

Duty of care



citron[™]
HYGIENE

Citron will ensure all your hygiene requirements are met as your business needs evolve.

We have produced this guidance leaflet to enable our customers to be aware of the implications of recent developments in waste management in the UK.

The 'duty of care' (under The Environmental Protection Act 1990, Section 34 and The Waste and Contaminated Land (Northern Ireland) Order 1997) on all waste producers and waste managers handling their waste was amended by The Waste (England and Wales) Regulations 2011. These amendments and the duty of care apply to all waste irrespective of how it is handled and disposed. This recent amendment requires new information to be included in Waste Transfer Notes and Consignment Notes (e.g. SIC codes and others) in England and Wales and a requirement to apply the Government's waste hierarchy. The Waste (Scotland) Regulations 2011 and the Waste (Northern Ireland) Regulations 2011 also implement the waste hierarchy requirements.

Consequently all our customers waste transfer notes and consignment notes incorporate these changes. Any necessary changes as a result of future legislation will be implemented as required.

Citron also ensure that the requirements of duty of care are met when we manage waste collected from customers. Set out overleaf is some of the information available to provide reassurance and ensure compliance.





constantly monitor developments in waste & environmental legislation, Government and Environment Agency/SEPA/NIEA policies and guidance to ensure that all our services comply with current Regulations and reflect these policies. We pro-actively take steps to ensure that any new requirements are implemented promptly.

In addition, by keeping abreast of proposed legislation at both EC and National level and ensuring we are included in Government/Environment Agencies consultations, we are able to make representations directly and through our Trade Association. This is to ensure that the impact and the cost of changes is minimised and over-regulation is avoided without risk of compromising environmental protection.

As a company offering services throughout the UK, we also pay particular attention where requirements differ in relation to England, Wales, Scotland and Northern Ireland. Our staff are trained to answer your queries on these issues and our qualified specialists in the Environmental and Hazardous Waste Team are available for discussion on waste management and legislative matters, or any environmental aspects related to our services.

The Duty of Care charge detailed on your invoice represents a small proportion of the costs incurred to ensure conformance to the regulatory requirements under Duty of Care. We believe that no other Company in the hygiene/clinical waste business offers as much to customers as Citron Hygiene in the areas of waste management and environmental issues.



In addition to the waste management and environmental advice to customers Citron provides the following specific services – .

- Waste transfer notes automatically provided when services are carried out. These comply with the requirements of The Duty of Care Regulations on an annual basis for repeated services or as required for single waste collections.
- Duplicate waste transfer notes on request and provision of statistics on amounts of waste generated.
- Obtaining and updating our own Waste Carrier Registrations under The Control of Pollution (Amendment) Act 1989 & Environmental Permits/Waste Management Licences under The Environmental Permitting Regulations 2010, Environmental Protection Act 1990 and The Waste and Contaminated Land (Northern Ireland) Order 1997.
- Ensuring that all contractors and sites used for the management of waste (both interim storage and final disposal) and all waste carriers have current and relevant Environmental Permits, Waste Management Licences, Pollution Prevention Control (PPC) authorisations and Waste Carrier Registrations.
- Maintaining a register of our own Registrations/Licences and those for all third party Contractors used. Providing copies on request, accompanied by flow charts summarising all the details and showing clearly how waste is managed from collection through to final disposal, for each individual type of waste or unit collected.
- Initiatives with our Contractors and development of our own processes to promote waste up the 'Waste Hierarchy' to enable recycling or recovery of waste rather than landfilling or incinerating (an important aspect of the 2011 Regulations).
- Customer audits of our Permitted/Licensed facilities on request and arranging accompanied audits of third party disposal facilities used.





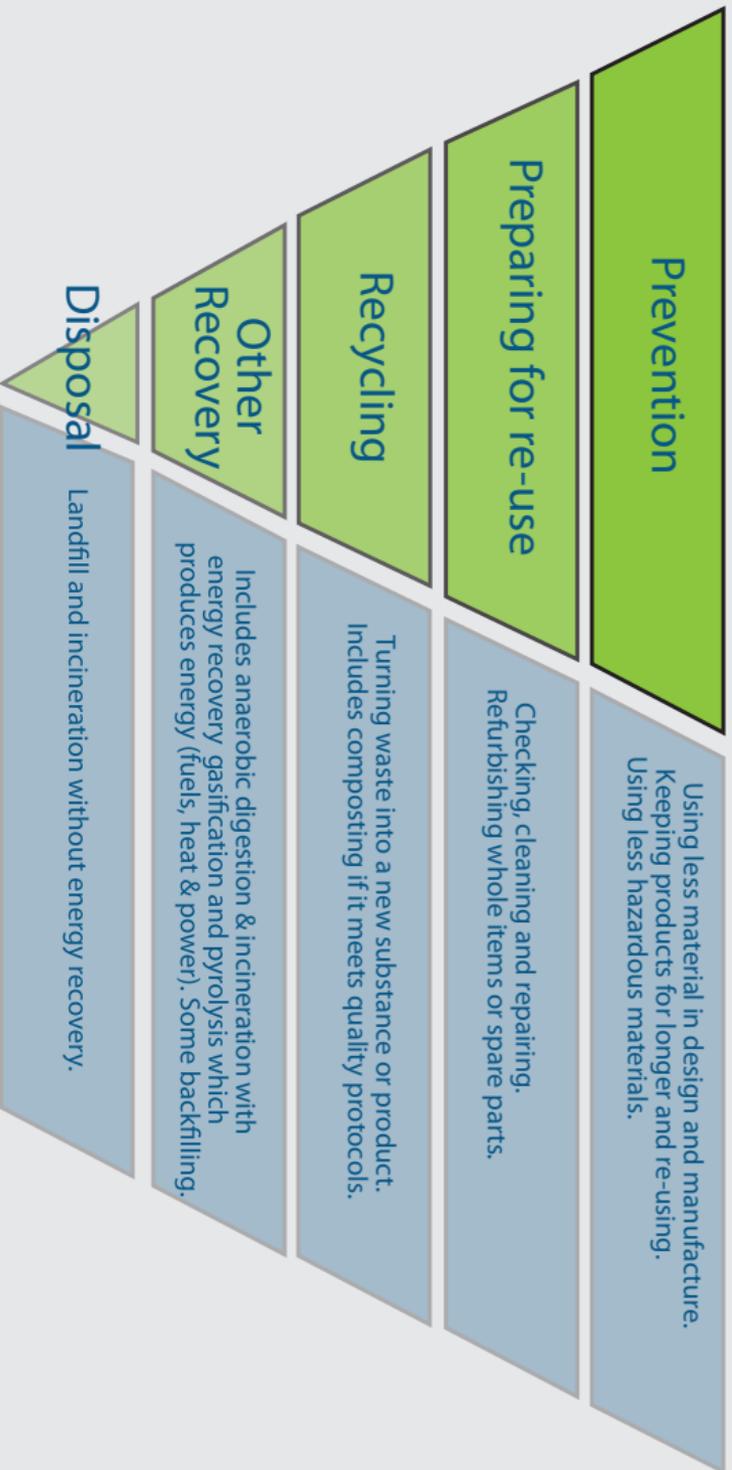
- Continued development of Technically Competent Managers under the Waste Management Industry Training and Advisory Board (WAMITAB) Certificate of Technical Competence (COTC) scheme, through our own Registered Centre, including Continuing Technical Competence.
- Ongoing training and professional development of all staff in waste/ environmental issues.
- Input into training of customer's staff with provision of documentation if required.
- Preparation for compliance with any new legislation introduced and pro-active advice to affected customers.
- Development of services to ensure continued compliance for customers with announced changes in legislation.
- Design of equipment and packaging in a sustainable manner to ensure maximum re-use or recycling of waste containers and ancillary washroom equipment in line with existing Producer Responsibility Regulations (packaging) and WEEE (Waste Electrical and Electronic Equipment) Regulations.
- Liaison and consultation with Government & Agencies/EHS. Important initiatives include participation in Department of Environment, Food and Affairs (DEFRA) dealings, Department of Health, Environment Agencies, Health & Safety Executive, Chartered Institute of Waste Management (CIWM) and Healthcare Waste Steering Group.
- Advice from a qualified Dangerous Goods Safety Advisor (DGSA) on the carriage of clinical waste and liaison with Department Of Transport/Health & Safety Executive on changes in requirements.



The Waste Hierarchy

The Stages

Includes



Anyone who produces, handles or disposes of waste has a duty under The Waste Regulations 2011 to consider 'The Waste Hierarchy.'

For more information on how that affects the waste we collect go to citronhygiene.co.uk.