



## STANDING OPERATING PROCEDURE

<b>Subject</b>	<b>Management of Recyclable Waste SOP026</b>
<b>Applicable to</b>	All support staff, retail staff, clinical and care staff who work for or on behalf of Nottinghamshire Hospice.
<b>Date issued</b>	20 June 2023
<b>Next review date</b>	20 June 2026
<b>Lead responsible for Policy</b>	Director of Finance and Resources
<b>Policy written by</b>	Facilities and Transport Manager
<b>Notified to</b>	Quality and Safety Committee 20 June 2023
<b>Authorised by</b>	Quality and Safety Committee 20 June 2023
<b>CQC Standard</b>	Well-lead
<b>Links to other Policies/Procedures</b>	<a href="#">Personal Protective Equipment Policy for Infection Prevention and Control (CS020).pdf</a> <a href="#">Health &amp; Safety Policy RM0001.pdf</a> <a href="#">Reporting of Incidents and Accidents Policy OP002.pdf</a> <a href="#">Waste Management Policy OP011</a> <a href="#">SOP025 Management of General Waste</a>
<b>Summary</b>	Process for the collection and disposal of recyclable waste.
<b>Target Audience</b>	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><b>Introduction</b></p> <p>This procedure is to ensure that all parties involved in the production of and disposal of recyclable waste at sites operated by Nottinghamshire Hospice will follow a standard process to ensure the:</p> <ul style="list-style-type: none"><li>• safe and correct disposal of recyclable waste</li><li>• prevention of environmental contamination</li><li>• correct segregation of recyclable waste</li><li>• safe collection of recyclable waste</li><li>• final disposal of recyclable waste.</li></ul> <p>The disposal of such waste must be controlled to reduce the amount of recyclable waste going to landfill. Equally, the management processes must also prevent general waste contaminating the recycling waste stream.</p>
<p>2.</p>	<p><b>Identification of Recyclable Waste</b></p> <p>Recyclable waste consists of non-hazardous waste products which are generated by the Hospice in the conduct of the business activity. Recyclable waste will be produced in all business areas and across the Hospice operated locations. Some examples of recyclable waste are:</p> <ul style="list-style-type: none"><li>• Paper and Cardboard</li><li>• Plastic bottles and food containers</li><li>• Glass bottles</li><li>• Aluminium cans.</li><li>• Steel food cans.</li><li>• Material, clothing, rags.</li><li>• Books.</li><li>• Metals.</li><li>• Timber.</li><li>• Furniture.</li><li>• Garden waste and pruning's.</li><li>• Bricks, stone and rubble.</li></ul>

	<ul style="list-style-type: none"> <li>• Shredding</li> </ul> <p>Items that <u>are not considered as recyclable waste</u> and that <u>must not</u> be disposed of in the same manner are:</p> <ul style="list-style-type: none"> <li>• Picture Glass &amp; Pyrex</li> <li>• Foil lined cartons</li> <li>• Used paper towels</li> <li>• Used PPE</li> <li>• Soft plastic wrapping and bags</li> <li>• Crisp packets</li> <li>• Toys.</li> </ul> <p>Such items should be disposed of as detailed in SOP025 Management of General Waste.</p>
<p>3.</p>	<p><b>Segregation of Recyclable Waste – Woodborough Road.</b></p> <p>Recyclable waste is to be segregated from general waste by all staff at the point of production. All staff are responsible for using the correct recycling arrangements and for not contaminating the provided collection points with general waste.</p> <p>Recycling points in the workplace are provided for all staff to deposit the following items of council accepted recyclable waste:</p> <ul style="list-style-type: none"> <li>• Paper and Cardboard</li> <li>• Plastic bottles and food containers</li> <li>• Glass bottles</li> <li>• Aluminium cans.</li> <li>• Steel food cans.</li> </ul> <p>The marked recycling points are situated in the Dining Room, Staff Kitchen and the main commercial kitchen.</p> <p>Where large quantities of dry paper or cardboard require disposal, staff are to contact maintenance to arrange removal to the external recycling storage bin. Staff are not to allow large quantities of such waste to accumulate in office or</p>

public areas. All such waste must be removed prior to the end of each working day.

Recycling points will be emptied daily by the contract cleaning company and the maintenance team if found full later in the day.

Waste will be stored in the external recycling bin for weekly collection by Nottingham City Council.

### **Material, clothing and rags**

These items are not to be disposed of as general waste. Unwanted or damaged items are to be collected by staff and handed to the maintenance team for disposal.

Final disposal of such waste will either be through sale to specialist bulk purchasers or through the local authority waste recycling centre.

### **Books and magazines**

These items are not to be disposed of as general waste. Items are to be collected by staff and handed to the maintenance team for disposal.

Final disposal of such waste will either be through sale to specialist bulk purchasers or through the local authority waste recycling centre.

### **Metals, timber and furniture**

Waste metals, timber and broken or unused furniture is to be reported by staff to the maintenance department as soon as possible.

Metal waste will be collated by the maintenance manager and disposed of via an environment agency licenced scrap metal dealer.

Timber waste will be reused where possible for garden and self-help projects across the hospice estate. All other unsuitable timber will be disposed of through the Local Authority recycling centre or by bulk skip disposal.

Furniture will be reused where possible across the hospice estate. Before disposal of any items for final destruction, the maintenance manager will explore the reuse of furniture by other charity agencies. If furniture is to be sent for destruction, the maintenance manager will arrange for any recyclable materials or fittings to be removed, placing these items for disposal in their specific recycling chain.

### **Garden waste**

Waste is to be collected at the composting area within the gardens. Waste will be composted by the gardening volunteers and used in preference to purchased compost as a cost saving measure. Where significant waste is produced through the seasonal pruning of shrubs and trees, this is to be cut up and stored in the bulk holding bags provided. The Maintenance Manager will arrange the periodic bulk disposal of this non-compostable waste through an environment agency licenced waste contractor. Garden waste is not to be placed in the general waste bins or storage containers.

### **Bricks, stone and rubble**

Such waste should only be produced by the facilities maintenance team undertaking remedial or improvement works to the building or gardens. Where possible, reclaimed bricks, stone and rubble are to be reused or repurposed through these activities. Where project works undertaken by hospice maintenance staff are likely to produce such waste in bulk, the maintenance manager is to arrange disposal of this waste through an environment agency licenced waste contractor. Bricks, stone and rubble are not to be disposed of as general waste.

### **Shredded paper**

Currently, such waste is not collected for recycling by waste disposal contractors. This waste will therefore be added to the composting bins on site. Staff and departments producing shredded paper as waste are to contact the maintenance team daily to remove this waste from office areas. All staff must

	<p>be aware that bags of shredded paper are not to be allowed to build up in office areas, public rooms or corridors.</p>
<p>4.</p>	<p><b>Segregation of Recyclable Waste</b></p> <p><b>Retail Sites</b></p> <p>95% of waste produced by shops comes from donations from the public. Generally, 80% of donations are unsaleable and initially shops try and educate donors on quality to ensure high quality donations which can go onto the sale floor thereby reducing waste (<b>Appendix 1</b>).</p> <p>Retail shops do not have separate recycling containers for everyday waste, but this is minimal when compared to disposing of unsaleable donated items.</p> <p><b>Events</b></p> <p>All planned events at Woodborough Road will have a waste management plan which will be briefed to all staff and volunteers.</p> <p>Sufficient recycling 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.</p> <p>The event manager will ensure that there is a regular check of recycling waste bins throughout the event; with staff/volunteers removing the waste regularly to prevent build up.</p> <p>Removed recycling waste is to immediately be placed in the yellow lidded bin situated outside the Maintenance office.</p> <p>Waste must not be compacted within this storage bin.</p> <p>On no account are event staff or volunteers to lean into or climb into the storage bins</p>

<p>5.</p>	<p><b>Storage of Recycling Waste</b></p> <p><b>Woodborough Road</b></p> <p>Recycling waste will be stored prior to collection in the yellow lidded external waste bin.</p> <p>The lid to this bin is to remain closed at all times and have the wheel brakes applied.</p> <p>The bin is only to be moved by maintenance staff and contracted waste collection operatives.</p> <p>The bin is not to be overfilled; the lid must be capable of being fully closed to prevent access to vermin.</p> <p>Recycling waste is not to be stacked in bags or abandoned by staff or volunteers in this area. If the bin is 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><b>Retail outlets</b></p> <p>Recycling is stored in bags or boxes and kept in purpose built wooden pens in the shop while awaiting collection.</p>
<p>6.</p>	<p><b>Final disposal of Recycling Waste.</b></p> <p><b>Woodborough Road</b></p> <p>Such waste is collected by the contracted waste disposal carrier weekly, on Monday mornings.</p> <p>The recycling waste bin is to be moved to the front entrance gate by no later than 0800 hrs by maintenance staff. The lid is to remain closed and the brakes are to be applied once it has been positioned.</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 recycling waste.

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 is to arrange the movement of the bins back inside the locked Hospice gates once the containers have been emptied.

**Retail outlets**

A rag merchant collects items from shops on a weekly or twice weekly basis.



### Retail Waste

Shops rely on donated items from the general public but 80% of donations are generally unsaleable. It is important to try and educate donors on quality to ensure high quality donations which can go onto the sale floor thereby maximising income. This can be done by:

- Designing a leaflet explaining to donors what can and can't be used by shop teams
- Building up a relationship with regular donors
- Training and coaching teams on how to politely refuse unsaleable donations
- Exploring alternative selling options such as Ziffit for books and media
- Exploring the use of scrap man to maximise income from metal
- Training and coaching teams on pricing and sorting all saleable donations that are put out on shop floor

Please see table below detailing disposal route for unsaleable items before putting into general waste.

Items	Disposal Route if Unsaleable	Notes
Electrical Items- small	Rag merchant	Doesn't have to be pat tested. Plug must be in place and must be complete e.g. Kettle and base
Electrical items - large	These should be refused at point of donation to comply with WEEE waste regulations	
Knives	Rag merchant	Should be wrapped in newspaper and put in box with bric a brac
Scrap Metal	Shop to set up relationship with local scrap merchant	Ask Shop Support Manager if struggling
Clothes	Rag merchant	
Shoes, handbags and belts	Rag merchant	Shoes must be in pairs
Household curtains, towels and bed linen	Rag merchant	
Hardback and soft back books	Rag merchant	Explore using Ziffit before using rag merchant
Bric a brac	Rag merchant	
Hard toys	Rag merchant	
Soft toys	Rag merchant	
Media	Rag merchant	Explore using Ziffit before using rag merchant