



Commercial Waste Management Policy

Approved: June 2023
Review: 2025

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1. Introduction

- 1.1 Trade waste is any waste that is produced by a business activity of any size, whether it is operated from a shop, an office, a restaurant, a van or a home.
- 1.2 Under the Environmental Protection Act 1990 businesses have a legal responsibility to make suitable arrangements for their waste to be safely contained and legally disposed of via a licensed waste carrier. The correct paperwork must be retained for at least two years.
- 1.3 Stevenage Borough Council (the Council) has a dedicated team who understand waste management regulations and are able to provide a comprehensive range of waste management services that can be tailored to meet every business need.
- 1.4 The Council is a licensed waste carrier and will ensure that all business waste collected by us is disposed of responsibly at a licensed site.
- 1.5 Customers are required to handle their business waste in accordance with its duty of care as required by section 34 of the Environmental Protection Act 1990 and the Environmental Protection Act (Duty of Care) Regulations 1991, as may be amended or superseded from time to time.
- 1.6 This policy sets out how we can deliver reliable, transparent and competitive commercial waste and recycling services in Stevenage will be operated.

2. Waste Management Services

- 2.1 The Council will provide professional advice to help local businesses reduce the amount of waste that is sent to landfill, and achieve their recycling obligations and targets.
- 2.2 We provide a comprehensive range of waste management services that can be tailored to meet most business needs including, but not exclusive to:
- residual waste
 - paper and cardboard
 - glass
 - plastic, tins and cans
 - building rubble
 - furniture
 - other, on request
- 2.3 A waste management officer will work with businesses to assess:
- bin size requirements
 - number of bins required
 - the type of waste streams generated through the business
 - frequency of collections required.

Duty of Care

- 2.4 Within the terms of the Environmental Protection Act, 1990, all businesses have a legal responsibility to:
- ensure their waste is stored correctly and does not escape their control
 - only give their waste to an authorised waste disposal company.
- 2.5 There is a legal requirement (Environmental Protection Act, 1990) for any business that produces waste to complete a Waste Transfer Note.
- 2.6 The Council will send a Waste Transfer Note to customers which must be completed by an authorised person within the business and returned.
- 2.7 Without a current Waste Transfer Note the Council is unable to collect business waste, and services will be suspended until such time as the completed document is provided.

Assessed Collection Service

- 2.8 The Council offers a service to collect items which are too bulky for the normal residual collection service, or are ad-hoc and additional to the regular waste collection service.
- 2.9 Our teams are only able to collect items that are easily handled by two operatives.
- 2.10 A waste management officer will visit the business premises to assess the waste in order to provide a quote for the works.
- 2.11 The Council will not collect hazardous waste, but can provide contact details of specialist contractors.



3. Service Delivery

Presentation of Waste for Collection

- 3.1 Waste and recycling receptacles must be presented at the agreed location by 7am on the appointed day of collection.
- 3.2 Waste and recycling receptacles shall be returned to same location once emptied. Any business presenting their waste outside their boundary should return their receptacles back within the curtilage of their property as soon as possible, but by no later than the end of the collection day.
- 3.3 The council will only empty wheeled bins / containers that it has issued.
- 3.4 Any variation to this policy will be at the discretion of the Operations Manager or designated Officer. Their decision will be deemed to be final.
- 3.5 If collection is not possible on the agreed collection day, due to waste and recycling receptacles not being presented, it may be necessary to make a charge for a return visit.

Access for Collection Vehicles

- 3.6 Customers shall notify the Council of any secure access arrangements that are in place, such as locked gates, access codes etc.
- 3.7 Customers are asked to leave reasonable vehicular access for refuse and recycling collection vehicles. A waste management officer will agree collection point locations with the customer.
- 3.8 If collection is not possible on the agreed collection day, due to lack of access, it may be necessary to make a charge for a return visit.

Public & Bank Holiday Arrangements

- 3.9 The council will implement a revised schedule for collections affected by public or bank holidays that prevents services being undertaken on their normal scheduled day.

Customers should ensure that containers are accessible for collection for the rest of the week following a public or bank holiday.

Inclement Weather

- 3.10 In the event of inclement weather e.g. snow or ice the Council shall assess whether it is safe to carry out waste collections. Waste collection services will be suspended if it is not considered safe.
- 3.11 In the event that collections are not made due to inclement weather, the council will attempt to make collections the following day or as soon as it is safe to do so.
- 3.12 Customers should ensure that containers remain accessible for collection.

Missed Collections

- 3.13 Missed collections reported by the customer to the Council on the day of the missed collection will be rectified within 24hrs., subject to no record being present on the electronic round sheet specifying that the receptacle was not presented for collection.
- 3.14 Missed collections not reported by the next working day, and subject to no record being present on the electronic round sheet specifying that the receptacle was not presented for collection, will be collected within 48 hours.
- 3.15 Collections times are based on working days and may be extended by immediacy of non-working days, i.e. weekends.

Additional Collections

- 3.16 Additional collections can be arranged for customers. A minimum of 24 hours notice is required.

4. Waste Receptacles

Replacement Waste Receptacles

- 4.1 The Council will replace, free of charge, receptacles that it deems have become damaged due to normal wear and tear.
- 4.2 Charges for supplying replacement wheeled receptacles will be implemented where the damage is as the result of mis-use, overloading or inappropriate activities on the part of the business.
- 4.3 Replacement receptacles will normally be delivered within ten working days from the date of payment.

Additional Waste Receptacles

- 4.4 We understand that your business needs may change over time. We therefore offer a comprehensive suite of services that can be adapted to the needs of your business, and ensure that your business waste is being managed most effectively and sustainably.
- 4.5 A waste management officer will work with businesses to assess and review:
 - bin size requirements
 - number of bins required
 - the type of waste streams generated through the business
 - frequency of collections required.

Excess Waste & Overloaded Bins

The council will only collect waste contained within a Stevenage Borough Council provided waste receptacle. Excess refuse and recycling presented alongside a waste receptacle will not be removed.

For health and safety reasons waste receptacles that are overloaded, resulting in the bin being too heavy to manoeuvre safely or the receptacle lid not being able to be closed properly, will not be collected.

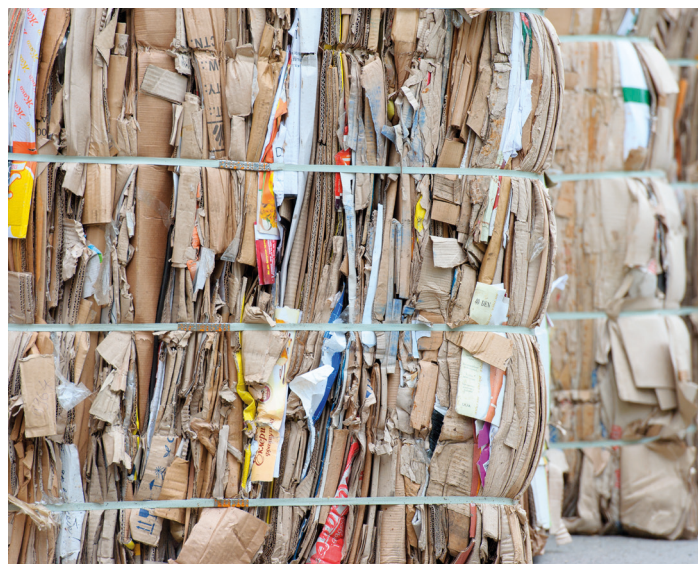
We will contact any business where it has not been possible to collect their waste due to overloaded bins, to discuss how the situation can most effectively be resolved to enable safe collection of the waste.

Contamination

Contamination refers to the waste material being placed in wrong receptacle – glass in a container for paper and cardboard, for example. This may result in the load being rejected by the processing facility and ultimately being placed in landfill.

We will contact any business where contamination is found within a waste receptacle. The business will be asked to remove the contamination. The Council will return to empty the waste receptacle when we have received confirmation that the contamination has been removed.

If collection is not possible on the agreed collection day it may be necessary to make a charge for a return visit.



5. Charges & Invoicing

5.1 The Council will implement charges for collection and disposal of waste in accordance with the Controlled Waste (England & Wales) Regulations 2012.

A summary is provided at Page 10.

5.2 The Council's preferred payment option is for customers to pay invoices by direct debit.

5.3 The Council reserves the right to require a customer to pay a deposit in respect of fees and charges.

5.4 All customers will be invoiced monthly in arrears so that the invoice can take account of any changes to collections within the month. Customers are required to pay invoices, in full, within 30 days of the invoice date.

5.5 Non-payment for services received will result in the contract being suspended and waste will not be collected until payment is received and debt is cleared.

5.6 Customers will be provided with a minimum of 30 days' written notice of new fees and charges.

Premises Function	Description of Waste	Collection Charges	Disposal Charges
Public meetings	From premises used wholly or mainly for public meetings	Yes	No
Residential Hostel	From a residential hostel which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address	Yes	No
Charity Shop	From a charity shop selling donated goods originating from domestic property	Yes	No
Charity Shop	From a charity shop selling donated goods originating from non-domestic property	Yes	Yes
Residential Home	From a residential home or land belonging to or wholly or mainly used in connection with a residential home	Yes	Yes
Education	From premises forming part of a university, school or other educational establishment	Yes	Yes
Nursing Home or Hospital	From premises forming part of a hospital or nursing home	Yes	Yes
Religious Institutions	No charges unless the waste is generated from buildings that are let out for commercial use.	No	No

