



STANDING OPERATING PROCEDURE

Subject	Management of General Waste SOP025
Applicable to	This standard operating procedure applies to all support staff, retail staff, clinical and care staff who work for or on behalf of Nottinghamshire Hospice.
Date issued	9 May 2023
Next review date	9 May 2026
Lead responsible for Policy	Director of Finance and Resources
Policy Reviewed by	Facilities and Transport Manager
Notified to	Quality and Safety Committee 9 May 2023
Authorised by	Quality and Safety Committee 9 May 2023
CQC Standard	Well-led
Links to other Policies/Procedures	Personal Protective Equipment Policy for Infection Prevention and Control (CS020).pdf H&S Policy RM0001.pdf Reporting of Incidents and Accidents Policy OP002.pdf Waste Management Policy OP011
Summary	Process for the collection and disposal of general waste.
Target Audience	All support staff, retail staff, clinical and care staff who work for or on behalf of Nottinghamshire Hospice.

IMPORTANT NOTICE

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

<p>1.</p>	<p>Introduction</p> <p>This procedure is to ensure that all parties involved in the production of and disposal of general waste at sites operated by Nottinghamshire Hospice will follow a standard process to ensure:</p> <ul style="list-style-type: none">• The safe and correct disposal of general waste• The prevention of environmental contamination• The correct segregation of general waste• The safe collection of general waste• The final disposal of general waste <p>The disposal of domestic waste must be controlled to reduce the amount of recyclable waste going to landfill. Equally, the management processes must also prevent such waste contaminating recycling waste streams.</p>
<p>2.</p>	<p>Identification of General Waste</p> <p>General waste consists of non-hazardous unrecyclable waste products which are generated by the Hospice in the conduct of the business activity. General waste will be produced in all business areas and across the Hospice operated locations. Some examples of general waste are:</p> <ul style="list-style-type: none">• Used paper towels & tissues.• Plastic wrappers and soft plastic wrapping.• Plastic webbed strapping.• Foil lined wax paper cartons.• Small amounts of food waste.• Material, clothing, rags.• Used tin foil.• Used food wrappers.• Plastic items not currently accepted in recycling bins.• Broken picture or window glass.

	<p>Items that <u>are not considered as general waste</u> and that <u>must not</u> be disposed of in the same manner are:</p> <ul style="list-style-type: none"> • Soil • Rubble or bricks • Plasterboard • Timber • Garden waste or pruning's • Chipboard, MDF • Items of furniture • Electrical Equipment • Metallic waste <p>Such items should be disposed of as detailed in Waste Management SOP 007 - Miscellaneous Waste</p>
<p>3.</p>	<p>Segregation of General Waste</p> <p>All Hospice Sites</p> <p>General waste when produced or identified by staff or volunteers should be placed within the provided waste bins which should be sited in each working area.</p> <p>Where the quantity of general waste produced is large, it should be bagged within black refuse sacks. Sacks should only be filled to 2/3 capacity to enable the top to be tied closed and easily carried by one person.</p> <p>Bagged waste must not be allowed to build up during the working day in the workplace. It presents a trip hazard, can block escape routes and could accelerate the spread of fire within an office or workplace.</p> <p>General waste must not be placed in bins or receptacles purposely provided for recycling.</p>

	<p>General waste must not be disposed of within skips or containers hired for the purpose of disposing of miscellaneous waste.</p>
<p>4.</p>	<p>Collection and handling of general waste</p> <p>Woodborough Road</p> <p>The regular collection and removal of general waste from bins sited in offices, public spaces and toilet facilities will be conducted once a day during the working week by the contracted cleaning company staff.</p> <p>Kitchen waste bins will be emptied daily by the Maintenance Staff.</p> <p>Where staff or volunteers produce larger quantities of waste after this collection, they are to bag the waste and then inform the Facilities Management Team that day to arrange for the removal of the waste from their work area.</p> <p>Contractor staff will collect waste in black refuse sacks and place these sealed bags to the external general waste storage bins.</p> <p>Contractor staff are to only fill sacks to 2/3 capacity and ensure that the weight is easily carried by one person.</p> <p>Bags will be placed and not thrown into the waste storage bins.</p> <p>Contractor staff are to ensure that when handling any waste, they wear hygiene gloves and that they thoroughly wash their hands after handling waste bags and the external waste storage bins.</p> <p>Bags of general waste must not be compacted within the storage bins.</p> <p>On no account are staff or contractors to lean into or climb into the general waste storage bins.</p>

Retail Outlets

The regular collection and removal of general waste from bins sited in retail offices, sorting areas and toilet facilities must be conducted at the end of each day of trading by shop staff.

Where significant amounts of waste are produced during the sorting and grading of donations, staff must ensure that this waste is packaged correctly and regularly removed from the workplace during the activity.

General waste is to be bagged in black polythene sacks which are to be filled to no more than 2/3 capacity, tied closed and be easily handled by one person.

Retail staff and volunteers are to ensure that when handling any waste, they wear hygiene gloves and that they thoroughly wash their hands after handling waste bags and the external waste storage bins.

Bags of general waste must not be compacted within the storage bins.

On no account are retail staff or volunteers to lean into or climb into the general waste storage bins.

Events

All planned events at Woodborough Road will have a waste management plan which is to be briefed to all staff and volunteers.

Sufficient general waste bins will be sited around the location of the event. The event manager will liaise with the maintenance team to arrange for the placement of bins and the extra signage required to identify them.

The event manager will ensure that there is a regular check of general waste bins throughout the event; with staff/volunteers removing the waste regularly to prevent build up.

	<p>General waste will be bagged in black polythene sacks which will be filled to no more than 2/3 capacity, tied closed and be easily handled by one person.</p> <p>Removed general waste must immediately be placed in one of the two general waste bins situated outside the Maintenance offices.</p> <p>Bags of general waste must not be compacted within the storage bins.</p> <p>On no account are staff or volunteers to lean into or climb into the general waste storage bins.</p>
<p>5.</p>	<p>Storage of General Waste</p> <p>Woodborough Road</p> <p>General Waste will be stored prior to collection in the black lidded external waste bins.</p> <ul style="list-style-type: none"> • The lids to these bins are to remain closed at all times and have the wheel brakes applied. • Bins are only to be moved by Maintenance Staff and contracted waste collection operatives. • Bins are not to be overfilled; the lids must be capable of being fully closed to prevent access to vermin. <p>General waste is not to be stacked in bags or abandoned within this area. If the bins are discovered to be full, then Maintenance Staff are to be informed immediately. They will arrange for the correct storage and/or final disposal of any excess waste.</p> <p>Retail Outlets</p> <p>General waste storage is provided through contracted waste disposal arrangements. Sufficient large waste bins are to be provided to each retail outlet to cope with their expected weekly waste volumes.</p>

	<ul style="list-style-type: none"> • The lids to these bins are to remain closed at all times and have the wheel brakes applied. • Bins are only to be moved by the contracted waste collection operatives. • Bins are not to be overfilled; the lids must be capable of being fully closed to prevent access to vermin. <p>General waste is not to be stacked in bags or abandoned within the retail general waste storage area. If the bins are discovered to be at capacity, then the shop manager should liaise immediately with the Retail Support Manager for advice on final disposal.</p>
<p>6.</p>	<p>Final Disposal of General Waste</p> <p>Woodborough Road</p> <p>General waste is collected by the contracted waste disposal carrier weekly, on Monday mornings.</p> <p>The general waste bins are to be moved to the front entrance gate by no later than 0800 hrs by maintenance staff. Lids are to remain closed and the brakes are to be applied once they have been positioned.</p> <p>Due to the width of the entrance and exit gates and lack of a safe working area, waste collection lorries are not to access the site to collect general waste.</p> <p>During stand down periods where the Hospice is not open, waste bins are to be moved to the front gate by maintenance staff prior to the final securing of the site. The Transport and Facilities Manager will arrange the movement of the bins back inside the locked Hospice gates once the containers have been emptied.</p> <p>Retail Outlets</p> <p>General waste is collected by the contracted waste disposal carrier weekly.</p>