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Waste Management Procedure for Office Facilities

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1.0 PURPOSE

Waste is a substance or object that is no longer part of the normal commercial cycle or chain of utility. Most waste goes to landfill, incineration or is disposed of using alternative technologies. Waste, irrespective of its processing method, has the potential to pollute land, air, and water. It is therefore essential to have robust measures in place, such as Waste Management Plans and Procedures, to govern the processing of waste.

The purpose of this Waste Management Procedure for office facilities is to guide the Entity in preparing its own Waste Management Procedures. It is specifically targeted at Facility Management (FM) personnel, but should also be read and understood by all Waste Management personnel such that it can be suitably applied at all levels of the organization.

FM is responsible for the safe storage and security of hazardous/special waste and the safe disposal of non-hazardous waste generated on-site in accordance with current statutory legislation. This document details the operational considerations which FM should make throughout the Waste Management Process of: Waste Segregation, Collection, Transportation, Storage, Sorting, and Recycling.

The Waste Management Procedure also outlines responsibilities of the Senior Leadership Team to define the vision and values of the business, converting them into meaningful policies and procedures, then driving their application throughout office facilities.

2.0 SCOPE

The objective of having a robust Waste Management Procedure and associated Waste Management Plan in place is to contribute to the Entity's sustainability strategy and to promote cultural change. In addition, the Procedure will support each entity in:

- Raising awareness of the importance of waste management in line with best practice
- Satisfying both statutory legislation and local requirements
- Implementing the Hierarchy of Waste (Reduce – Reuse – Recycle – Recover – Dispose).

3.0 DEFINITIONS

The table below contains definitions of common terms related to waste management extracted from applicable laws, as well as additional terms, which relate to the guidance contained within this Procedure.

Term	Definition
Bulky Waste	All waste of large size that is difficult to collect with components of other Municipal Solid Waste (MSW). These include vehicle parts, tree trunks, furniture, and household electrical appliances.
Chemical Waste	Chemicals which are considered dangerous and have any of the following characteristics: • Toxic • Flammable • They cause the corrosion of other material • Active or explosive • Have an ability to create congenital defects in fetuses or change in genetic substances, cause cancer or lead to stopping the growth of cells
Classification	Evaluation of the financial, technical, administrative, and executional capacities of the waste management contractor or waste management investor to be accorded a suitable field and level in accordance with the provisions of the Contractor Classification Law and the Implementing Regulations thereof.
Collection	Collection of municipal solid waste from collection points using trucks and machinery dedicated for such purpose.

Term	Definition
Commercial and Administrative Waste	Waste produced by shops, markets, commercial centers, restaurants, shopping centers, entertainment centers, hotels, and all administrative offices and institutions such as schools, universities, and ministries.
Compressed Gas Containers Waste	Empty or damaged compressed gas containers used in filling inert gases or gases that can cause damage or might explode when they are exposed puncturing or high temperature.
Confidential	Printed paper-based information not intended to become generally available to all.
Construction and Demolition Waste	Construction and demolition waste resulting from construction, maintenance, demolition, and leveling work, as well as waste resulting from road construction.
Container	Any vessel used for the collection or transportation of materials or for the sorting of waste.
Contractor	An individual, party, or company contracted by the Ministry, or by competent entities, in Municipal Solid Waste management.
Controlled Waste	Waste, which, in accordance with legal requirements, must be separated from normal waste.
Duty of Care	The Duty of Care applies to anyone who is the holder of controlled waste. Anyone subject to the Duty of Care who has some 'controlled waste' must identify and describe the kind of waste it is.
Entities	Amanas, municipalities, and municipal councils.
Environmental Evaluation	A study performed for the project to determine the potential effects or results of the project as well as the procedures and suitable methods to prevent harmful environmental effects in accordance with environmental standards and criteria existing in the Kingdom of Saudi Arabia (in accordance with Saudi Environmental Law).
Facilities Management (FM) Provider	Facility-appointed Contractor.
Facility	Offices and business centers.
Final disposal of Municipal Solid Waste	Placement of unusable Municipal Solid Waste or the recycling of usable Municipal Solid Waste at landfills.
Green Waste	Waste generated from gardens and private and public parks, the source of which is green landscapes, grass, trees, and waste resulting from landscaping and maintenance works.
Hazardous Industrial Waste	Waste resulting from industrial activities that may contain solvents, degreasers, oils, radioactive materials, coloring materials (inks), sludge, acids and alkalis, or any industrial waste other than Municipal Solid Waste.
Hazardous Healthcare Waste	All waste produced by sources contaminated or possibly contaminated with infectious, chemical, or radioactive agents. They constitute the smallest portion of total medical waste and pose risk to individuals, the community and the environment during their production, collection, handling, storage, transportation or disposal.
Incineration	Ignition of Municipal Solid Waste to discharge it by means of open burning or by using sealed furnaces (incineration) regardless of energy recovery.
Landfill	Facility where Municipal Solid Waste is buried underground in accordance with adopted technical standards for eliminating its impacts that harm public health and the environment.
Law	Municipal Solid Waste Management Law.
Litter	Waste disbursed and distributed randomly on streets, roads, and locations because of the random dumping of waste or the movement of wind.
Municipal Solid Waste (MSW)	All materials dumped or disposed of that are of no benefit for their producer and are not deemed as hazardous healthcare waste or hazardous industrial waste. Such materials include household waste,

Term	Definition
	construction and demolition waste, commercial waste, administrative waste, industrial waste, green waste, healthcare waste, and litter.
Municipal Solid Waste Management	Procedures undertaken for the separation, collection, transportation, storage, sorting, recycling, treatment, and final disposal of waste, including the supervision of such procedures, due care at final disposal sites, and studies and researches performed for any of such procedures.
Recycling	Preparation of Municipal Solid Waste materials for recovery or reuse as raw materials in manufacturing processes.
Risk Assessment	Formally approved assessment and record of associated hazards and risks stating suitable and sufficient controls
Sanitary landfilling	A method of disposing of Municipal Solid Waste by burying it in an environmentally safe manner in sanitary, engineered landfills designed for environmental improvements.
Segregation	Segregating the group of Hazardous Medical Waste in the bags and containers allocated for them, starting from the point of producing them in the facility and through the stages of their on-site collection, packing, storage, and transportation
Sharp Instrument Waste	Instruments that can cause cut or prick injuries in the body, such as syringes, lancets, blades, broken glass, other sharp instruments and fragile glass containers
SIC Code	The Standard Industrial Classification (SIC) are four-digit codes that categorize the industries that companies belong to, based on their business activities. An alternative to SIC codes are six-digit NAICS (North American Industry Classification System) codes. A further alternative to SIC codes are EWC/LOW (European Waste Catalogue/List of Wastes) codes, which are also identified six digits
Sorting	The manual or automatic separation of Municipal Solid Waste components from one another such as paper, glass, metals, and others at transfer stations or sorting and treatment plants for purposes of recycling or treatment
Sorting and Treatment Plants	Facilities or plants to which Municipal Solid Waste is delivered for sorting, treatment, and preparation of its components for reuse or as raw materials in manufacturing processes.
Source Separation	Separation and segregation of the various types of Municipal Solid Waste that can be reused or recycled at production sites.
Storage	Reservation of all or some of the Municipal Solid Waste components for future use.
Transfer Stations	Plants or facilities used partially or utilized during one of the stages of transportation of Municipal Solid Waste to treatment or sorting plants or to final disposal sites for the purpose of reducing transportation costs.
Transportation	Transportation of Municipal Solid Waste from its sources and collection points to transfer stations, sorting and treatment plants, or landfills using adopted transportation methods.
Transportation Document	The application that includes all data taken and signed by the Producer, the Transporter, and the Disposer. It is often comprised of several copies accompanying the load of Hazardous Medical Waste carried from the facility producing waste to the treatment unit as per Form No. (1) – Application for Off-site Transportation of Waste Permit
Transporter	The individual, company, or public or private establishment who works in the field of transporting Hazardous Medical Waste to the treatment and disposal unit
Treatment	Changing the characteristics of Municipal Solid Waste after sorting for the purpose of reducing its size or facilitating usage upon reuse or recycling.

Term	Definition
Urban Areas	Cities, villages, and urban centers that have growth potential. These could be classified into small cities, medium cities, and large cities.
Waste	Any substance or object which the producer or the person in possession discards or intends or is required to discard
Waste Producer	An individual, party, or company that produces Municipal Solid Waste
Waste Treatment Unit	The facility where the process of Hazardous Medical Waste treatment will be conducted
Abbreviations	
A&E	Accident & Emergency
COSHH	Control of Substances Hazardous to Health – assessment to be carried out by each entity during preparation of Waste Management Plan and Procedures
CPD	Continuous Professional Development
GAMEP	General Authority of Meteorology and Environment Protection
H&S	Health and Safety
MOH	Ministry of Health
MOMRA	Ministry of Municipal and Rural Affairs
NMAFM	National Manual of Assets and Facilities Management
PPE	Personal Protective Equipment
Sanpro	Sanitary products
SDS	Safety Data Sheet
SLA	Service Level Agreement
WEEE	Waste Electrical and Electronic Equipment

Table 1: Definitions

4.0 REFERENCES

The following references support this document:

- GCC Uniform Law for Municipal Solid Waste Management (Rabi' al-Awwal 1437H) KSA, Ministry of Municipal and Rural Affairs (MOMRA) – Laws and Regulations
- Gulf Cooperation Council (GCC) Uniform Law for Medical Waste Management (amended in Jumada II 1440H/February 2019) KSA, Ministry of Health (MOH) – Laws and Regulations
- International Standards Organization (ISO) 14001: 2015, Standard for Environmental Management Systems.
- United States Environmental Protection Agency (EPA) Report: Recycling Economic Information (REI) Study, 2016
- National Manual for Assets and Facilities Management (NMAFM), Volume 6, Chapter 22 – Waste Management Plan for Office Facilities – EOM-ZM0-PL-000082

5.0 RESPONSIBILITIES

This section outlines responsibilities of all stakeholders involved in the Hierarchy of Waste (Reduce – Reuse – Recycle – Recover – Dispose).

5.1 Amanas and Municipalities

According to Article (5) of the GCC Uniform Law for Municipal Solid Waste Management; Municipalities shall be responsible for executing works of sanitation services and Municipal Solid Waste (MSW) Management in urban areas. Municipalities shall do so in order to: raise health and environmental quality; ensure the safety and comfort of residents; and improve aesthetics.

To achieve the aforementioned aims, Amanas and Municipalities shall:

- Devise plans and programs, propose projects and studies, and determine requirements and needs necessary for the execution of such services in a manner that suits current and future circumstances
- Prepare the operational plan for the execution of public sanitation services. Services include, but not limited to:
    - Determining the geographical scope of regions where services will be performed as well as the indicative data for such regions such as population and housing in accordance with population statistics issued by the General Authority for Statistics
    - Determining locations for the placement of small or large containers in the center of residential neighborhoods while taking the aforementioned into consideration while preparing new charts
    - Distributing containers in a matter suitable for the quantities of produced Waste.
    - Collecting and gathering litter using appropriate means and tools
    - Including the times and routes for unloading containers in the plan, provided that they are periodically updated in accordance with the quantities of produced Waste
    - Unloading containers according to routes specified in the plan and returning them to their specified places after unloading while taking due care of the cleanliness of areas surrounding the containers
    - Taking due care of the maintenance and cleanliness of containers, sterilizing them with appropriate materials, and replacing damaged ones
    - Allocating containers for food Waste in neighborhoods and devising an appropriate mechanism for the use of food Waste by herders and the like
    - Transportation of containers' contents using appropriate transportation methods to locations of transfer stations, sorting and treatment plants, or sanitary landfills
    - Sweeping streets using appropriate manual and automated methods
    - Suction of rainwater found on streets and squares
    - Collection and transportation of bulky Waste
    - Taking due care of cleaning and sweeping squares, public areas and footpaths and providing such sites with appropriate containers
    - Taking due care of the cleanliness of parks, nature parks, and empty fields close to urban areas and providing such sites with appropriate containers
    - Taking due care of the cleanliness and maintenance of public toilets
    - Taking due care of the cleanliness and maintenance of cemeteries
    - Collection and transportation of construction and demolition waste of unknown sources
    - Collection and transportation of carcasses and remains of dead animals to disposal sites allocated for such purpose
    - Devising an appropriate mechanism for the collection of Green Waste
    - Providing necessary equipment, machinery, tools, and containers in a matter suitable for the requirements of executing these services
    - Taking the necessary measures to provide employment and a supervisory body required to execute these services
    - Estimating financial requirements necessary for the execution of the operational plan and taking appropriate measures for their allocation in the budget
    - Regulating the reception of complaints and suggestions of citizens on public sanitation and taking appropriate measures to address such complaints and suggestions

5.2 The Entity

Office facilities shall ensure that:

- A Waste Management Policy is established and maintained
- All persons within the entity (i.e. Senior Leadership Team, Facilities Management, Employees and Cleaning Staff) comply with the Policy, and associated Waste Regulations
- There are systems in place to monitor compliance and report progress.

Producers of waste should quantitatively and qualitatively reduce the rate of waste production through a variety of measures, including:

- Review of procurement practices
- Developing equipment specifications

- Implementing retro-fit measures to existing infrastructure
- Adopting clean technology
- Selecting alternative materials which cause less damage to the environment and public health.

Every facility should set up an integrated Waste Management Program comprising the above measures, as a minimum. See Volume 17, Sustainability Procedure (EOM-ZN0-PR-000002) for guidance in setting up a Waste Management Program.

In collaborating with stakeholders, entities shall:

- Make information available (including Policies, Procedures, and Plans) to demonstrate compliance with legislation
- Comply with recording and reporting practices outlined herein
- Provide assistance as required to AMANA and the Municipality to allow them to execute their responsibilities.

5.3 Facility Director

The Facility Director is responsible for:

- Implementing the entity's Waste Policy and associated procedures
- Ensuring that no conflict exists between any appointed Contractor's Waste Policy and procedures, and that of the entity
- Ensuring Tenants or Service Providers within the Facility are managing their waste as per GCC Law.

5.4 Facility Managers and Contractor Managers

Facility Managers are those directly employed by the entity and who report to the Facility Director. In some entities, this entire role, or specific responsibilities under the role are outsourced to a Contractor. A Facility Manager employed by a Service Provider is referred to herein as a Contractor Manager.

The Facility Manager or Contractor Manager shall:

- Ensure that all waste storage, handling, and disposal practices comply with the requirements outlined by statutory legislation, and appointed facility and contractor policies and procedures
- Train all staff in appropriate infection control and waste safety issues. This includes specific induction training
- Ensure formal, written risk assessments are carried out on tasks posing a significant risk to staff or others
- Ensure all staff involved in waste handling, as part of their normal duties, have received the appropriate information, instruction and training
- Monitor their staff to establish compliance with policies, procedures, and safe systems of work

5.5 Waste Management Officers

Waste Management Officers are responsible for ensuring that:

- Waste is managed according to legal and other requirements
- Standards are maintained
- Everyone is aware of these requirements
- Relevant personnel are appropriately trained to safely deal with waste in their areas
- All necessary data is recorded and transmitted to stakeholders

5.6 Waste Handlers and Cleaning Staff

Waste Handlers are key operators within the facility and shall ensure that waste in any intermediate storage areas is properly segregated, contained, and labeled.

Any problem noted must be immediately brought to the attention of the responsible person in that area.

5.7 Health & Safety Officer

The Health & Safety (H&S) Officer shall oversee activities at Waste Collection/Storage/Recycling Points alongside the Waste Management Officer, ensuring that:

- Access is possible by appropriate vehicles to collect and remove waste to the correct facility
- Points are accessible and resilient case of emergency and for purposes of inspection and monitoring
- All containers therein shall be checked regularly for leaks
- Staff and Contractors are operating in a safe manner in accordance with Operating Procedures

5.8 All Office Staff

All staff (office staff and operational staff) shall be responsible for educating and encouraging building users to use waste receptacles.

First aid shall be carried out only by qualified First Aiders, and Offensive Waste disposed of as described within this procedure.

All employees are responsible for working safely and ensuring the safety of themselves and others through the application of safe system of work when handling, transporting and storing waste.

6.0 PROCESS

The process which enables effective waste management is described in this section.

6.1 Hierarchy of Waste Management

Each Entity shall identify waste generated by its activities and determine how to effectively and efficiently reduce, reuse, recycle, recover, and dispose of waste in compliance with local standards, and international best-practice.

The figure below defines the priority which should be placed on the processing of all types of waste:

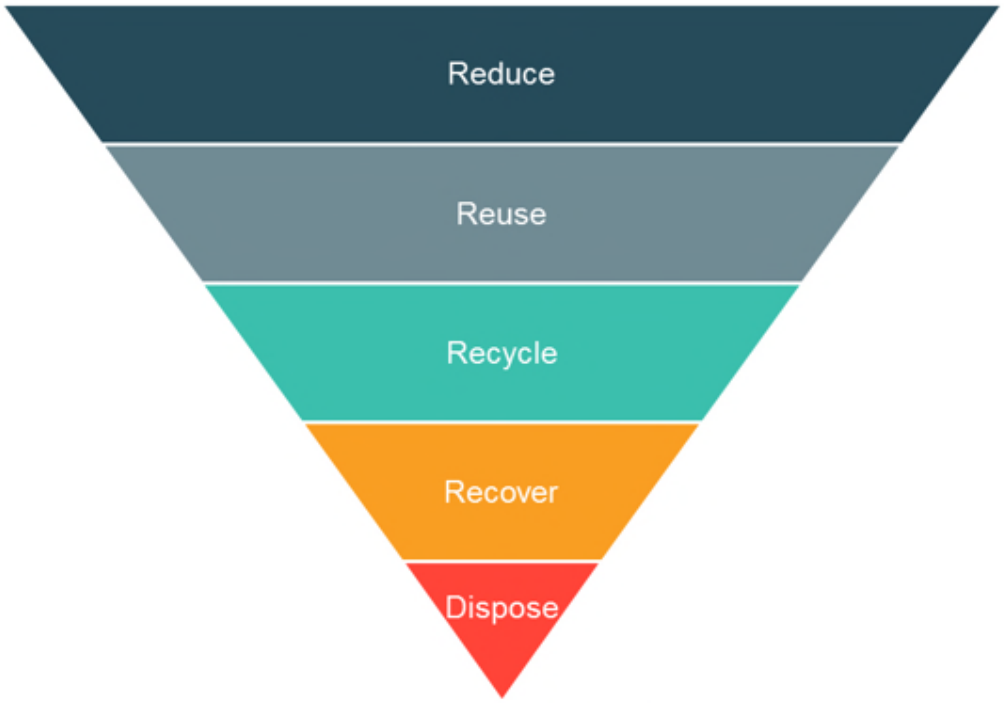


Figure 1: Hierarchy of Waste

6.1.1 Reduce

The top priority for all entities shall be the avoidance and reduction of waste generation. The upstream impact is a reduction in the use and extraction of raw materials (which represent a finite resource) in the Manufacturing Process.

Offices FM should ensure that:

- Products purchased through the Procurement Process use minimum packaging or require the fewest resources to produce
- Disposable goods or single-use materials are avoided as much as possible
- Products which are purchased have some or all of the following features:
    - Recycled
    - Recyclable
    - Repairable
    - Refillable
    - Re-usable
    - Biodegradable

6.1.2 Reuse

Where waste reduction is not possible, the next priority for office facilities is to reuse materials. Doing so eliminates the costs associated with recycling.

6.1.3 Recycle

Recycling is the process of converting waste materials into products. Selected benefits of recycling are as follows:

- Reduces the amount of waste sent to landfill
- Conserves finite raw materials
- Reduces embodied product cost
- Saves energy and reduces environmental impacts caused by mining and manufacturing

Following collection, recyclable materials are sent to a Recovery Facility to be sorted, cleaned and processed into materials which can be used for manufacturing.

Products used by office facilities which commonly contain recycled materials are as follows:

- Printer paper
- Paper towels
- Plastic, and glass drink containers
- Trash bags
- Carpeting
- Stationary

6.1.4 Recover

When products cannot be reduced, reused, or recycled; the entity shall use recovery as a method by which to process waste. For the purposes of this procedure, waste recovery entails that the entity (or the environment in which the entity is operating) ascertains potential benefits that can be incurred from the waste product which would otherwise have gone to landfill or to a recycling facility. Benefits may include whole or partial recovery of:

- **Convertible Energy:** through incineration or gasification (i.e. energy from waste)
- **Nutrients:** through organic processing
- **Cost:** by connecting with external parties willing to purchase the waste

6.1.5 Dispose

Some types of waste, such as Hazardous Waste or Offensive Waste, cannot be reused, recovered, or recycled and require treatment (to make them safe or easier to handle) and disposal. In such situations, the following guidance shall be followed as a minimum:

- Store all waste in a safe and secure manner ensuring appropriate segregation is in place to avoid cross-contamination. Hazardous Waste must also be segregated, as should other specific waste streams such as e-Waste (Waste Electrical and Electronic Equipment (WEEE), including batteries and lamps)
- Ensure that all Contractors removing waste from site are qualified to do so and are disposing of waste at a licensed Waste Processing Facility, recording this in a Waste Transportation Record Form (**Attachment 4** – EOM-ZO0-TP-000067 - Waste Transportation Record Form (1) Template)
- Arrange collection of waste, accurately describing the waste using appropriate waste codes (i.e. four-digit SIC code, six-digit NAICS code, or EWC/LOW code). Each removal of Hazardous (Industrial or Medical) Waste shall be accompanied by a Waste Transportation Record. Certificates obtained through successful completion and submission of Waste Transportation Record Forms to MOMRA or MOH demonstrate that the entity is meeting its legal Duty of Care
- Retain copies of Duty of Care documents for a minimum of 3 years as evidence the legal requirements have been satisfied
- Any uncontrolled release of waste or non-compliance with waste legislation must be treated as an environmental incident and reported to MOMRA

6.2 Waste Management Process

This Procedure will breakdown the components of the Waste Management Process shown in Figure 2 below and in **Attachment 1** – Waste Management Process Flow:

- Waste Segregation

- Collection
- Transportation
- Storage
- Sorting
- Recycling

The following list provides guidance for Facility Management, Waste Management Officers, and Waste Handlers to be applied when establishing Waste Management Plans:

- Ensure all Contractors removing waste from site are appropriately licensed, and that the waste is also destined for an appropriately licensed site (use **Attachment 2** – EOM-ZO0-TP-000064 - Waste Compliance Matrix Template)
- Implement the Hierarchy of Waste for all waste streams (**Attachment 3** – EOM-ZO0-TP-000065 – Waste Management Plan Template)
- Store waste streams in a safe and secure manner ensuring appropriate segregation is in place.
- Retain all Duty of Care documents
- Monitor and track waste performance i.e. amount of waste disposed of and amount of waste recycled

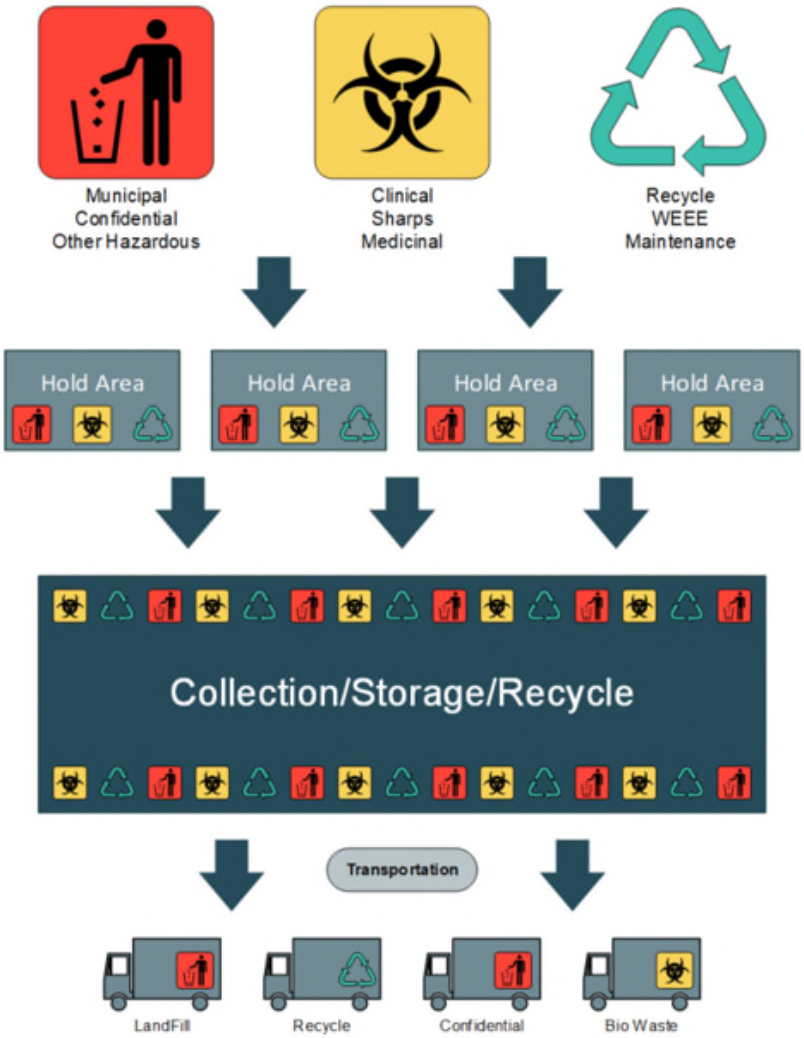


Figure 2: Waste Process

6.3 Municipal Waste Types

6.3.1 Solid Waste

Municipal Solid Waste (MSW) is not deemed to be Hazardous Waste. MSW includes all materials which are earmarked for disposal and which are of no benefit to the Waste Producer. Such materials include Non-Hazardous:

- Household waste
- Construction and demolition waste
- Commercial waste
- Administrative waste
- Industrial waste
- Green waste (i.e. flora and other biota from the earth)

MSW usually goes to landfill. It is the responsibility of office facilities to ensure that the quantum of MSW produced by each facility and which is sent to landfill from each facility is reduced as far as possible.

6.3.2 Green Waste

Waste which comes out of the earth, from land owned by the entity, is called Green Waste. This waste usually arises as a result of landscaping and maintenance from gardens and parks but can also result from construction projects. Green Waste includes grass, trees, flowers, plants, soil, raw aggregate and clay.

6.3.3 Bulky Waste

All waste which is large in size (weight and dimensions) and which is difficult to handle is known as Bulky Waste. This waste can be difficult to break into its components, and poses a logistic challenge as it usually requires lifting equipment to handle and appropriate vehicles to transport. Bulky Waste can fall under any waste category (i.e. MSW, Green Waste, or e-Waste). Examples of Bulky Waste include: vehicle parts, tree trunks, furniture, and electrical appliances.

6.3.4 Hazardous Industrial Waste

Hazardous Industrial Waste is that which results from industrial activities. Such waste may contain solvents, degreasers, oils, radioactive materials, coloring materials (inks), sludge, acids and alkalis, or any industrial waste other than MSW.

6.3.5 Hazardous Healthcare Waste

Hazardous Healthcare Waste is that which primarily results from operations carried out within Healthcare Facilities (i.e. hospitals, laboratories, medical research centers). Hazardous Healthcare Waste can also result from:

- Production of medicine, pharmaceuticals, and vaccines
- Veterinary treatment facilities
- First Aid treatment (within any facility)

Hazardous Healthcare Waste arises from sources which are contaminated (or at high risk of contamination) with infectious, chemical, or radioactive elements and which pose a threat to public health and the environment during their production, collection, storage, use, transportation, or disposal.

For further information, refer to Volume 5, Chapter 17 “Waste Management Procedure in Healthcare Facilities”.

6.3.6 Offensive Waste

Offensive Waste is also known as “human hygiene” and “sanpro” (sanitary products) waste. Any item that is stained or contaminated with any bodily fluid that is non-infectious and does not contain medications or

chemicals is classed as offensive. Due to its nature, the waste is likely to be unpleasant for anyone who comes in contact with it.

Offensive Waste generated in the facility is normally sent to a waste plant or landfill.

6.4 Segregation

According to the GCC Uniform Law for Municipal Solid Waste Management, the Producer of Hazardous Waste shall segregate such waste from Non-hazardous Waste at the point of origin. Procedures should be established by each entity covering segregation, collection, transportation, storage, sorting, and recycling of Waste, including the supervision of such procedures. Placing hazardous Waste in MSW containers is prohibited.

6.4.1 Recyclables

The aim for all facilities is to recycle as much MSW as possible and not to send it to landfill sites unnecessarily.

Recyclables include:

- Clean aluminum cans
- Clean cardboard
- Clean paper
- Clean plastic bottles
- Clean steel cans
- Junk mail (with any plastic wrapping removed)
- Magazines
- Newspapers

Cans, plastic bottles, and containers should be rinsed before being placed into a recycle bin.

Separate bins, identified by a recycling label, and color-coded as shown in Figure 3 below should be provided for recycling. The bins are usually identified by a recycling label.

Figure 3: Waste Segregation Points

Before the introduction of recycling, local Service Level Agreements (SLAs) shall be in place with off-takers to ensure correct disposal (see section 6.9 for guidance regarding off-takers).

6.4.2 Cardboard Boxes

If cardboard is placed into the bin directly and contaminated with residue from other waste, it can no longer be recycled and will go to landfill. Such instances shall be avoided by flattening cardboard boxes and storing separately for collection.

6.4.3 Aerosols

Aerosols should be emptied and placed in a clear bag. Collection and safe processing of aerosols should be built into the SLAs established with waste off-takers (see section 6.9 for guidance regarding off-takers).

6.4.4 Confidential Waste

Confidential Waste includes:

- IT storage devices, hard drives, USB sticks
- Commercially sensitive documents
- Complaints/litigation information
- Photographs
- Staff personal details
-

6.4.4.1 Local Storage

Within the Waste Management Process, Waste Segregation Points for Confidential Waste feature a unit as shown in Figure 4 (below):

Figure 4: Confidential Waste Bin

Confidential Waste bins should be lidded, and lockable, and should display the words “Confidential Waste for Shredding”, or similar.

The bins should be placed as close to the areas that generate Confidential Waste (i.e. printers, shredders, adjacent Administrative Staff) as is reasonably practicable but need not be located in every room or office.

Anyone who identifies waste as Confidential should dispose of it into the Confidential Waste container. Disposal of Confidential Waste into the wrong waste stream could result in a breach of KSA Data Protection Law.

6.4.4.2 Collection of Confidential Waste

The Facility Manager or Contractor Manager shall provide a suitable crosscut shredding machine for the disintegration of Confidential Waste. Following disintegration, Confidential Waste can then be disposed of as other wastepaper for recycling.

Dependent on the nature of the Confidential Waste, the entity may consider establishing an SLA with a company, specifically for collection and disposal of Confidential Waste. The Service Provider will collect full Confidential Waste bins on an agreed schedule and replace them with empty containers. The bins are then taken to a facility where the content is securely shredded or incinerated.

If Confidential Waste is deposited into the Confidential Waste bin by mistake there should be a process for retrieval featured within the entity's Waste Management Procedure.

6.4.5 Hazardous Waste (Commercial and Municipal)

Included in this category are:

- Batteries (e.g. Lead-acid, magnesium, alkaline, zinc oxide, nickel–cadmium) and energy accumulators (e.g. hydraulic devices, and capacitors)
- Chemical Waste (e.g. used formalin, mercury)
- Fluorescent light tubes
- Oils (mineral and synthetic)
- Photographic chemicals (e.g. developers, activators, neutralizers, fixers)
- Any other waste identified as Hazardous under a Control of Substances Hazardous to Health (COSHH) assessment that is not classed as Hazardous Medical Waste or Industrial Waste.

6.4.5.1 Batteries

Used batteries should have the ends taped (i.e. scotch tape, cello tape, or similar) and then disposed of into a non-metal container. The Waste Management Officers should arrange provision of a suitable container and have it located at a suitable Waste Segregation Point. Collection and safe processing of batteries should be built into the SLAs established with waste off-takers (see section 6.9 for guidance regarding off-takers).

6.4.5.2 Luminaires

Where a light tube needs replacement, the old tube will be removed by a member of the O&M Team and taken to the disposal dock. Collection and safe processing of lamps should be built into the SLAs established with waste off-takers (see section 6.9 for guidance regarding off-takers).

6.4.5.3 Waste Electrical and Electronic Equipment (WEEE)

Processing of electrical and electronic equipment shall be carried out by the O&M Team. All electrical and electronic equipment for disposal must be inspected and authorized as being 'Waste' by a competent person. Once such analysis complete, it will be processed as recyclable waste (see section 6.9 for guidance regarding off-takers).

6.4.6 All Other Waste

Waste which is not covered by specific Procedures, may still require controlled disposal. Contact the FM for advice regarding such instances.

6.5 Internal Waste Collection and Storage

Waste shall be collected at Waste Segregation Points and transported by waste management personnel to hold areas. The division between Waste Segregation Points and Hold Areas shall depend on facility layout. For example, hold areas may be situated at the basement or ground floor level of each building. Waste shall be transported from hold areas to centralized collection, storage, and recycling points as described in Figure 5 below.

6.5.1 Waste from Hold Areas

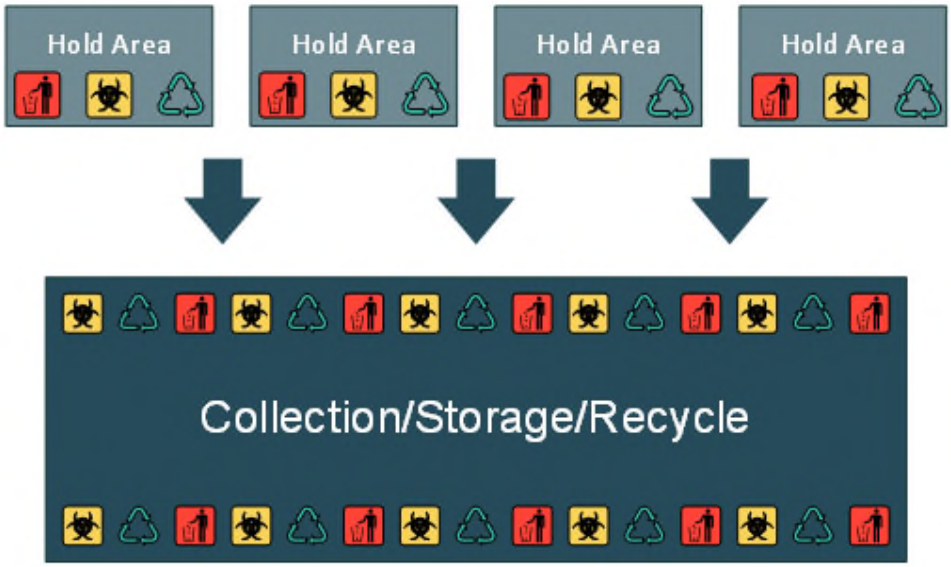


Figure 5: Hold Areas to Collection/Storage/Recycling Points

The entity's Waste Management Plan shall provide details for recycle and domestic waste bins, to be collected from Hold Areas on a scheduled collection system and replaced with empty ones. In accordance with the schedule, designated Waste Management personnel shall transport wheeled waste containers to Waste Collection Points. From there, designated vehicles should transport the waste onward for processing.

If a waste bin is filled prior to scheduled collection, then provisions should be made for bespoke/special collections within Waste Management Plans.

Manual Handling Procedures should be followed at all times when transporting Waste receptacles.

6.5.2 Central Storage and Disposal

Guidance regarding collection, storage, and recycling points is as follows:

- Shall be accessible by appropriate vehicles to collect and remove waste to the correct facility
- Shall be accessible in case of emergency and for purposes of inspection and monitoring
- Shall be enclosed but adequately ventilated
- All containers therein shall be checked regularly for leaks

Collection, storage, and recycling points should only be accessed by authorized personnel and will be overseen by the Waste Management Officer and any Safety personnel (as applicable). Local Health and Safety (H&S) restrictions to such areas may apply.

Any facility wishing to temporarily store Hazardous Medical Waste in the facility until transportation to the Treatment Unit shall comply with the 14 points contained within the GCC Uniform Law for Medical Waste Management (amended in Jumada Thani 1440H / February 2019).
Refer to Volume 5, Chapter 17 – EOM-ZO0-PR-000077 "Waste Management Procedure – Healthcare" for further details.

Waste Management personnel handling waste, and those operating vehicles which transport waste shall wear appropriate Personal Protective Equipment (PPE) depending on the tasks and waste type being handled (i.e. heavy-duty gloves, gowns or overalls impermeable to fluids, face masks with filters, protective footwear, and protective glasses).

Within collection, storage, and recycling points, waste shall be further segregated into the categories, as required. All waste shall be collected from collection, storage, recycling points on an agreed schedule by the assigned contractor detailed within Waste Management Plans.

It is normal for waste to be processed at an off-site facility and therefore be transported by road. The need for the proper labeling of waste is vital to comply with KSA regulations associated with transportation of dangerous goods.

6.5.3 Monitoring for Compliance

Waste Management Procedures shall be assured through inspections carried out by the FM or Contractor Manager in coordination with an Office Facility Representative. Non-conformances relating to unsafe working practices shall be addressed immediately.

Duty of Care visits should take place to ensure that third parties involved in the waste disposal process are adhering to the agreed contractual Service Level Agreement (SLA).

6.5.4 Hazardous Material Inventory Regulations

If the entity is required to maintain a Hazardous Material Inventory, the Facility Director shall retain on file current Safety Data Sheet (SDS) information for all hazardous material present at the Facility.

6.6 Waste Transfer Off-Site

Waste shall be collected at collection, storage, or recycle points and transported to trucks as described in Figure 6 below. The division of responsibilities between entity staff and third party Contractors shall be determined through Service Level Agreements.

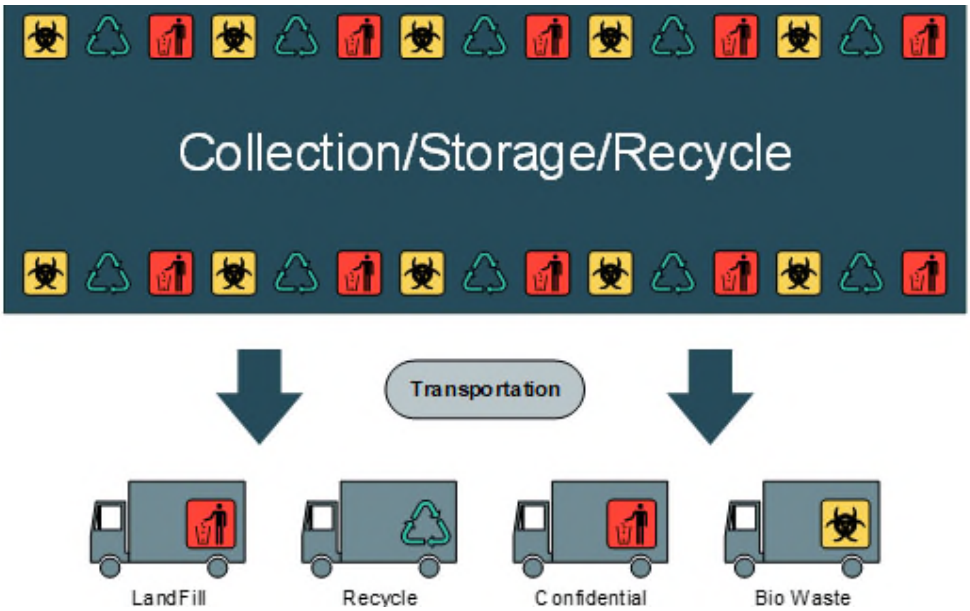


Figure 6: Collection/Storage/Recycling Points to Trucks

Each facility shall have a robust process in place to record the transfer of waste between the entity and third party contractor.

6.6.1 Responsibilities of Waste Producers and Transporters

Individual, private sector, and public sector producers and transporters of MSW shall place waste inside containers in accordance with the following requirements:

- MSW shall not be placed anywhere other than specified in the Waste Management Plan. Littering of all kinds is punishable by law
- MSW shall be collected in bags, sealed, and placed inside allocated MSW containers
- MSW bags shall not be placed beside containers. Risk of containers overflowing shall be mitigated by regular inspections carried out by FM or Contract Manager
- Waste, other than MSW, shall not be placed inside containers dedicated for MSW
- Waste inside containers shall not be scavenged
- Flammable and combustible materials shall not be place inside MSW containers
- Remains of burning coal, ash remains resulting from combustion, and burnt wood shall not be placed in MSW containers as such materials are a fire and contamination risk
- MSW shall not be stacked, collected, stored, or disposed in a manner that harms the environment, or public health.

6.6.2 Hazardous/Special Waste

A Waste Transportation Record Form (**Attachment 4** – EOM-ZO0-TP-000067 – Waste Transportation Record Form (1) Template) must be produced for the transfer of Hazardous Waste. Responsibility for applying the Waste Transportation Record Form shall feature as part of the SLA. However, it is most likely to fall under the responsibility of the third party Waste Contractor. If the application of the Waste Transportation Record Form does not fall under the responsibility of the Waste Contractor as described within the SLA, then it shall be produced by the FM. The Waste Sample Label Template (**Attachment 5** – EOM-ZO0-TP-000066 – Waste Sample Label Template) shall describe the waste and detail the waste code (i.e. four-digit SIC code, six-digit NAICS code, or EWC/LOW code).

A Hazardous Waste System shall be used to record Hazardous Waste movement. Copies of documents produced under the system shall be kept by both parties for at least three years for Hazardous Waste, and four years for Waste Electrical and Electronic Equipment (WEEE) after transfer of waste. Each movement of Hazardous Waste requires a Consignment Note.

6.6.3 Non-hazardous Waste

A Waste Transportation Record Form shall be prepared for transfer of waste. The Waste Transportation Record Form should be produced by the waste carrier for the Waste Processing Facility. It should also include a declaration of pre-treatment to acknowledge that the hierarchy of waste is being implemented by the facility producing the waste. The Waste Transportation Record Form can be completed for an individual collection or in the case of annual Waste Transportation Record Form for regular collection of similar quantities and types of waste for one year. Copies of the Waste Transportation Record Form must be kept by both parties for at least two years after transfer of the waste.

6.6.4 Transfer to Registered Carrier

Requirement for transportation of waste to an offsite facility requires an Off-site Transportation Permit which is obtained through completion of the Waste Transportation Record Form (**Attachment 4** – EOM-ZO0-TP-000067 - Waste Transportation Record Form (1) Template). The applicant shall provide the following information in order to secure an Off-site Transportation Permit:

- A description of the means of transport and equipment to be used in the transportation process
- The Emergency Plan to be used in case of accidents or waste leakage at delivery facilities or during the transportation process
- A list of the name of workers, their work experience, and a certificate verifying their suitability for the job, on the condition that the certificate shall not be older than one year
- Evidence of that applicant(s) have undertaken a training program for workers in this field
- Any additional information which the competent entity may deem necessary for the conservation of human health and the environment during transportation of waste.

The Contractor shall carry the Off-site Transportation Permit in the vehicle at all times.

6.6.5 Violations and Penalties

Amanas and municipalities shall report violations and apply penalties as per the Law in addition to obliging the violator to pay restoration expenses if they were to commit one of the violations listed within Table 2 (below):

Article No.	Violation type
25.1.	Placing municipal Waste outside containers allocated for it
25.2.	Stacking, collecting, or storing Municipal Solid Waste in a manner that harms public health or the environment
25.3.	Changing or destroying locations specified for municipal Waste containers
25.4.	Disposal of Municipal Solid Waste in public sites, streets and locations or its disposal at the properties of others
25.6.	Using a land or a building a site for the disposal of Municipal Solid Waste prior to obtaining the approval of the Ministry
25.7.	Hindering measures of determining collection sites of Municipal Solid Waste or preventing others from using such sites
25.8.	Finding sites for the collection Municipal Solid Waste for commercial exploitation purposes without a legal license
25.9.	Placing hazardous healthcare Waste and hazardous industrial Waste in containers allocated for Municipal Solid Waste
25.10.	Placing Municipal Solid Waste in flood channels and valleys, in wells or at beaches, or in sewage systems, or in rainwater sewerage systems.
25.11.	Collecting, transporting, storing, incinerating, seizing, or circulating Municipal Solid Waste or treating and recycling it to utilize it without being legally licensed.

Table 2: Penalties for Waste Violations

6.7 Records and Reporting

According to Article (10) of the “Gulf Cooperation Council (GCC) Uniform Law for Medical Waste Management” (Amended in Jumada Thani 1440H / February 2019), Hazard Medical Waste Producers (Entities) are required by law to produce a report on all aspects of Hazardous Medical Waste, such as the data of production, storage, transportation and treatment. Regularity of reporting shall be agreed between the Entity and MOH.

Furthermore, (Article 10/1L) Waste Producers (entities) shall present data on the types and quantities of Hazardous Medical Waste production in their facilities and the method of transportation and treatment. Such data shall be provided to MOH periodically, as agreed between each Entity and MOH.

Waste Processing Facilities are required by law to record and report on waste categories, and quantities. Therefore, the Operator of Waste Processing Facilities shall present a monthly report to MOMRA detailing:

- Daily quantity of waste received from each Waste Producer (Entity)
- Associated names of each Waste Producer (Entity) and Transporters

Furthermore, the Operator of Waste Processing Facilities shall present reports to the General Authority of Meteorology and Environment Protection (GAMEP) on daily quantities of Waste processed at the Waste Processing Facility, on a monthly basis, or upon GAMEP request.

Sustainability best-practice as outlined in Volume 17 of the NMAFM, Sustainability Procedure (EOM-ZN0-PR-000002) also dictates that each entity should adopt reporting using the Global Reporting Initiative (GRI) reporting framework.

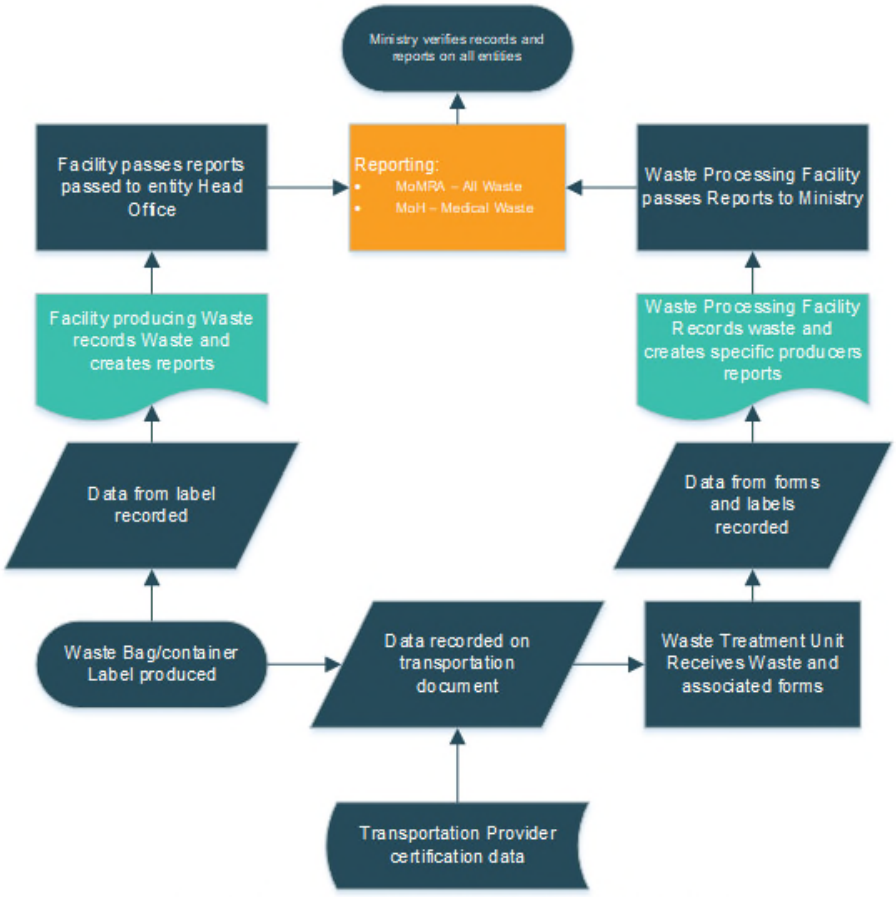


Figure 7: Process of Recording and Reporting Waste

6.8 Training

This Section details minimum required training which shall be undertaken by Waste Management personnel.

6.8.1 All Waste Management Personnel

All staff shall undergo the following training as part of Continuous Professional Development (CPD):

- Mandatory training as outlined in the Sustainability Awareness Training Program detailed within Volume 17, Sustainability Procedure (EOM-ZN0-PR-000002)
- Understanding and implementing waste policies, processes, and procedures
- Reporting unsafe practices and conditions
- Refresher training and toolbox talks at regular intervals
- Use and disposal of any PPE and the importance of personal hygiene
- How to carry out Point of Work Risk Assessments
- Facility Site Induction and Tour
- Annual training, including:
    - Definitions of the different waste types
    - Importance of segregation
    - Information on the final destination of the waste types
    - Introduction of the Waste Policy
    - Labelling requirements for each waste type
    - Packaging requirements for each waste type
    - Responsibilities of each staff group

  - Spillage procedures
- Specific work area training and local procedures including:
  - Location of waste receptacles, hold areas, and collection, storage, and recycling points
  - Reporting issues, non-compliances, and safety concerns
  - Obtaining replacement bins and consumables
- Training regarding Emergency Management Plans

Continuous messaging regarding correct waste segregation, the importance of recycling, and continuous improvement through staff feedback is critical to the success of the training program.

6.8.2 Waste Handlers/Cleaning/Domestic Staff

In addition to aforementioned mandatory training, waste handlers shall undergo the following training as a minimum with formal periodic reviews of competence and re-training as required:

- Waste handling (with a focus on waste that is incorrectly sealed, bagged or stored)
- How to address spillages
- The correct selection and use of PPE
- Manual Handling Procedures
- Emergency Procedures
- Incident reporting
- Reporting problems, non-compliances, and safety concerns
- Obtaining replacement bins and consumables

Waste handlers are to be given additional training on spillage, the use of PPE, manual handling procedures, emergency procedures, and incident reporting.

6.9 Waste Off-takers

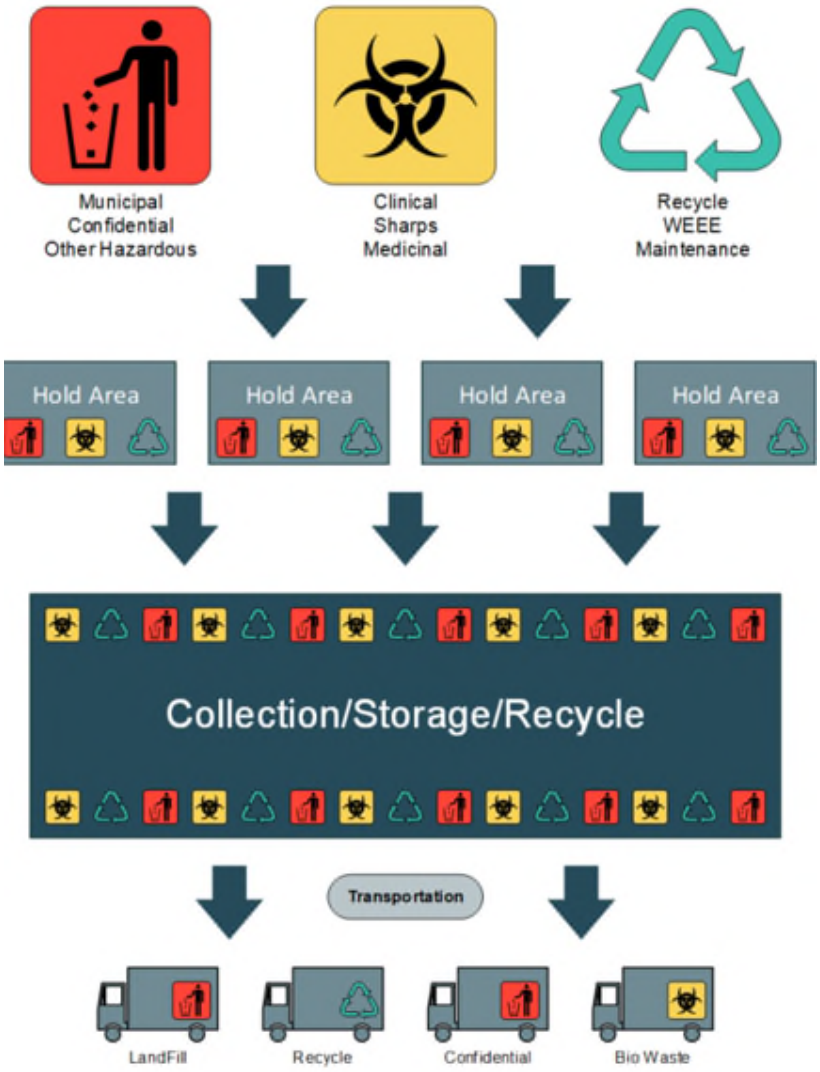
A critical part of implementing the Hierarchy of Waste (Reduce – Reuse – Recycle – Recover – Dispose) is to ensure that the Entity identifies where it can add value to the circular economy (i.e. the value chain). Identifying partners and 3rd party service providers which are willing to receive waste as part of an SLA or similar arrangement is key to the successful implementation of the Hierarchy of Waste. One example of a local organization which can support the Entity in identifying waste streams which can form part of the circular economy is the Saudi Investment Recycling Company (SIRC).

SIRC is at the forefront of driving the circular economy within KSA in line with strategic objectives set out within the KSA National Vision 2030. In 2019, for example, The National Waste Management Center, Riyadh Municipality and SIRC signed a tripartite memorandum of understanding (MoU) to begin integrated waste management and waste recycling activities in Riyadh. Key targets for SIRC include recycling of 81% MSW and 47% construction and demolition waste by 2035. Each Entity shall set its own targets for waste management, but shall collaborate with 3rd parties such as SIRC to align with national plans.

7.0 ATTACHMENTS

1. Attachment 1 – Waste Management Process Flow
2. Attachment 2 – EOM-ZO0-TP-000167 – Waste Compliance Matrix Template for Offices
3. Attachment 3 – EOM-ZO0-TP-000168 – Waste Management Plan Template for Offices
4. Attachment 4 – EOM-ZO0-TP-000169 – Waste Transportation Record Form Template for Offices
5. Attachment 5 – EOM-ZO0-TP-000170 – Waste Sample Label Template for Offices

Attachment 1 – Waste Management Process Flow



Attachment 2 – EOM-ZO0-TP-000167 – Waste Compliance Matrix Template for Offices

Site / Location	Organisation responsible? i.e. Serco / Landlord / client	Waste stream	6 digit EWC code	Waste Carrier Name	Waste Carriers licence number (collection permit in ROI)	License / permit valid until?	Waste destination site address	Site permit / License / exemption number (facility permit in ROI)	Site accepts EWC code?	Waste hierarchy route? i.e. reuse / recycled / recovered (i.e energy from waste / compost) / landfill	Date Annual Transfer note valid until? If applicable
Milton Keynes site	Serco	Confidential paper	20 01 01	PHS datashred	CB/MP [illegible]	3/11/2016	PHS, [illegible]	Exempt EPR / [illegible] / A[illegible]	Yes, waste type noted on permit[illegible]	Recycled	12/4/2019

Attachment 3 – EOM-ZO0-TP-000168 – Waste Management Plan Template for Offices

Last revision date: XXXXXXXX

Type of waste	Waste Hierarchy					Other comments
	Reduce / Reuse		Recycle / Recover / Dispose			
	Action to reduce or reuse waste stream?	Responsibility	Action to recycle or recover waste stream?	Storage location	Responsibility	
Infectious Waste Yellow Stream	Place waste type poster adjacent to each bin to direct users to use the correct bin for each waste type. Toolbox talks	HelathCare managers	Dispose			
Cytotoxic/Cytostatic Waste. Yellow Stream	Place waste type poster adjacent to each bin to direct users to use the correct bin for each waste type. Toolbox talks	HelathCare managers	Dispose	Local Yellow bag holders with metal lids, sealed & tied bags within hold areas, stopper caged in disposla hold	HealthCare employees and users	Local bags to be collected daily and moved to hold areas, Hold areas to be emptied every two days. Weekly collection from disposal area.
Non Infectious Waste	Place waste type poster adjacent to each bin to direct users to use the correct bin for each waste type. Bags opended to check contents in segragation area prior to disposal.	HelathCare managers	Recover: Segregate from non recyclable waste stream and introduce recycle bins	Local Black bag holders with metal lids, sealed & tied bags within hold areas, stopper caged in disposal hold	HealthCare employees and users	Local bags to be collected daily and moved to hold areas, Hold areas to be emptied every two days. Weekly collection from disposal area.
Sharps Infinctious	Place waste type poster adjacent to each bin to direct users to use the correct bin for each waste type.	HelathCare managers	Dispose	Treatment rooms, consultation surgeries, pharmacy		
Hazardous	Place waste type poster adjacent to each bin to direct users to use the correct bin for each waste type.	HelathCare managers	Dispose		HealthCare Employees and users	
Paper waste	Reduce: Set printers to default double sided printing	IT / Office manager	Recycle	Paper recycling bins adjacent to printers and large wheelie bins by back door	Office Manager	Confidential paper waste to be disposed of in confidential waste bins
As above	Reuse: Non confidential waste paper used as notes	Management policy / Staff	Recycle	Paper recycling bins adjacent to printers and large wheelie bins by back door	Office Manager	Non confidential paper to be disposed of in mixed recycling
As above	Reuse: Non confidential waste paper used as notes	Management policy / Staff	Recycle	Paper recycling bins adjacent to printers and large wheelie bins by back door	Office Manager	Non confidential paper to be disposed of in mixed recycling
Food waste	NA	NA	Recover: Segregate from non recyclable waste stream and introduce food waste bins	Local Bins Restaurant areas	Catering contractor	Remove daily to ensure no issues with smells
Lighting waste	Reduce: Introduce LED lights with longer life	Engineering manager	Waste lighting tube / box / coffin	Engineering room	Engineering	Phased introduction/ assists wider organisational commitments / targets such as CRC, ESOS compliance and carbon reduction per head

Attachment 4 – EOM-ZO0-TP-000169 – Waste Sample Label Template for Offices

Form No. (1) – Application for Off-site Transportation of Waste Permit

Kingdom of Saudi Arabia – Ministry of Health
Identification No. issued by the General Authority of Meteorology and Environment Protection .....
Directorate/District .....
Health Facility .....
Serial No. .....
Reference No. .....

A

Waste Source Certificate:

A.1. The Waste hereunder have been assembled at ..... for evacuation to .....
Name: ..... Signature: .....
Position: ..... Facility Name: .....
Phone No.: ..... Address: .....
Waste Collection Date: .....

A.2. Waste Description (Quantity and Category):
.....

B

Waste Transporter Certificate:

I hereby witness that I have received the load of Waste and that the information provided in A-(1) and A-(2) are correct and subject to any amendments I shall give mention of as follows:
.....
This load has been received at .....
on .....
Name: ..... Signature: ..... Date: .....
Truck Number Plate: ..... Phone No. .....
Name of Transportation Company: .....
Address: .....

C

Waste Receiver Certificate

Name and Address of the Establishment (Final Facility): .....
.....
This load of Waste has been brought by truck having plate number ..... at ..... o'clock on ..... and the transporter said that their name is ..... on behalf of ..... and I hereby witness that the information provided in A-(2) and amended, if the need arises, in (B) are correct and subject to any amendments I shall give mention of as follows:
.....
Name: ..... Signature: ..... Position: .....
Date: ..... Name of Establishment: .....

D

Treatment Completion Certificate

The abovementioned Waste have been treated using the technique of ..... and have been disposed through .....
Name: ..... Signature: .....
Date: ..... Name of Establishment: .....

The application shall be made of three copies.

Attachment 5 – EOM-ZO0-TP-000170 – Waste Transportation Record Form Template for Offices

Adhesive Label

Name of Establishment: .....
Name of Location (Section): .....
Type of Waste: .....
Name of the person in charge: .....
Signature: .....
Date: .....
Other information: ....