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Site Matrix

This matrix below has been compiled to show the location of key documents, already in use as part of ISO 14001:2015 and which meets the requirements of permit management condition 1.1.1

Site name	**Havant HWRC**	
Overview of operations undertaken on site	The facility operates as a Household Waste Recycling Facility accepting household wastes for separation and storage in containers prior to removal from site for recycling and recovery at other suitably permitted facilities.	
Operating hours	As dictated by the site planning permission	
VMR type	HWRC VMR	
Item	Location **Site office**	Additional Information **VMR also stored on company VMS system**
Site Permit	Site office, notice board. All staff aware of location	Main site permit available for all site staff to view as necessary
Site layout Plan	Site office	This plan details the specific characteristics of the site including traffic management, fuel storage PPE zones etc, where waste is stored, where spill kits are deployed.
Site drainage Plan	Site office	This plan details the site drainage layout including flows of different waters, locations of discharge points, location of manholes and drains. In addition, on-site drain covers must be colour coded (red for foul, blue for surface etc). Specific location of swale discharge points are included.
Aspects & Impacts assessment (Environmental Risk Assessment)	Site office and local Google drive	This comprehensive spreadsheet identifies the significant aspects and impacts from a number of factors and details the control measure therein – Environmental Risk Assessment. Consideration of future impacts of climate change on the site.
Waste Storage Plan	Site office and local Google drive	Site plan detailing waste storage location
Business Continuity Plan	This plan is produced in accordance with ISO 22301 and is kept within the site office	Business continuity plans are written and approved by Veolia's Risk & Insurance department and are designed to ensure that our business remains operational in the event of significant crisis – Business continuity management process, Emergency management plans, Crisis Escalation procedure and Policy
Operational procedure – tier 3 (e.g. HWRC/TS)	Transfer station VMR stored within site office	Operational procedures, although generic, do contain key elements such as quarantine,

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		emergency response etc - e.g. HWRC operational control.
Site Emergency Plan	Site office	This plan details the measures employed in relation to an emergency event. All site staff are trained in emergency response – Emergency management plan
Organogram	An up to date copy of the site organisation chart is kept in the site office	This details the site staff whom are responsible (either in part of entirely) for permit compliance
Site Training Matrix	All information is stored on the company electronic training system	Training records kept in the company electronic training system Saba.
Plant & Equipment Maintenance Records	Records are stored in the site office	Preventative and swift reactive maintenance is vital to ensure the smooth running of the site. Details for all plant and machinery including the weighbridge and machinery can be found in the site office? – Applicable mobile plan procedure, Calibration and maintenance of testing & measuring equipment
Fire Risk Assessment	FPP kept in the site office and local Google drive	The transfer station VMR contains fire controls and procedures
Climate adaptation risk assessment	Completed and stored in company google drive	This is a permit requirement and risks have been identified and control measures put in place.
Objectives & Targets	Stored in the local Google drive	In order to demonstrate continual improvement, all Veolia locations need to establish objectives and targets for the forthcoming year. These need to reflect any corporate targets, but will also include objective linked with the identification of significant environmental impacts – Objectives & targets for continual improvement
Site Diary	Although no longer a requirement under modern permits, the site still needs to complete a daily diary entry. The diary is kept in the site office	As part of the Veolia Business Management System, all operational sites are required to complete daily and monthly inspection forms, which cover the majority (if not all) environmental considerations – see below - A site diary should also be kept for completeness
Daily Site Inspection Sheet	Completed and stored in the site office	This is a comprehensive list of T&A and insurance checks that site are required to complete on a daily basis – daily site inspection checklist in line with the site VMR
Permit Checklist and Other Legal Requirements Checklist	Completed and kept on VMR/AVA	Each operational site is required to complete an electronic permit review checklists and Other Legal requirements checklist which is subject to internal and external audit.

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Complaints	Complaints logged and kept on the AVA reporting system	There is a standard procedure for the investigation of complaints and the recording can be either electronically via AVA or paper based – Complaints and non conformance reporting
Contractor Induction Records	Kept in the site office	All contractors onto Veolia sites must be inducted. The contractor will be made aware of environmental factors and reportable events – Contractor induction
Management Reviews	Kept in the site office	A management review pro-forma is required to be completed on a monthly basis. This form details items such as complaints, audits, training etc – Management review
R&A Monthly updates	Stored on local Google drive	Presentation sent to the site on a monthly basis and details R&A updates for the current month/year

Scope and Structure

All the activities undertaken as part of the Company's business are carried out in a controlled and legal manner, to ensure safety in operations, prevent damage and adverse environmental impacts. The management system structure allows us to meet and exceed the expectations of our customers and stakeholders, including regulatory authorities.

Veolia operates under an integrated management system that defines the business procedures, formulated to assist in meeting business objectives across the entire scope of Veolia's activities. The system is externally certified to ISO:14001 and therefore is subject to both internal and external audits to ensure compliance and to promote continual improvement. The Management System is an electronic platform, allowing widespread access across the business. The structure of the Management System revolves around Veolia Minimum Requirements and their associated toolkits, which are activity specific documents setting the minimum standards for Veolia locations that cover holistic risk.

In addition, there may be site specific procedures and working instructions which are maintained at site level, which can include matrices that demonstrate implementation of the management system.

All business representatives within Veolia work closely together to ensure that the information reflects a standardised and coordinated Veolia approach to the way we do business. Documents are regularly reviewed and communicated to employees and stakeholders.

Veolia is externally certificated to ISO 9001, ISO 14001, ISO 45001 and ISO 22301 and Competence Management System (CMS) by Lloyds Register who routinely audit a sample of sites to check compliance and adherence to the standards.

Certification details

Standard	Certification Number	Date of issue	Expiry Date
ISO 14001:2015 ISO 9001:2015 ISO 45001:2018	10596583	4th April 2024	31st March 2027

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ISO 50001:2018 ISO 22301:2012 SSIP Competence Management System - sites operating under an environmental permit	10594402	4th April 2024	31st April 2027

Environmental Aspects and Impacts

Veolia has a documented procedure to identify the operation's activities carried out on site, evaluate environmental aspects and impacts, and manage and minimise these where possible. Normal and abnormal operating conditions are considered, as well as direct and indirect aspects, incidents, potential emergency situations, and past, current and planned activities. Sites are required to review this annually or after any significant operational changes and amend accordingly.

Objectives and Targets

Procedures are in place for the management, identification and review of objectives and targets. Sites are responsible for ensuring that specific targets are set, which both drive continual improvement on a site basis and contribute to overall strategic objectives.

Training and Competence

Veolia has a dedicated people development department that offers a wide range of training across the business, including Environmental Awareness and Environmental Permitting courses to enable managers and supervisors to responsibly manage sites in line with company procedures and legal requirements. COTC courses and refreshers are also offered to ensure technical competency standards are maintained. Further site based training is offered in the form of environmental updates examples include spill response, EWC codes and Hazardous waste changes.

How does Veolia show technical competence?

Veolia has chosen to make the transition away from CoTC to CMS (EU Skills).

This Veolia location now uses EU Skills Scheme, CMS certification to demonstrate technical competence as opposed to WAMITAB CoTC. As a result Veolia as a company, defined by activities are deemed as competent through implementation of management system competency requirements.

What does this look like?

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Each member of staff on site is competent in the job that they undertake, this is reflective of the complexity of the role and the level of responsibility. Please note this does not mean that all site staff are expected to be able to fully converse with the environmental permit, but understand what they need to do to help comply within the remit of their job.
For those who are responsible for the site, there are additional E learning modules and follow up work that are completed as part of the process.

What should you expect to see?

As CMS is not calculated in terms of hours of attendance, you should not expect to see CoTC attendance logs on site. Compliance to the scheme is met by having appropriately trained persons on site in line with our management system requirements.

Those responsible for the site are able to provide a matrix to demonstrate those persons on site, the role they undertake and the training completed. Veolia deem this to be sufficient to demonstrate compliance with technical competence

All new staff are subject to a company induction which provides them with the tools to carry out their roles in a safe and competent manner

Reporting

Veolia uses AVA to monitor the environmental performance of sites and contracts. AVA enables trends to be identified and the appropriate action to be taken to mitigate and minimise environment related issues.

AVA is an internet based reporting system. This web-based tool allows all environmental accidents, incidents and near-misses to be reported by any user. There is also a function that allows for the reporting of any communication from an enforcing authority such as the Environment Agency including CAR reports. The system assigns an accountable person to take actions, in order to ensure continual improvement and appropriate controls are put in place.

Annual reporting is completed using our company wide global report, which contributes to the tracking and monitoring of our environmental and operational attributes.

Legislation

Veolia regularly reviews current legislation with industry groups, trade associations (ESA, CIA, and CIWM), regulatory bodies and internal staff to ensure that we are abreast of and implement appropriately any new legislative requirements that would affect our operations and our clients. This enables the review of new legislation, raising awareness and coordinating responses on draft legislation and consultations.

Veolia subscribes to CEDREC and Pegasus, a specialist organisation who translate complex laws into plain English for England, Wales, Scotland and Northern Ireland, providing expert relevant information that covers both Health & Safety and Environmental legislation. CEDREC's team of expert legal authors are able to provide a combination of legal expertise and practical experience thus offering a succinct overview of any relevant piece of legislation.

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On an annual basis, permitted sites will undertake permit audits to ensure full compliance to the conditions thereof. In addition, all locations will undertake an Other Legal Requirements audit to ensure that legislative requirements are met.

Auditing

The Head of Assurance has the overall responsibilities for the auditing programme across Veolia, in order to ensure that all parts of the management system, quality, health and safety and environment are evaluated in terms of their adequacy and effectiveness and its compliance with legislation and regulatory requirements. The frequency undertaken in accordance with Veolia minimum requirements. Each year the head of assurance determines and agrees with the external certification body the program of surveillance audits.

Audit reports and associated tasks are logged onto our audit database (AVA) and notified to the relevant managers with a timescale for closure. Evidence is required from the site managers for these tasks to be closed out by the auditor in a timely manner. Audit findings are analysed by Managers in order to detect and eliminate potential causes of non-conformances and thus prevent recurrence, wherever possible.

Analysis of the audit findings are included in the agenda for each Site Management Review. All audit findings that have an impact on the integrity of the Management System are included in the agenda of the Corporate Management Review. All managers must implement any changes to local procedures or other documents found to be necessary as a result of audit findings.

Veolia sites are also subject to external audits from our certification body, Veolia's parent company, Regulators (e.g. HSE and Environment Agency) and customers.

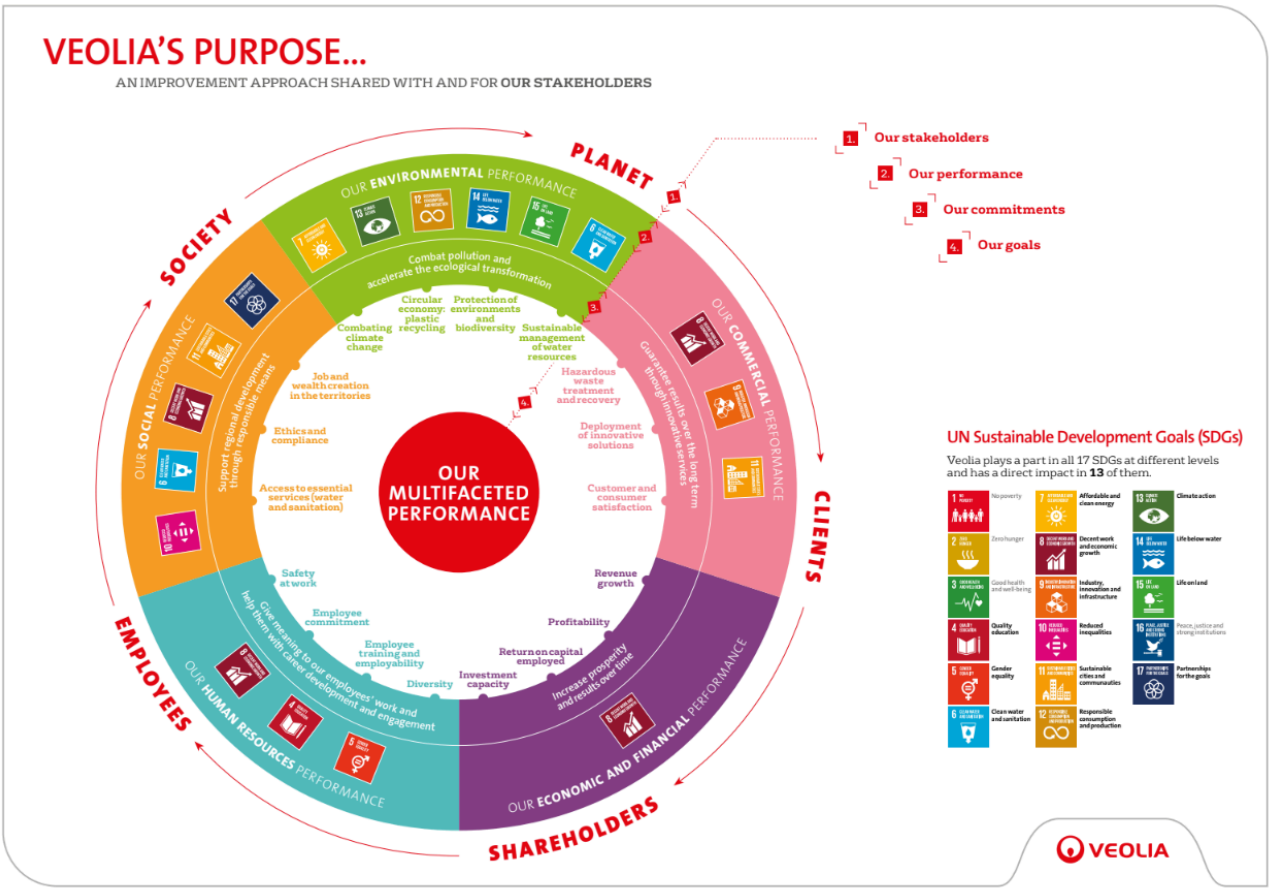
Climate Change Adaptation

Climate change adaptation is at the heart of Veolia's core values through our approach to the group's ambition of ecological transformation. As well as this, our response to climate change is covered within our multifaceted performance strategy aligning our operations to UN sustainability goals.

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You will note in the planet segment, there is reference to climate change which encompasses both adaptation to climate change effects, but also helping reduce the impacts of climate change for our stakeholders. Lastly, our commitment to change adaptation is reinforced through our Environmental Sustainability and Environmental Policy Statement, which is endorsed at board level in the UK&I.

More widely, our head office team in Paris is to integrate prospective physical risk management into our risk management system; which includes climate risk as a focus area.

From April 2024, at a site level, each will have completed a specific site risk assessment..