



TOTAL RECYCLING SERVICES

waste management innovation



# Customer Information Pack

Dear Sir/Madam

We currently offer a 'one stop shop' approach to facilitate a total waste management service for our customers. Our management team has a wealth of industry experience and expertise in the processing and disposal of both non-hazardous and hazardous wastes. Our service is fully compliant with statutory and industry regulations, with a heavy focus upon recycling, reclamation and treatment. We have been operating from our head office and recycling facility on Yarm Road business park since 2009. We have a range of recently purchased equipment that can be used to cater for all of your waste disposal and recycling requirements. Our equipment includes the following:

- Hazardous waste tankers
- Liquid Ring Tankers
- Curtainsider Vehicles
- Flatbeds
- Roll on Roll/Roll off vehicles
- Skip Vehicles

We have successfully gained accreditations in the following

- ISO14001 environmental standard
- OHSAS 18001 health and safety standard
- BS EN ISO 9001 Quality standard
- CHAS Contractors health and safety standard

A site evaluation can be arranged for you free of charge. In the site evaluation we will advise you on the most cost effective and environmentally friendly method(s) of waste minimisation and disposal. A clearly defined auditable trail is created for all wastes that are disposed of by Total Recycling Services Limited. In addition to duty of care waste transfer notes, weighbridge tickets and consignment notes we also provide our customers with customised spreadsheets and charts. We can also use our expertise to ensure that your company meets environmental standards such as ISO14001.



If you would like to make an enquiry about using our services or arrange a free site evaluation please do not hesitate to contact us.

Kind Regards

Alex Foreman

Managing Director

Total Recycling Services Limited

Tel: 01325464713

Email: [info@totalrecyclingservices.co.uk](mailto:info@totalrecyclingservices.co.uk)

## Certificate of Registration under the Waste (England and Wales) Regulations 2011

### Regulation authority

Name	 Environment Agency
Address	National Customer Service Centre 99 Parkway Avenue Sheffield S9 4WF
Telephone number	03708 506506

The Environment Agency certify that the following information is entered in the register which they maintain under regulation 28 of the Waste (England and Wales) Regulations 2011.

### Carriers details

Name of registered carrier	TOTAL RECYCLING SERVICES LIMITED
Registered as	an upper tier waste carrier, broker and dealer
Registration number	CBDU64190

Address of place of business	TOTAL RECYCLING SERVICES LTD LINGFIELD WAY DARLINGTON DL1 4PZ
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Telephone number	01325 464713
Date of registration	Monday 15th October 2018
Expiry date of registration (unless revoked)	Sunday 24th October 2021

### Making changes to your registration

Your registration will last 3 years and will need to be renewed after this period. If any of your details change, you must notify us within 28 days of the change.

You can do this by calling the Environment Agency and providing your access code. Your access code is: .

## Permit

The Environmental Permitting (England and Wales) Regulations 2010

**Permit number:**  
**EPR/NP3330CU**

The Environment Agency hereby authorises, under regulation 13 of the Environmental Permitting (England and Wales) Regulations 2010

**Total Recycling Services Limited** ("the operator"),

whose registered office is:

**Exchange Building**  
**66 Church Street**  
**Hartlepool**  
**Cleveland**  
**TS24 7DN**

company registration number: **6989536**

to operate an installation and waste operations at:

**Lingfield Way Recycling and Treatment Centre**  
**Lingfield Way**  
**Yarm Road Business Park**  
**Darlington**  
**County Durham**  
**DL1 4PZ**

to the extent authorised by and subject to the conditions of this permit.

Name	Date
<b>Neda Kayyali</b>	<b>01/06/12</b>

Authorised on behalf of the Environment Agency



**TOTAL**  
 RECYCLING SERVICES  
 Recycling & Waste Management Innovation

## HUDSON FOSTER LLP

11th Floor, 100 Broad Street, London EC2R 2EJ  
 T: 020 7467 7777 F: 020 7467 0344  
 E: [info@hudsonfooster.co.uk](mailto:info@hudsonfooster.co.uk) W: [www.hudsonfooster.co.uk](http://www.hudsonfooster.co.uk)

### TO WHOM IT MAY CONCERN

12th October 2017

Dear Sirs

#### Total Recycling Services Ltd

We act as Insurance Brokers to the above and can confirm that the following Insurance arrangements will be in place for the year commencing 15th October 2017.

**Business Description:** Recycling & Waste Disposal Services including Commercial & Industrial Recycling, Hazardous Waste Disposal, Site Cleaning & Waste Management Consultancy

#### Employers Liability:

**Insurer:** Aspen Insurance UK Ltd  
**Policy Number:** B1903174161134  
**Expiry Date:** 14th October 2018  
**Limit of Indemnity:** £10,000,000 Any One Occurrence

The policy contains an Indemnity to Principals Clause.

#### Public / Product Liability

**Insurer:** Aspen Insurance UK Ltd  
**Policy Number:** B1903174161134  
**Expiry Date:** 14th October 2018  
**Limits of Indemnity:** Public Liability : £10 Million Any One Occurrence  
 Product Liability : £10 Million in the Aggregate  
 Polluter Liability : £10 Million in the Aggregate

The policy contains an Indemnity to Principal Clause.

#### Motor Fleet

**Insurer:** Zurich Municipal  
**Policy Number:** MV2320639754  
**Expiry Date:** 14th October 2018  
**Third Party Damage Limits:** Commercials and Private Cars : £20 Million  
 Hazardous Goods : £10 Million  
**Third Party Bodily Injury Limit:** Unlimited



## Schedule of Waste Exempt Waste Operations

Lingfield way site – head office

**Total Recycling Services, Lingfield Way, Yarm Road Business Park, Darlington, DL1 4PZ**

**Exemption Number: *EPR/UF0908CN/A001***

[https://environment.data.gov.uk/public-register/waste-exemptions/registration/EPR-UF0908CN-A001?\\_\\_pageState=result-waste-exemptions](https://environment.data.gov.uk/public-register/waste-exemptions/registration/EPR-UF0908CN-A001?__pageState=result-waste-exemptions)

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Palm court – recycling facility

**The Recycling Centre, Palms Court, Morton Park Way, Darlington, DL1 4PT**

**Exemption Number: *WEX088738***

[https://environment.data.gov.uk/public-register/waste-exemptions/registration/WEX088738?\\_\\_pageState=result-waste-exemptions](https://environment.data.gov.uk/public-register/waste-exemptions/registration/WEX088738?__pageState=result-waste-exemptions)

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**TOTAL**  
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Certificate of Registration



This is to certify that the Quality Management System of:

**Total Recycling Services Limited**  
 Lingfield Way, Darlington, County Durham, DL1 4PZ, United Kingdom

applicable to:

**Treatment, transport and disposal of waste materials, industrial services including jetting and confined space entry**

has been assessed and registered by NQA against the provisions of:

**BS EN ISO 9001:2015**

This registration is subject to the company maintaining a quality management system, to the above standard, which will be monitored by NQA

Managing Director

Certificate No.	26307
ISO Approval Date	28 May 2010
Reissued	9 March 2017
Valid Until:	9 March 2020
EAC Code:	31, 39, 24







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**ISO 14001:2015**

This registration is subject to the company maintaining an environmental management system, to the above standard, which will be monitored by NQA

Managing Director

Certificate No.	E 3689
ISO Approval Date	28 May 2010
Reissued:	9 March 2017
Valid Until:	9 March 2020
EAC Code:	31, 39, 24





**Certificate of Registration**



This is to certify that the Occupational Health & Safety Management System of:

**Total Recycling Services Limited**  
 Lingfield Way, Darlington, County Durham, DL1 4PZ, United Kingdom

applicable to:

**Treatment, transport and disposal of waste materials, industrial services including jetting and confined space entry**

has been assessed and registered by NQA against the provisions of:

**BS OHSAS 18001 :2007**

This registration is subject to the company maintaining an occupational health & safety management system, to the above standard, which will be monitored by NQA.

Managing Director

Certificate No:	H 1419
ISO Approval Date:	28 May 2010
Reissued:	9 March 2017
Valid Until:	9 March 2020
EAC Code:	31, 39, 24



## Health and Safety Policy

The Health and Safety at Work Act 1974 imposes a statutory duty on employers to ensure the health and safety of their employees whilst at work. This duty also extends to others who may be affected by that work.

Employees also have a statutory duty to take care of themselves and others who may be affected by their acts or omissions. We are committed to working with our management and staff and where relevant, their representatives, on all matters relating to health, safety and welfare. This will be through the consultation and participation processes in place with a shared mission of eliminating hazards and reducing OH&S risks.

There are established and maintained effective processes for consultation and communication between all levels of management and employees on all matters relating to health, safety and welfare.

The Company acknowledges and accepts their moral, financial and legal responsibilities with regards to fire, safety, health and welfare. The aim of the Company is to safe guard their employees and anyone who may be affected by their activities.

This statement of Health and Safety Policy together with the associated responsibilities and arrangements (processes, controls, training, instruction, information, guidance and records) have been prepared to ensure that we set health and safety objectives, review and evaluate them then determine actions to achieve them. Objectives will be SMART (where possible) to ensure that once set, they are monitored to conclusion and evaluated for effectiveness to remove or reduce risk.

Through the integrated business management system, we are committed to BSEN ISO45001, to provide safe and healthy working conditions to prevent work-related injury and ill health, for the continual improvement in Occupational Health & Safety (OH&S) management and associated OH&S performance. The OH&S management system has been developed to assist the company, our managers and employees in their commitment and obligation to comply with and fulfil applicable legal and other requirements such as the Health and Safety at Work Act 1974, associated Regulations, Agreed Codes of Practice and Guidance Notes and the requirements of BSEN ISO45001. It has been integrated with other processes to also meet the requirements BSEN ISO9001 and BSENISO14001.

This policy has been communicated to all persons working under our control to ensure that they are aware of their individual OH&S obligations. It is reviewed for relevance and appropriateness at least annually at management review, then re-issued as necessary or annually as a minimum. Communication of any such changes will be made with all employees. Where any interested parties request a copy, it will be issued as uncontrolled.

As the Managing Director, I regard the promotion of OH&S measures as a mutual objective for all people who work on behalf of **Total Recycling Services Limited**. The managers and I recognise the need to achieve the best practicable standards in preventing accidents, injuries and ill health to employees and in doing so will ensure a priority is given to the assessment of risk and subsequent health and safety planning and to ensure the provision of proper information, instruction, training and supervision.



The management and supervisory staff within **Total Recycling Services Limited** are to comply with all relevant Health & Safety at Work Act legislation and are to ensure that employees understand the main provisions of this safety policy.

Personnel within the organisation are to do all that is sensible to prevent injury to themselves and others, and are to prevent property damage. Where any of our employees visit or work on our customers' sites, we will ensure that our customers maintain a safe and healthy environment. We will never place them in a potentially dangerous situation and will cease work, withdraw labour and inform the customer of any departures from health, safety and welfare reported within their work environment and infrastructure.

To enable these duties to be carried out, it is our intention to ensure that responsibilities for health and safety matters are effectively assigned, accepted and fulfilled at all levels in our organisational structure. **Total Recycling Services Limited** will make genuine efforts to ensure that:

- we define the roles and outline the responsibilities for health and safety of all persons at work.
- we provide and maintain a working environment for persons at work that is safe and without risks to health, with adequate arrangements for the welfare of such persons. Provide working conditions that are healthy and safe and that there is safe access to and from the workplace. To include identification and making specific arrangements for vulnerable employees (for example: disabled workers, lone workers, pregnant, and nursing mothers).
- we create a range of suitable and sufficient risk assessments, method statements and safe systems of work with regards to all significant hazards in relation to the Company's activities. Risks are assessed per operation, equipment, subject etc. to provide adequate controls and to mitigate potential of harm, incident, impact or injury. Also that, those of significant risk are recorded, controlled and communicated.
- adequate health and safety resources, welfare facilities and associated arrangements are made available to ensure that appropriate provision can be made for health, safety and welfare.
- we provide such information, instruction, training and supervision as is necessary to ensure that employees at all levels are trained, instructed and / or supervised to secure the safety of themselves and other persons who may be affected by their actions. They must conform and adhere to any instructions appropriate to safety given by persons invested with the responsibility for health and safety.
- we promote joint consultation and employee involvement in health and safety at work, involving them in setting safe systems of work, health and safety policy and setting objectives. Also that there are effective communication avenues between clients, sub-contractors, suppliers and any other person who may be affected by our work to prevent incident, injury and ill-health.
- formal systems of health and safety and safety performance monitoring are carried out regularly.
- we provide plant and equipment, which is tested, certified and safe to use. Due to the diverse nature of the services we can provide, specific regulatory directives are included within detailed processes and

flowcharts to ensure that we maintain safety and suitable welfare arrangements. Where statutory, competence will be supported by certification.

- we provide and maintain plant and systems of work that are safe and without risks to health including that all moving, dangerous parts of machinery are safely guarded and parts are not removed other than for maintenance and inspection and only then by approved personnel and using 'lock-down' procedures.
- specific regulatory directives are understood by inclusion within detailed processes and flowcharts to ensure that we maintain safety and suitable welfare arrangements. Where statutory, competence will be supported by certification.
- all incidents, whether or not injury or damage to persons or equipment has been sustained, will be reported and recorded. First aid will only be carried out by trained/responsible persons. All injuries are detailed in the accident book, which is located in the main office. Investigation of root cause and recommendations will be resultant and also recorded.
- we provide appropriate emergency procedures, adequate first aid facilities, free adequate and suitable personal protective equipment (PPE), which is appropriate for the work.
- risks are assessed per operation, equipment, subject and environment to provide adequate measures and controls to mitigate potential of harm, incident, impact or injury. Also that, those of significant risk are recorded, controlled and communicated.
- we assess the risks to health by examining substances or materials and their use, handling, storage and transport method in the workplace in conjunction with the provision of adequate control measures, monitoring and training of employees. Arrange for ensuring safety and the absence of risks to health about the storage and transport of articles and substances.
- adequate and suitable measures are implemented to provide and maintain high standards of welfare, hygiene, cleanliness and housekeeping.
- adequate measures are in place towards fire prevention, evacuation and emergency process. All fire exits, entrances and exits must be kept clear of obstruction and fire exits must remain unlocked during working hours and that there is no-smoking within company premises or vehicles used for work.
- monitoring of the systems and documents in place is conducted to uphold compliance with current Health and Safety legislation. This includes pro-active monitoring (including: workplace inspections, safety tours, surveys, health surveillance, etc.; where appropriate) and reactive monitoring, (including: record and investigate near misses, accidents and occupational ill-health to determine the causes and prevent reoccurrence; where appropriate).
- we provide adequate resources (financial, human, infrastructure, mechanical, welfare, etc) to ensure compliance to statutory and regulatory requirements at all times and to meet objectives and targets set.

***As a Company we are committed to continual improvement. Health and safety objectives are periodically reviewed at least annually.***

It is the duty of all employees at work:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work and co-operate with us in fulfilling our statutory duties.
- Not to interfere with or misuse any equipment or resources that are provided within the interest of health and safety
- To correctly use PPE, work equipment, etc. in accordance with their training and/or instructions; and
- To inform their employer and/or manager if they think there is risk to anyone's health and safety.

***All employees have a part to play in the implementation of the Policy and in particular must co-operate with others to ensure they are able to carry out their duties, and must understand they have a duty to work in such a manner that does not intentionally or recklessly interfere with, or misuse anything provided in the interest of health, safety or welfare.***

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Managing Director

## Quality Policy

The Quality Policy is formalised and documented in the business system contained in this Manual. **Design and Development** is considered not applicable within the BSEN ISO9001:2015 standard. The Policy will be made available to interested parties, as appropriate.

It is our policy to It covers the services and products commensurate with customer orders to ensure that we supply to meet customer's satisfaction, their requirements and in compliance with statutory, regulatory and Industry requirements. Also to ensure that internal operational processes are suitable for this purpose and meet the desired requirements, needs and expectations.

This statement applies to our scope, **“Treatment, transport and disposal of waste materials, industrial services including jetting and confined space entry.”**

Our vision is:

**“to provide innovative waste management solutions that facilitate a reduction in waste to landfill. Through investment in our people we inspire society to act on an increasing need for environmental preservation.”**

Our mission is:

**“to promote and encourage a zero to landfill approach to waste management through the utilisation of new systems, technologies and investment in our people”.**

We review our systems; processes and workmanship to ensure that we comply with requirements, that continual measures are implemented to improve effectiveness, that competence is maintained, planning takes place and necessary actions input.

We set objectives each year through our strategic plan and work towards achievement of these through our continued commitment to recognition to BSEN ISO9001. Objectives will consider risk management and business contingency which will also be included within our strategic plan. The strategic direction is reviewed and then used as an input for this quality policy, to reduce risk and to set objectives.

We have organised our departments and personnel to provide an efficient business management system that our Clients can depend upon, be confident with and therefore expect from us. We are committed to satisfying applicable requirements and for the continual improvement of the management system.

We always work safely, always within legislative contractual parameters and support services with statutory or regulatory documentation. This ensures that the Client can be confident in the knowledge that labour supplied is professional and competent in all respects. We aim to meet our customer's needs, expectations and hence provide customer satisfaction. Specific objectives are included within our management programme and will include those requested by the Client, where appropriate. They are effectively communicated throughout the workforce.



The management of **Total Recycling Services Limited** will ensure that this Policy and the related quality objectives are communicated, understood and applied. We will ensure that adequate resources and infrastructure are afforded, together with administration of a structured aim and disciplined approach, to implement and maintain the Policy and to achieve the stated quality aims, objectives and required competency.

If at any time the former are not reflected, we have, through our system, developed processes to rectify the situation, not only to meet our own needs, but also those of our Clients.

Objectives, having been established, are regularly reviewed to determine progress together with actions required should there be deviation to or from them. To assist us in achieving our aims and standards set, we require and expect from our Client's and suppliers "Total Commitment" and assistance when required. If at any time the former are not reflected, we have, through our system, developed processes to rectify the situation, not only to meet our own needs, but also those of our Clients.

All employees are encouraged to participate in the improvement to and maintenance of the systems in place and to assist with achievement of the quality objectives. They are given training, instruction and guidance to ensure that they fully understand their roles within it, the directives set by it and the competence expected.

The quality systems are provided to meet the requirements of **BSEN ISO 9001** and may be modified to suit other National / International Standards, Codes of Practice, in addition to Clients specifications and requirements. They will in no way however negate the minimum requirements.

We will review the Quality Policy and the quality management system to ensure continuing suitability.

The Directors and authorised deputies have the authority and the responsibility to establish and maintain the business management system. They have the freedom to recognise any quality problems relating to service, process and systems and to initiate, recommend or provide solutions to these problems.

The management system laid down in this manual has our full support and all staff are aware of its' existence and must adhere to its' directive.

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Managing Director



## Environmental Policy

**Total Recycling Services Limited** is committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimises our potential impact on the environment. We will operate in compliance with all relevant environmental legislation, **BSEN ISO14001** and we will strive to use pollution prevention and environmental best practices in all we do.

This Policy has been communicated within the company and will be made available to interested parties.

### LEADERSHIP

The Managing Director has overall responsibility for the management of all work activities that relate to the environment and will: -.

- Ensure that work activities are planned to reduce any adverse effects on the environment.
- Ensure that other employees either engaged to manage work activities or carry them out do so in a manner that will have the least adverse effects on the environment.
- Ensure that all applicable persons are kept up to date with any changes in legislation that may have an impact on their work activities and actions in respect to the environment.

Should any employee have any concerns or issues in respect of how the Company manages its work activities so that it does not have an adverse or long term impact on the environment, a Company Director will always be available to discuss these with them. Should changes be required these will be implemented as soon as possible.

### OUR AIMS

Our aims and objectives are a commitment to comply to fulfil our compliance obligations. We are committed to continual improvement by conducting constant reviews, in order to provide an effectively controlled environmental management system and service which enhances our environmental performance. Objectives, having been established, are regularly reviewed by management to determine effectiveness and progress in addition to any actions required should there be deviation to or from them. They are consistent with our strategic plan and business model. The scope is the same as that detailed within our Quality Policy.

We aim to protect the environment by:

- Preventing pollution.
- Controlling and reducing emissions to the environment.
- Focusing on energy consumption and in particular, the reduction of fuel consumption and electricity.
- Recycling, re-using and reclaiming materials.
- Complying with legislation regulations & relevant Codes of Practice.

To do this we will:

- Integrate the consideration of environmental concerns and impacts into all our decision making and activities,
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner,
- Train, educate and inform our employees about environmental issues that may affect their work,
- Reduce waste through re-use and recycling and by purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable,
- Promote efficient use of materials and resources throughout our facility including water, electricity, raw materials and other resources, particularly those that are non-renewable,
- Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of,
- Purchase and use environmentally responsible products accordingly,
- Where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programmes,
- Communicate our environmental commitment to clients, customers and the public and encourage them to support it,
- Strive to continually improve our environmental performance and minimise the social impact and damage of activities by periodically reviewing our environmental policy considering our current and planned future activities.

#### **MONITORING OUR PROGRESS – CONTROLLING THE PROGRAMME.**

We have developed an Environmental Management Programme to identify, then control the aspects and impacts identified. The IMS Manager and SHE Manager are responsible for maintaining the management system. They have been appointed to ensure that we adhere to this programme, and address resulting actions identified through it.

We have included within our system measures to control abnormal and emergency situations.

It is our aim to also consult with and communicate our Policy to our Client and their representative's, our sub-contractors, our suppliers and all persons working for or on behalf of the organisation, to promote environmental awareness, to gain their support to meet our aims.

All employees are encouraged to participate in the improvement to and maintenance of the environmental performance and to assist with achievement of the objectives. They are given training, instruction and guidance to ensure that they fully understand their roles within it, the directives set by it and the competence expected.



### WORKING IN PARTNERSHIP

We will consult with Local and National Government bodies, enforcing and regulatory authorities, and specialists to seek advice and assistance towards achievement of our Environmental Management Programme to its full potential. We will, at all times, comply with regulations, legislation, codes of practice and other requirements associated with the Company and its' operations. Where no laws, regulations or codes of practice exist, we will develop our own standards to allow for the best practicable and financially viable environmental option, not entailing significant and detrimental costs to the Company, whilst considering public, local and interested parties opinions.

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Managing Director



## **Bank Details & Trade References**

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**Thomas Swan & Co Ltd**

**Rotary Way**

**Crookhall**

**Consett**

**County Durham**

**DH8 7ND**

**Contact: John Philp**

**Tel: 01207505131**

**Augean PLC**

**4 Rudgate Court**

**Walton**

**Wetherby**

**West Yorkshire**

**LS23 7BF**

**Contact: Peter Flynn**

**Tel: 01937 844 980**

**BANK:** Yorkshire Bank

**BANK ADDRESS:** Yorkshire Bank, 35-37 High Row, Darlington, DL3 7QT

**BANK SORT CODE:** 05 00 24

**BANK ACCOUNT NO:** 68077460

**IBAN NO:** IBAN – GB94YORK05002468077460