended on: 24 August 2011
Remains valid until: 23 August 2014



Signed:

René Wasmer
President of IQNet

Signed:

Maurice Buckley
CEO NSAI

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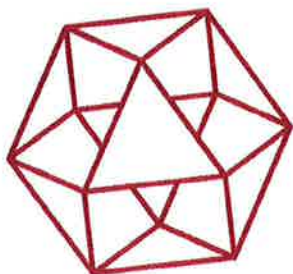
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Approved by:
Maurice Buckley
CEO NSAI



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for the following range of activities

The provision of specialist hazardous and non hazardous waste management services, including management of waste shipment, total waste management, on site services and solvent recovery.

has implemented and maintains a
Management System

which fulfils the requirements of the following standard

OHSAS 18001:2007 S.R.

Registration Number: IE-18.0224

Registration Date: 24 August 2011

Last Amended on: 24 August 2011

Remains valid until: 23 August 2014



Signed:

René Wasmer
President of IQNet

Signed:

Maurice Buckley
CEO NSAI

Issued on 24 August 2011

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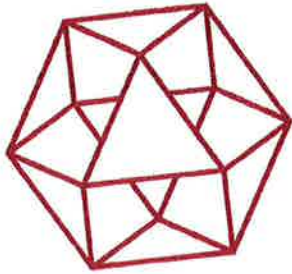
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Approved by:
Maurice Buckley
CEO NSAI



Registration Number: 18.0224
Original Registration: 24 August 2011
Last amended on: 24 August 2011
Valid from: 24 August 2011
Remains valid to: 23 August 2014

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Appendix C3

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Indaver's Quality, Environmental, Safety & Health management system is a fundamental part of our company culture and organisation.

We are committed to:

- ◆ Complying with all Irish, UK and EU legislation, environmental, health & safety and transport legislation and regulations, including relevant licences and permits.
- ◆ Identifying the environmental aspects and health & safety hazards associated with our activities and ensuring a commitment to the prevention of pollution from our activities.
- ◆ Ensuring, in so far as is reasonably practicable the prevention of injury and ill health of our employees, visitors, contractors and members of the public who may be affected by the company's activities.
- ◆ Minimising the potential for environmental incidents and health & safety incidents. Recording and reporting any incidents or accidents to the relevant competent authorities.
- ◆ 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 help them ensure their compliance with all relevant legislative requirements
- ◆ Developing QESH management processes, operational procedures and audit capabilities to ensure that effective systems are in place.
- ◆ The continual improvement of our management systems through the setting of QESH Objectives and Targets through our Indaver Improvement Plan and the measurement of them against key performance indicators and the Indaver group standards.
- ◆ Identifying the major accident scenarios and maintaining an appropriate major accident prevention policy in accordance with the current European SEVESO Directive, and as transposed into Irish and UK legislation, as relevant to specific sites.
- ◆ 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 at the forefront in the provision of high quality, sustainable waste management solutions and waste infrastructure.

QESH POLICY

Attention to Quality, the Environment, Safety & Health

- ◆ Ensuring, in so far as is reasonably practicable, that employees comply with their duty to follow the QESH rules and procedures.
- ◆ Ensuring employees report as soon as practicable any:
 - EHS incidents
 - Unsafe work or defects in the place of work which could endanger safety, health & welfare
 - Other contraventions of QESH rules, procedures or regulatory requirements
- ◆ Providing employees with the skills and training required to function effectively in their positions and encouraging the personal development of employees to their 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.
- ◆ 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
 - Encouraging employee involvement in decision-making and open and free communication between employees and management
- ◆ 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.
- ◆ Ensuring efficient usage of materials and energy resources and promoting a policy of recycling/recovery of waste wherever possible, both in-house and with our customers.
- ◆ Measuring the perceptions of employees, customers and suppliers to identify opportunities for improvement and to achieve results, which satisfy all of the organisation's 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: May 2010

Version 4

Indaver is an integrated waste management company offering both hazardous and non-hazardous waste management services. We operate a number of offices and facilities throughout Ireland and the UK. Our parent company Indaver NV is based in Flanders, Belgium which is part of the Delta group.

Appendix C4

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INDAVER



Controlled Document : Procedures **Index**

Reference	Status	Version	Owner
Op_index	Authorised	20	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 Preventive & Corrective Actions
Operations 10.8	Internal External and Customer Audits
Operations 10.11	Customer Surveys by Means of Post Collection Questionnaires & Balance Scorecards
Operations 10.12	Identification Review & Evaluation of Legal Requirements
Operations 10.13	Archiving
Operations 10.14	QESH Management Review Meetings

Amgen Dun Laoghaire TWM

Operations 27.1	Amgen Dun Laoghaire TWM - Collection and Disposal of Mixed Vials
Operations 27.2	Amgen Dun Laoghaire TWM - Collection and Packing of Solid Pharmaceutical Waste On Site
Operations 27.3	Amgen Dun Laoghaire TWM - Collection and Disposal of Non Hazardous Waste
Operations 27.4	Amgen Dun Laoghaire TWM - Collecting and Disposal of Uncontaminated Glass Vials
Operations 27.5	Amgen Dun Laoghaire TWM - Collection and Disposal of Waste Batteries
Operations 27.6	Amgen Dun Laoghaire TWM - Collection and Disposal of Waste Electronic Electrical Equipment (WEEE)
Operations 27.7	Amgen Dun Laoghaire TWM - Collection and Recycling of Cardboard
Operations 27.8	Amgen Dun Laoghaire TWM - Collection and Disposal of Waste Fluorescent Tubes
Operations 27.9	Amgen Dun Laoghaire TWM - Collection and Disposal of Waste Cooking Oils
Operations 27.10	Amgen Dun Laoghaire TWM - Collection and Disposal of Waste Machinery Oils
Operations 27.11	Amgen Dun Laoghaire TWM - Collection and Packaging of Toners/Ink Cartridges for Disposal

Operations 27.12	Amgen Dun Laoghaire TWM - Collecting and Disposing of Triple Rinsed Winchester
Operations 27.13	Amgen Dun Laoghaire TWM - Collection and Packing of Biohazardous Waste/Cin Bins
Operations 27.14	Amgen Dun Laoghaire TWM - Collection Listing and Packing of Laboratory Smalls On Site
Operations 27.15	Amgen Dun Laoghaire TWM - Loading of Waste Shipments for Movement Off Site
Operations 27.16	Amgen Dun Laoghaire TWM - Collection and Disposal of Chloroform Bovine Waste
Operations 27.17	Amgen Dun Laoghaire TWM - Collection of Empty Contaminated Drums
Operations 27.18	Amgen Dun Laoghaire TWM - Collecting and Decanting of Azithromycin Ketalar Vorinconazole IGF-IR Pegvisomant and Ketanest S Liquid Waste
Operations 27.19	Amgen Dun Laoghaire TWM- Codes of Conduct and Housekeeping on site
Operations 27.20	Amgen Dun Laoghaire TWM- Incident/Accident Reporting & Emergency Response Procedure
Operations 27.21	Amgen Dun Laoghaire TWM- Procedure for the Change Out of Waste Klericide Drums

Approval Amendment & Control

Operations 1.1	Amendment, Issue and Control of QESH System Documentation
-----------------------	-----------------------------------------------------------

Accounts

Operations 19.1	Purchase Procedure Non Waste Flow Indaver Ireland Limited
Operations 19.2	Purchase Procedure Indaver Ireland Branch
Operations 19.3	Purchase Procedure Indaver UK
Operations 19.4	Credit Collection Policy
Operations 19.5	Procedure for Posting Receipts and Payments
Operations 19.6	Bank Reconciliation
Operations 19.7	Intercompany Reconciliations
Operations 19.8	Cara and Cedar Accounting and Reporting
Operations 19.9	Foreign Currency Transactions and Balances
Operations 19.10	Journal Entries
Operations 19.11	Key Performance Indicators (KPI) Reporting
Operations 19.12	Staff Expenses Policy
Operations 19.13	Inventory Stock Taking
Operations 19.14	Irish VAT Return
Operations 19.15	Procedure for the management payments
Operations 19.16	Petty Cash Procedure
Operations 19.17	Accruals
Operations 19.22	Creditor's Reconciliation
Operations 19.23	Posting Non Waste Flows Invoices
Operations 19.24	IFRS month end pack
Operations 19.25	Bank Reconciliation Indaver UK
Operations 19.26	Post UK Bank Statement
Operations 19.27	Process for passing AVG invoices
Operations 19.29	GSK UK Invoicing
Operations 19.30	Payment to UK Suppliers

Boston Scientific TWM

Operations 29.1	Boston Scientific Galway TWM - Transfer to Tankers of Aqueous Waste
Operations 29.2	Boston Scientific Galway TWM - Emergency Response Procedure
Operations 29.3	Boston Scientific Galway TWM - Hazardous Waste Removal
Operations 29.4	Boston Scientific Galway TWM - Collection of Non Hazardous Waste
Operations 29.5	Boston Scientific Galway TWM - Collection of HSM Cardboard Baler
Operations 29.6	Boston Scientific Galway TWM - Forklift Operation Procedure
Operations 29.7	Boston Scientific Galway TWM - Compactor Operation Procedure
Operations 29.8	Boston Scientific Galway TWM - Drum Compactor Operation

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
Operations 17.5	Repak Invoicing for the Civic Amenity Sites

Classification & Identification of Waste

Operations 4.2	Classification & Identification of Waste
Operations 4.8	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

De Puy TWM

Operations 43.1	De Puy TWM - Collection of Waste from Sigma Trays & Hips & Poly Valuestreams
Operations 43.2	De Puy TWM - Storage Placing & Removing Waste Materials on Racking
Operations 43.3	De Puy TWM - Removal of Empty Drums Containing Chemical Residue Oakite & BCR & COSA & CIP-92
Operations 43.4	De Puy TWM - Collection & Listing and Packinf of Lab Smalls on site in DePuy
Operations 43.5	De Puy TWM - Collection of Ceramic Waste from the Wax Room & Dip Room
Operations 43.6	De Puy TWM - Collection of Waste Bags & Containers from the Porocoat Area
Operations 43.7	De Puy TWM - Removal of Dust Collection Bins & Replacement of Liner in Bin
Operations 43.8	De Puy TWM - Collection of Boilerclave Wax & Waste Bags & Containers from the Foundry & Boilerclave & Middle Foundry Room

Dublin Port Hazardous Waste Facility

Operations 16.1	Blending Pre-Acceptance Checks
Operations 16.2	Sampling Loading and Unloading at the Blending Plant
Operations 16.3	Stream Acceptance and Blending
Operations 16.8	Operation of the Nitrogen Blanketing System
Operations 4.1	Acceptance & Storage of waste at the Transfer Station & Solvent Recovery Facility
Operations 4.3	Monitoring of Storm Water Emissions to Surface Water Sewer
Operations 4.4	Testing and Removal of Water from Sumps
Operations 4.19	Relocation of Material within Storage Bays
Operations 4.22	Forklift Charging Procedure
Operations 4.23	Storm Water Monitoring System
Operations 4.24	Stock Count Procedure for the Dublin Port Hazardous Waste Facility

Emergency Response

Operations 8.2	Spill Clean Up at the Transfer Station
Operations 8.3	General Fire & Evacuation Procedure
Operations 8.4	Internal/External Flooding Procedure
Operations 8.7	General Emergency Response & Spill Clean Up
Operations 8.8	Indaver ADR Collection Vehicle's - Emergency Response Procedure and Drivers Responsibilities
Operations 8.9	Procedure upon Receipt of an Emergency Response Call

Environmental

Operations 6.2	Environmental Complaints
Operations 6.3	Environmental Non Compliance
Operations 6.4	Environmental Incident Investigation & Reporting
Operations 6.5	Internal Waste Management
Operations 6.6	Monitoring and Recording of Environmental Information
Operations 6.7	Monitoring and Measuring of Environmental Emissions

Equipment

Operations 15.1	SAP for the Creation of Maintenance
Operations 15.2	Maintenance of Equipment
Operations 9.1	Purchase Hire & Decommissioning of Equipment

Genzyme TWM

Operations 42.1	Genzyme TWM - Collecting and Handling of Non Hazardous Waste
Operations 42.2	Genzyme TWM - Collecting and Handling of Hazardous Waste
Operations 42.3	Genzyme TWM - Decanting & Washing

GSK Cork TWM

Operations 33.1	GSK Cork TWM - C & D Construction Waste
Operations 33.2	GSK Cork TWM - Catalyst Recovery

Operations 33.3	GSK Cork TWM - Confidential Paper
Operations 33.4	GSK Cork TWM - Construction Waste Compound
Operations 33.5	GSK Cork TWM - Emergency Response
Operations 33.6	GSK Cork TWM - Empty Drums
Operations 33.7	GSK Cork TWM - Hazardous Packaged Waste
Operations 33.9	GSK Cork TWM - Laboratory Waste
Operations 33.10	GSK Cork TWM - Non Hazardous Waste
Operations 33.11	GSK Cork TWM - On Site Transfer of Drums & IBC's
Operations 33.12	GSK Cork TWM - Site Services
Operations 33.13	GSK Cork TWM - Baling Procedure
Operations 33.14	GSK Cork TWM - Waste Tanker Management
Operations 33.15	GSK Cork TWM - WWTP Sludge
Operations 33.16	GSK Cork TWM - Labelling Workflow

GSK, Dungarvan TWM

Operations 31.1	Glaxosmithkline Dungarvan - Canteen Waste Procedure
Operations 31.2	Glaxosmithkline Dungarvan - Carboard Procedure
Operations 31.3	Glaxosmithkline Dungarvan - Controlled Substances Procedure
Operations 31.4	Glaxosmithkline Dungarvan - Nicotine Waste Procedure
Operations 31.5	Glaxosmithkline Dungarvan - Non Hazardous Landfill Waste Procedure
Operations 31.6	Glaxosmithkline Dungarvan - Paper Newspaper and Magazine Procedure
Operations 31.7	Glaxosmithkline Dungarvan - Printer Cartons and Shippers Procedure
Operations 31.8	Glaxosmithkline Dungarvan - 40ft Containers of Packaged Waste
Operations 31.9	Glaxosmithkline Dungarvan - Movement of Lab Waste Solvent ex Chemstore Procedure

GSK Stafford Miller TWM

Operations 32.1	GSK Stafford Miller - Canteen Waste Procedure
Operations 32.2	GSK Stafford Miller - Cardboard Cartons and Foil Procedure
Operations 32.3	GSK Stafford Miller - Cardboard and Plastic Procedure
Operations 32.4	GSK Stafford Miller - Foil and Tubes Procedure
Operations 32.5	GSK Stafford Miller - Lead Acid Batteries Procedure
Operations 32.6	GSK Stafford Miller - Non Hazardous Landfill Waste Procedure
Operations 32.7	GSK Stafford Miller - Non Hazardous RDF Waste Procedure
Operations 32.8	GSK Stafford Miller - Paper Newspapers and Magazine Procedure
Operations 32.9	GSK Stafford Miller - WEEE Procedure
Operations 32.10	GSK Stafford Miller - 40ft Containers of Packaged Waste
Operations 32.11	GSK Stafford Miller - Moving Empty Drums to Cork Metal
Operations 32.12	GSK Stafford Miller - Dealing with Empty Fibre Kegs
Operations 32.13	GSK Stafford Miller - Movement of Empty Drums
Operations 32.14	GSK Stafford Miller - Movement of Transfer Station Packaged Waste
Operations 32.15	GSK Stafford Miller - Dealing with Rejected Raw Materials

Health & Safety

Operations 13.10	Control of Hot Work
Operations 13.11	Control of Confined Space Entry
Operations 13.1	Health & Safety Incident Investigation & Reporting

Operations 13.2	Completion of Time Sheets
Operations 13.4	Hazard Identification & Risk Assessment
Operations 13.5	General Site Security
Operations 13.6	HazID Safety Study
Operations 13.7	Management of Change Procedure
Operations 13.8	Management of Seveso - Monitoring, Auditing and Review of Major Accident Prevention Policy (MAPP) and the Safety Management System
Operations 13.9	The HAZOP Safety Study
Operations 16.4	Lock Out and Tag Out Procedure
Operations 16.5	Identification of Safety Critical Components of an Installation
Operations 16.6	Opening Pipelines and Vessels
Operations 16.7	Permit to Work Procedure
Operations 4.12	Health & Safety Checks

HR Procedures

Operations 18.1	Employee Recruitment & Induction
Operations 18.2	Employee Performance Management
Operations 18.3	Employee Leaving Procedure
Operations 18.4	Employee Absence Management Procedure

IT Systems

Operations 9.4	Backing Up Computer System
Operations 9.5	Operation of the Out of Hours Telephone System
Operations 9.7	Change Control Procedure for Indavers Bespoke Software Applications
Operations 9.8	Logging IMIS Trouble Tickets
Operations 9.9	Issue of IT Equipment and Mobile Phones and Carkits to Employees

Lab

Operations 20.1	Receiving Logging and Storage of Samples
Operations 20.12	Handling and Storage of Stock Reagents
Operations 20.19	Equipment Calibrations and Maintenance
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 22.2	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 Titrino
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	Shipment of Controlled Drugs and Scheduled Substances
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 Norit for a New Spent Carbon Stream and Placing an Order for Carbon
Operations 2.16	Moving Green List Waste for Recovery on CMR Note
Operations 2.18	Procedure for Recording & Consigning Waste on RecTracker
Operations 2.19	Dealing with a Waste Load Rejected at a Facility
Operations 2.20	Moving an Empty Uncleaned Tank Offsite to a Tank Cleaning Station within Ireland

Merck Sharpe and Dohme, Clonmel TWM

Operations 30.1	MSD TWM - Tanker Management
Operations 30.2	MSD TWM - Acetonitrile Toll Management
Operations 30.3	MSD TWM - Hazardous Packaged Waste

Merck Sharpe and Dohme, Swords TWM

Operations 45.1	MSD Swords TWM - Collection & Removal of Non Hazardous Waste
Operations 45.2	MSD Swords TWM - Collection & Removal of Non Routine Waste
Operations 45.3	MSD Swords TWM - Collection & Removal of Hazardous Waste
Operations 45.4	MSD Swords TWM - Completion of Customer Monthly Waste Management Logs
Operations 45.5	MSD Swords TWM - Storage Collection and Removal of Laboratory Smalls

Pfizer Grangecastle TWM

Operations 26.1	Pfizer Grangecastle TWM - Collection and Triple Rinsing of Empty Contaminated Drums
Operations 26.2	Pfizer Grangecastle TWM - Collection and Packing of Red Bagged Waste and Sharps Bins On Site
Operations 26.3	Pfizer Grangecastle TWM - Collecting Listing and Packing of Lab Smalls On Site
Operations 26.4	Pfizer Grangecastle TWM - Collecting Listing Decanting of Liquid Waste and Packing of Jerricans On Site
Operations 26.5	Pfizer Grangecastle TWM - Autoclaving of Biohazardous waste and the Collection and Packing of Inactivated Biohazardous Yellow Bagged Waste / Cin Bins
Operations 26.6	Pfizer Grangecastle TWM - Collection and Packing of Biohazardous Yellow Bagged Waste / Cin Bins and Clinical Waste On Site
Operations 26.7	Pfizer Grangecastle TWM - Collecting and Storing of Genetically Modified Microorganisms Biohazardous Waste On Site
Operations 26.8	Pfizer Grangecastle TWM - Collection of Empty Contaminated Drums and IBCs On Site
Operations 26.9	Pfizer Grangecastle TWM - Collection Waste Vials Containing Pevnar MNTX Tygacil and Media On Site
Operations 26.10	Pfizer Grangecastle TWM - Collection of Waste Cooking Oils from On Site Canteens
Operations 26.11	Pfizer Grangecastle TWM - Collection of Waste Hydraulic Lubricant Compressor and Engine Oils On Site
Operations 26.12	Pfizer Grangecastle TWM - Collection and Disposal of Waste Electronic Electrical Equipment (WEEE)
Operations 26.13	Pfizer Grangecastle TWM - Collection and Disposal of Waste Batteries
Operations 26.14	Pfizer Grangecastle TWM - Collection and Disposal of Waste Fluorescent Tubes
Operations 26.15	Pfizer Grangecastle TWM - Collection and Disposal of Toner and Ink Cartridges
Operations 26.16	Pfizer Grangecastle TWM - Loading of Containers for Waste Shipments On Site
Operations 26.17	Pfizer Grangecastle TWM - Codes of Conduct and Housekeeping On Site
Operations 26.18	Pfizer Grangecastle TWM - Incident/Accident Reporting & Emergency Response Procedure On Site
Operations 26.19	Pfizer Grangecastle TWM - Safe Operation of the Drum Press for Compacting Hazardous Waste in the East Drum Store
Operations 26.20	Pfizer Grangecastle TWM - Procedure for the Safe Operation of the bailing equipment
Operations 26.21	Pfizer Grangecastle TWM - Collecting and Disposal of Uncontaminated Glass
Operations 26.22	Pfizer Grangecastle TWM - Safe Operation of the Compactor Equipment
Operations 26.23	Pfizer Grangecastle TWM - Collecting Documenting and Transferring Wooden Pallets off site for Reuse
Operations 26.24	Pfizer Grangecastle TWM - Collecting Documenting and Transferring UN Approved Drums off site for Reuse
Operations 26.25	Pfizer Grangecastle TWM - Collection of Non Hazardous Waste on site and

	Transporting to the Non Hazardous Waste Compound
Operations 26.26	Pfizer Grangecastle TWM - Loading Operations Drop & Pick Up of Skips and Curtainsiders
Operations 26.27	Pfizer Grangecastle TWM - Use of Forklift Trucks Onsite
Operations 26.28	Pfizer Grangecastle TWM - Collection and Handling of Confidential Waste Paper Bags and Wheelie Bins

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	Waste and Transport Invoice Approval
Operations 3.9	Certificates of Disposal/Recovery
Operations 3.10	Drum & Package Supply Procedure

Schering Plough Avondale TWM

Operations 37.1	Schering Plough Avondale TWM - Bulk Tanker
Operations 37.2	Schering Plough Avondale TWM - Lab Waste Collections
Operations 37.3	Schering Plough Avondale TWM - Non Hazardous Waste Management
Operations 37.4	Schering Plough Avondale TWM - Procedure for the Movement of Hazardous Waste
Operations 37.5	Schering Plough Avondale TWM - Administration Procedure

Schering Plough Bray TWM

Operations 34.1	Schering Plough Bray TWM - Loading of Hazardous Chemical Loads
Operations 34.2	Schering Plough Bray TWM - Packing & Collection of Lab Smalls & Lab Waste
Operations 34.3	Schering Plough Bray TWM - Treatment of Solid Flammable Hazardous Waste on Site
Operations 34.4	Schering Plough Bray TWM - Decanting of Solvent Waste & Liquid Antibiotic Waste & Micro Limit Waste
Operations 34.5	Schering Plough Bray TWM - Treatment of WEEE Batteries & Fluorescent Tubes
Operations 34.6	Schering Plough Bray TWM - Treatment of Pallet Box - Dry Hazardous Waste Compactor
Operations 34.7	Schering Plough Bray TWM - Treatment of Paller Box- Lab Waste
Operations 34.8	Schering Plough Bray TWM - Treatment of Mixed Dry Recyclables
Operations 34.9	Schering Plough Bray TWM - Treatment of Glass for Incineration

Schering Plough Brinny TWM

Operations 35.1	Schering Plough Brinny - Batteries/WEEE/Tube Collections
Operations 35.2	Schering Plough Brinny - Hazardous Packaged Waste
Operations 35.3	Schering Plough Brinny - Laboratory Smalls Management
Operations 35.4	Schering Plough Brinny - Laboratory Waste Management
Operations 35.5	Schering Plough Brinny - Medical Waste Collections
Operations 35.6	Schering Plough Brinny - Non Hazardous Waste Management
Operations 35.7	Schering Plough Brinny - Sludge Management

Operations 35.8	Schering Plough Brinny - Invoicing Procedure
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Schwarz Pharma TWM

Operations 36.1	Schwarz Pharma TWM - Bulk Solvent Waste & Sodium Acetate Waste
Operations 36.2	Schwarz Pharma TWM - Packaged Loads off Site
Operations 36.3	Schwarz Pharma TWM - Non Hazardous Waste
Operations 34.4	Schwarz Pharma TWM - Lab Reagent Waste

TFS

Operations 3.6	Raising a TFS & a Financial Guarantee
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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
Operations 14.3	Requesting Transport Pricing from Approved Hauliers

TWM Administration

Operations 25.1	Setting Up a TWM Contract and the Provision of a Waste Operations Leader (WOL)
Operations 25.2	TWM Non Hazardous Recycling Certs

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
Operations 11.8	Control of Approved Facilities for Customers

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 & curtainsiders for Shipment
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/Non Regulated Material Incident Investigation & Reporting

Last Change :

Removed Belview, Honeywell procedures and Ops 2.14, 2.15, 5.6, 5.22,. Added all SP Avondale, Bray, Schwarz, MSD Swords, GSK Dungarvan, Stafford Miller, De Puy, Genzyme TWM procedure. Also added Ops 9.9, 19.5, 19.12, 19.13, 19.14, 19.16, 19.17, 19.22, 19.23, 19.24, 19.25, 19.26, 19.27, 19.29, 19.30, 27.19, 27.20, 27.21, 29.3,. Renamed Ops 3.5, 5.21 and 10.14 and all Pfizer DL procedures changed to Amgen.
Mary Miller 06/07/2011 08:43:34 Version: 20

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

Ops 22.17 deleted from **index**. Ops 11.8, 18.4, 20.19 and 2.19 added. All Pfizer and Wyeth procedures added.
Mary Miller 31/07/2008 15:34:11 Version: 15

Ops 4.17 removed and Ops 3.7. Added Ops 5.22. A number of titles of procedures updated to reflect changes Ops 8.3, Ops 4.8, Ops 10.11, Ops 10.17, ops 3.6.
Mary Miller 02/02/2009 17:11:20 Version: 16

Ops 8.5, 4.10 removed as obsolete. Ops 13.1, 3.10, 2.4 name changed. Ops 30.1, 30.2, 30.3, 28.2, 9.7, 9.8 17.5, 4.24 added. Checked and fixed all links.
Mary Miller 16/06/2009 14:32:51 Version: 17

Ops 10.8, 2.13 renamed. Ops 13.3 removed. Added GSK Cork procedures. Checked links.
Mary Miller 25/01/2010 09:06:57 Version: 18

Name of Wyeth Grangecastle TWM Procedures was changed to Pfizer Grangecastle TWM. Added the following Procedures: Transport Issues 14.3; Health and Safety 16.7; Accounts 19.1;19.2;19.3;19.4;19.6;19.7;19.9; Belview Port 24.1;24.2;25.1; Pfizer Grangecastle 26.17;26.18;26.19; Pfizer Dun Laoghaire 27.18; Honeywell 28.1; 28.2;28.3;28.4;28.5;28.6;28.7;28.8;28.9;28.10;28.11;28.12;28.13; 28.14; 28.15; 28.16; 28.17; 28.18; 28.19; 28.20; 28.21; 28.22; 28.23; 28.24; Boston Scientific Galway 29.1; 29.2; 29.4; 29.5; 29.6; 29.7; 29.8; Movement & Tracking 2.20; Schering Plough Brinny 35.1; 35.2; 35.3; 35.4; 35.5; 35.6; 35.7; 35.8
Mary Miller 31/05/2010 08:06:50 Version: 19

Removed Belview, Honeywell procedures and Ops 2.14, 2.15, 5.6, 5.22. Added all SP Avondale, Bray, Schwarz, MSD Swords, GSK Dungarvan, Stafford Miller, De Puy, Genzyme TWM procedure. Also added Ops 9.9, 19.5, 19.12, 19.13, 19.14, 19.16, 19.17, 19.22, 19.23, 19.24, 19.25, 19.26, 19.27, 19.29, 19.30, 27.19, 27.20, 27.21, 29.3. Renamed Ops 3.5, 5.21 and 10.14 and all Pfizer DL procedures changed to Amgen.
Mary Miller 06/07/2011 08:43:34 Version: 20

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