

## Environmental Management & Waste Management Policy

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| <b>Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</b> | <b>12, 17</b> |
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### **CQC Single Assessment Framework Topics**

#### **Safe Topic Areas:**

Safe environments

Safe and effective staffing

#### **Effective Topic Areas:**

Workforce well-being and enablement

#### **Well-led Topic Areas:**

Governance, management and sustainability

Partnerships and communities

Learning, improvement and innovation

Environmental sustainability – sustainable development

**Please see the 'Quality Statements' section for full guidance**

# Scope

The Environmental Protection Act 1990 makes provision for the improved control of pollution to the air, water and land by regulating the management of waste and the control of emissions. Key provisions of the Act impose a duty of care on any business or person who produces, carries, keeps, treats, disposes of or imports-controlled waste to do so safely.

The organisation recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods, with regular review points. We will encourage customers, suppliers and other stakeholders to do the same.

Waste management is key to ensuring environmental regulatory compliance, and this document includes the organisation's systems for waste management.

This policy and procedure are provided for the regulated activity of personal care.

## Equality Statement

Our organisation is committed to equal rights and the promotion of choice, person-centred care and independence. This policy demonstrates our commitment to creating a positive culture of respect for all individuals. The intention is, as required by the Equality Act 2010, to identify, remove or minimise discriminatory practice in the nine named protected characteristics of age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. It is also intended to reflect the Human Rights Act 1998 to promote positive practice and value the diversity of all individuals.

## Key Points

- The organisation will comply with environmental and waste management legislation appropriate to the services and business activity we provide.
- Environment and waste management is an important aspect of the service delivery of the organisation.
- The organisation will always work to prevent pollution and our impact on the environment.
- All members of staff are responsible for minimising the impact the organisation has on the environment.

- Staff and management need to work together to develop key performance indicators (KPIs) to reduce waste and improve the organisation's performance in relation to the environment.
- Confidential waste must be disposed of correctly and in line with appropriate policies and procedures.
- Sharps and clinical waste must be managed in line with the 'Infection Prevention and Control Policy.'
- Those responsible for purchasing must consider the impact of the product on the environment, including packaging, disposal and are there better more environmentally friendly alternatives.
- IT and other electrical equipment come under The Waste Electrical and Electronic Equipment (WEEE) regulations and must be disposed of correctly (see the 'Waste Management' section).

## Policy Statement

The Registered Manager, or delegated colleague, is responsible for ensuring that the environmental and waste management policy is implemented. However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

The 'Environmental & Waste Management Policy' general aims are to:

- Comply with, and where possible exceed all relevant regulatory requirements.
- Continually monitor and improve environmental performance.
- Continually improve by reducing environmental impacts.
- Incorporate environmental consideration into business decisions.
- Increase employee awareness and training.

This policy must be read and followed by all staff within the organisation.

## The Policy

It is the organisation's policy to continuously learn, and through learning improve its response and impact on the environment. The organisation has identified a series of aims, which drill down into the general aims above in key areas. The organisation will work with staff and management to continuously improve, with the aims below being reviewed annually. Staff and management will agree Key Performance Indicators (KPIs) to be set against each heading to reduce the usage or impact the organisation has in each area. The waste management systems are detailed after the aims section below.

## Paper

- We will minimise the use of paper in the office.
- We will reduce packaging as much as possible.
- We will seek to buy recycled and recyclable paper products.
- We will reuse and recycle all paper where possible.

## Energy and water

- We will seek to reduce the amount of energy used as much as possible.
- Lights and electrical equipment will be switched off when not in use.
- Heating will be adjusted with energy consumption in mind.
- The energy consumption and efficiency of new products will be taken into account when purchasing.

## Office supplies

- We will evaluate if the need can be met in another way.
- We will evaluate if renting/sharing is an option before purchasing equipment.
- We will evaluate the environmental impact of any new products we intend to purchase.
- We will favour more environmentally friendly and efficient products wherever possible.
- We will reuse and recycle everything we are able to.

## Transportation

- We will reduce the need to travel, restricting this to necessary trips only.
- We will promote the use of travel alternatives such as email or video/phone conferencing.
- We will make additional efforts to accommodate the needs of those using public transport or bicycles.
- We will favour 'green' vehicles and maintain them rigorously to ensure ongoing efficiency.

## Maintenance and cleaning

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used in office refurbishment will be as environmentally friendly as possible.
- We will only use licensed and appropriate organisations to dispose of waste.

## Monitoring and improvement

- We will comply with and exceed all relevant regulatory requirements.
- We will continually improve and monitor environmental performance.
- We will continually identify, improve and reduce environmental impacts.

- We will incorporate environmental factors into business decisions.
- We will increase employee awareness through training.
- We will review this policy and any related business issues at our monthly management meetings.

## Culture

- We will involve staff in the implementation of this policy, for greater commitment and improved performance.
- We will aim to involve residents and families using the service in developing our aims, objective and direction for environmental sustainability.
- We will update this policy at least once annually in consultation with staff and other stakeholders where necessary.
- We will provide staff with relevant environmental training.
- We will work with suppliers, contractors and sub-contractors to improve their environmental performance.
- We will use local labour and materials where available to reduce CO2 and help the community.

In addition, the organisation is committed to:

- Efficient use of water and energy.
- Efficient use of other natural resource.
- Recycling.
- Minimising waste.
- Sustainable transport.
- Responsible purchasing.
- Minimising noise disturbance.
- Use of non-toxic products (e.g. biodegradable cleaning products and VOC-free paints).
- Working with clients and suppliers to encourage high environmental standards.
- Raising awareness and training employees on environmental issue.

KPIs will be reviewed at management and staff meetings to identify progress against agreed performance targets, and to agree additional actions or updates as may be required.

Annually the KPIs will be updated as part of the organisational objectives and communicated to the staff and managers for the coming year.

## Waste Management

The 'Waste Management' section below has been produced to affirm the organisation's commitment to safe and efficient waste management, to reduce and recycle waste produced and to ensure compliance with and exceed wherever possible all legal requirements relating to waste management. It also promotes environmental and recycling issues as an integral element of its activities and demonstrates its commitment to continual improvement in environmental practices.

The organisation's strategy is to:

- Follow efficient waste management and recycling procedures throughout and use recyclable and recycled materials whenever appropriate.
- Promote a purchasing policy that will give preference, where practicable, to those products and services which cause least harm to the environment.

We use the principle of the waste hierarchy:

- REDUCE – the best approach to waste is to reduce it at source.
- REUSE – if you cannot reduce it, then try to re-use it.
- RECYCLE – if you cannot reuse it, then try to recycle it.

All procurement activities will include evaluation of waste which will be produced from the purchase of the supplies, and how these will impact on the waste management aims of the organisation.

Wherever possible, in line with cost management and the items being fit for purpose, the supplier with the least wasteful product/packaging will be chosen.

## Implementation

Several recycling waste streams have been implemented across the organisation diverting much from landfill. The key to successful recycling and reduction in landfill is to collect at source and segregate.

The following items are currently recycled:

- All paper products (excluding blue roll).
- Cardboard.
- Wood.
- Metal.
- Media waste – CDs; DVDs; floppy discs; videos; audio cassettes.
- Plastic bottles, packaging, cups, food containers and all metal cans.
- Glass.
- Garden waste.
- Batteries.

- Carpet tiles.
- Waste oil.
- Food.
- WEEE – waste electrical and electronic equipment.
- Furniture.

## Purchasing

The purchasing function has a real impact on the quantity and recyclable value of waste. Choosing and buying recycled products is part of an overall waste reduction strategy. As source reduction is an issue that often gets overlooked and we consider the following activities as part of its function:

- To cut down on over-packaged products - is packaging reusable?
- To purchase refillable or reusable products, e.g. printer or toner cartridges.
- To use or lease equipment that has waste reduction features, e.g. photocopiers, email etc.
- To use durable items where relevant, not one-trip disposable items
- To buy equipment that can easily be mended or has interchangeable parts.
- To specify/buy items made with recycled materials.
- To check stationery supplier catalogues for recycled items.
- To consider using cost savings from waste reduction activities, e.g. photocopiers set to double-sided, to pay for activities that may cost a little more until economies of scale come in to play.
- To investigate the options for centralised purchasing between organisations. Bulk buying cuts costs and gives more negotiating power with the supplier.

These examples are by no means comprehensive but, in general, when buying materials the company considers if the product is reusable and has been or can be recycled.

## Procedures for Recycling and Disposal

Confidential paper and hard drives/other storage devices holding confidential information

- For storage of paper documents, the organisation uses locked waste bins for records containing personal data.
- Small quantities of confidential data should be destroyed in the local cross shredding machines.
- Large quantities of confidential paper that are not feasibly destroyed using the local shredders are destroyed off site by external contractors The organization contracts Shred-it for the destruction of large quantities of confidential paper waste that cannot be feasibly destroyed on-site. Shred-it specializes in secure document destruction and provides services

that ensure compliance with data protection regulations. For more details on their services, you can visit Shred-it's official website.. Please contact them on The organization contracts Shred-it for the destruction of large quantities of confidential paper waste that cannot be feasibly destroyed on-site. Shred-it specializes in secure document destruction and provides services that ensure compliance with data protection regulations. For more details on their services, you can visit Shred-it's official website. to arrange pickup.

- For information held on electronic devices, wiping, degaussing or secure destruction of hardware (shredding) is in place.
- Confidential material is held securely for collection prior to being sent away for confidential waste a destruction.
- Contracts are in place with third parties to dispose of personal data, which include appropriate assurance that they have securely disposed of the data, e.g. audit checks and destruction certificates.
- The organisation has a log of all equipment and confidential waste sent for disposal or destruction.

## Recyclable materials

- Non confidential paper, cardboard, magazines, bottles, plastics and journals are disposed of in recycle bins marked RECYCLING ONLY.

## Toner cartridges

- Printer inkjet and toner cartridges from both workgroup laser printers and multi-function printers are recycled by IT.

## Non-recyclable office waste

- There should be very little waste from the office that is not recyclable. Food waste must always be placed in kitchen/pantry bins, i.e. a General Waste bin.

## Waste Electrical and Electronic Equipment

- The intention of the Waste Electrical and Electronic Equipment (WEEE) Directive is to ensure manufacturer and importer compliance in the treatment of waste, whilst encourage reuse and recycling. Even where the majority of IT equipment is supplied through dealerships, compliance rests with the product consumer.
- The consumer, in this case the organisation, must ensure that equipment is disposed of via a licensed Authorised Treatment Facilitator.
- Each piece of equipment will be dealt with on an individual basis from IT equipment.

## General Safety Precautions

- All bags, containers and sharp boxes must not be filled more than three quarters full to enable safe handling, to prevent excessive weight and to avoid splitting the containers.

- All clinical waste bags, sharps containers or boxes containing glass must be securely fastened before removal and marked to indicate the content and with the department of origin. Filled sharps containers or boxes containing glass must never be subsequently placed into any other waste bag or container before disposal.
- Bags must be inspected by staff for adequate sealing and for no sharps protruding before handling.
- Staff must handle bags by the neck of the bag and keep the bags clear of the body to minimise risk of sharps' injury.
- If this is exceptionally not possible to do, and staff have to hold the base of the bag, extra care must be taken to examine the bag for sharps before doing so.
- Care must be taken when transporting and storing batteries that they cannot be shorted out by contact of one battery's terminals with another or by metal conductors.
- Bring to the attention of your supervisor any bag that is hazardous because of sharps protruding, excessive weight or visible contamination on the external surface.

## Clinical Waste

- Please see the 'Infection Prevention and Control Policy' and 'COSHH Policy.'

## References and Further Reading

[a-guide-to-the-environmental-protection-act-1990.pdf](#)

[Waste Electrical and Electronic Equipment recycling \(WEEE\), HSE](#)

[Records management and security, ICO](#)

[Environmental Protection Act 1990](#)

[Circular economy measures drive forward ambitious plans for waste](#)

[Waste Management Plan for England](#)

## Safe environments

We detect and control potential risks in the care environment. We make sure that the equipment, facilities and technology support the delivery of safe care.

## Safe and effective staffing

We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.

## Workforce well-being and enablement

We care about and promote the well-being of our staff, and we support and enable them to always deliver person-centred care.

## Governance, management and sustainability

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

## Partnerships and communities

We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

## Learning, improvement and innovation

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

## Environmental sustainability – sustainable development

We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same.

[Key questions and quality statements - Care Quality Commission](#)