

Duty of Care Pack

Forward Waste Management Ltd

Forward House, East Moors Road, Cardiff, CF24 5EE

t: 0845 4633 952 **f:** 029 2048 6015 **e:** info@forwardwaste.co.uk

www.forwardwaste.co.uk

Registered in England & Wales: 5886274



TO WHOM IT MAY CONCERN

24 September 2018

INSURANCE - Forward Waste Management Ltd

We hereby confirm cover has been arranged as follows: -

Insured: Forward Waste Management Ltd
Period of Cover: 30 September 2018 – 29 September 2019 (both dates inclusive)

PUBLIC/PRODUCTS LIABILITY POLICY NUMBER – Y103223QBE0116B

INSURER: QBE European Operations Ltd
LIMIT: £5,000,000 any one incident/unlimited in the period
£5,000,000 in the aggregate in respect of Products Liability
EXCESS: £2,500 third party property damage
NOTE: Cover includes: Indemnity to Principal
Cross Liabilities

EMPLOYERS LIABILITY POLICY NUMBER – Y103223QBE0116B

INSURER: QBE European Operations Ltd
LIMIT: £10,000,000 any one incident/unlimited in the period
EXCESS: £Nil each and every incident
NOTE: Cover includes: Indemnity to Principals
Cross Liabilities

PROFESSIONAL INDEMNITY POLICY NUMBER – New

INSURER: Argo and Catlin via Glenham Underwriting
LIMIT: £1,000,000 in the aggregate, costs inclusive
EXCESS: £10,000 each and every incident

Cover applies under each Policy in accordance with the relevant Insurers' Policy terms, conditions and exceptions. Full copies of the wordings are available upon request.

We trust the above is in order however if you have any queries please do not hesitate to contact us.

Yours faithfully



Nick Frost ACII
Director

Direct Dial: 0117 9453 904

E-Mail: nick.frost@castlemead.com

Castlemead Insurance Brokers Ltd

Castlemead House, St Johns Road, Bristol BS3 1AL Tel: 0117 945 3900 Fax: 0117 945 3901

E-mail: info@castlemead.com

www.castlemead.com

Authorised and regulated by the Financial Conduct Authority

Company Registration Number: 02104126



CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

1. Name of policy holder
Forward Waste Management Ltd

2. Policy No Y103223QBE0118A

3. Date of commencement of insurance policy 30 September 2018

4. Date of expiry of insurance policy 29 September 2019

We hereby certify that subject to paragraph 2:

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, Isle of Man, Island of Jersey, Island of Guernsey, Island of Alderney; or any offshore installations in territorial waters around Great Britain and its Continental Shelf **(b)**; and;
2. (a) the minimum amount of cover provided by this policy is no less than £5 million **(c)**; or
~~(b) the cover provided under this policy relates to claims in excess of [£] but not exceeding [£].~~
3. the policy covers the holding company and all its subsidiaries

Signed on behalf of QBE Insurance (Europe) Limited and QBE Casualty Syndicate 386 (Authorised Insurers)

Notes

- (a)** Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b)** Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c)** See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

Important

Display will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form.

The Insurers' obligations under this policy are several and not joint and are limited solely to the extent of their individual subscriptions. Please see the policy for full details.

QBE Insurance (Europe) Limited, Plantation Place, 30 Fenchurch Street, London, EC3M 3BD - Registered in England No. 1761561
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority –
Registration Number 202842

QBE Casualty Syndicate 386 managed by QBE Underwriting Limited, Plantation Place, 30 Fenchurch Street, London, EC3M 3BD –
Registered in England No. 01035198. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and
the Prudential Regulation Authority registration number 204858



**Cyfoeth
Naturiol
Cymru
Natural
Resources
Wales**

Permit with introductory note

The Environmental Permitting (England & Wales) Regulations 2010

Forward Waste Management Limited

East Moors Waste Transfer Station

Forward House

East Moors Road

Cardiff

CF24 5EE

Permit number

EPR/AB3099FT

**Forward Waste Management
Waste Carrier's Licence**

Forward Waste Management Ltd. is registered as an upper tier waste carrier, broker or dealer with Natural Resources Wales under The Waste (England and Wales) Regulations 2011.

Business or organisation details:

Forward House East Moors Road
Caerdydd
CF24 5EE

Registration number: CBDU3356

Registered on: 19/08/2015

Expiry date: 18/08/2021



Exemption Details

Exemption Details

Exemption Type

Waste

Start date

15/03/2017

Expiry date

15/03/2020

Exemption Activities

S2 - Storage of Waste in a Secure Place

T10 - Sorting mixed waste

T4 - Preparatory treatments (baling, sorting, shredding etc)

[Back](#)

Applicant Details

Applicant Type

Organisation

Applicant Address

Forward Waste Management Ltd

Forward House

East Moors Road

Caerdydd

CF24 5EE

Site Details

National grid reference

ST 19586 75677

Site Address

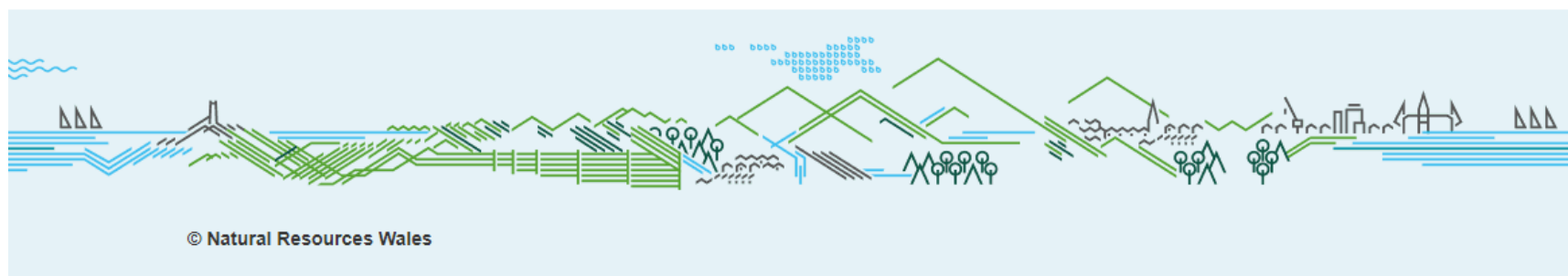
Forward Waste Management Ltd

Forward House

East Moors Road

Caerdydd

CF24 5EE



GOODS VEHICLE OPERATOR'S LICENCE

THIS LICENCE MUST NOT BE ALTERED OR DEFACED IN ANY WAY

Issued to:

FAO MR ANDREW MARTIN CLEARY
FORWARD WASTE MANAGEMENT LTD
FORWARD HOUSE
EAST MOORS ROAD
CARDIFF
CF24 5EE

Issued by:

Office of the Traffic Commissioner
Wales
Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF
0300 123 9000
0113 249 8142
www.gov.uk

Goods Vehicle Standard National

Licence number: OG1135105
NOT TRANSFERABLE

This licence is in force from:

03/02/2015

Review date:

03/02/2020

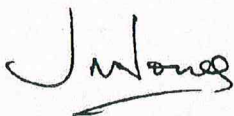
and at five yearly intervals thereafter (see
note 9)

This document is an operator's licence issued under the Goods Vehicles (Licensing of Operators) Act 1995 (the Act).

The undertakings recorded in this licence have been given by the licence holder and are considered to be material to the grant of the licence. In the case of a licence first issued before 1 January 1996, the recorded undertakings include statements of intent made by the operator.

The maximum number of motor vehicles and trailers authorised in accordance with section 6 of the Act is:

Motor vehicles	5
Trailers (inc semi-trailers)	2



Traffic Commissioner

Operating Centres

Operating Centre:	Address: UNIT 4 FORWARD HOUSE EAST MOORS ROAD CARDIFF CF24 5EE	Vehicles	5
		Trailers	2
Conditions Undertakings	or		

Transport Manager(s)

ANDREW MARTIN CLEARY



Certificate GB10/79636

The management system of

Forward Waste Management Limited

Forward House, East Moors Road, Cardiff, CF24 5EE, UK

has been assessed and certified as meeting the requirements of

ISO 9001:2015

For the following activities

**Waste management services, Waste handling
equipment - supply, service and hire.**

This certificate is valid from 15 February 2019 until 15 February 2022
and remains valid subject to satisfactory surveillance audits.
Recertification audit due a minimum of 60 days before the expiration date.
Issue 7. Certified since 15 February 2010



Authorised by

SGS United Kingdom Ltd
Rossmore Business Park Ellesmere Port Cheshire CH65 3EN UK
t +44 (0)151 350-6666 f +44 (0)151 350-6600 www.sgs.com

HC SGS 9001 2015 0818

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This document is issued by the Company subject to its General Conditions of Certification Services accessible at www.sgs.com/terms_and_conditions.htm. Attention is drawn to the limitations of liability, indemnification and jurisdictional issues established therein. The authenticity of this document may be verified at <http://www.sgs.com/en/certified-clients-and-products/certified-client-directory>. Any unauthorized alteration, forgery or falsification of the content or appearance of this document is unlawful and offenders may be prosecuted to the fullest extent of the law.

The management system of

Forward Waste Management Limited

Forward House, East Moors Road, Cardiff, CF24 5EE, UK

has been assessed and certified as meeting the requirements of

ISO 14001:2015

For the following activities

**Waste management services, Waste handling
equipment - supply, service and hire.**

This certificate is valid from 06 April 2018 until 06 April 2021
and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 21 December 2020

Issue 1. Certified since 06 April 2018



Authorised by

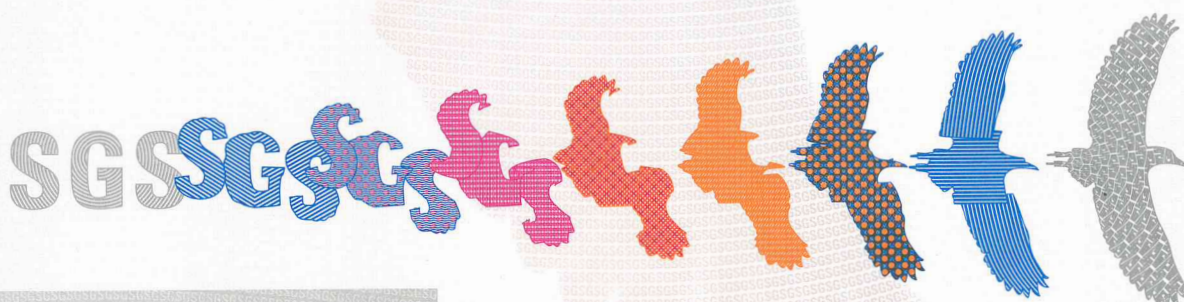
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HC SGS14001 2015 0118

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CERTIFICATE

OF

ACCREDITATION

This is to certify that

Forward Waste Management Ltd

is accredited within the Contractors Health
and Safety Assessment Scheme (CHAS)
having demonstrated compliance with and
sound management of current health and
safety legislation.



VALID UNTIL

16

020 8545 3838

JULY

CHAS.co.uk

2019



Certificate of Accreditation

This is to certify that

Forward Waste Management Ltd

has achieved SafeContractor accreditation

Date: 27th April 2018

This certificate is valid until: 26th April 2019

Certificate number: PI2439

Signed:

Alyn Franklin
Alcumus CEO





The Chartered Institution of Wastes Management

This is to Certify that

Forward Waste Management

were elected and admitted as an Affiliated Organisation
on the 7th October 2008

*In witness whereof the Seal of the Institution has
been affixed by the Resolution of the General Council*



President



Chief Executive



This certificate is issued by the authority of the Institution only, and not under, in pursuance of, or by virtue of any statutory or Government sanction or authority. This certificate is the property of the Chartered Institution of Wastes Management and must be returned upon request. It is valid as long as the holder remains on the Institution's Register.

Forward Waste Management Environmental Policy

Forward Waste Management Limited is committed to minimising the environmental impact its operations have on both the local and global environment.

We are committed to the optimum application of the waste hierarchy and will strive to achieve best available techniques for the infrastructure we establish, the technology we operate and the collection services we manage.

The company operates in accordance with the internationally recognised management standard ISO 14001:2015, which was achieved in April 2018.

We will:

- Comply with all relevant environmental legislation
- Wherever possible, source equipment and service product ranges to minimise the environmental impact of our business
- Ensure adequate services are made available and that all individuals are aware of their roles and responsibilities to facilitate effective environmental management
- Minimise waste by constantly evaluating operations and ensuring they are as efficient as possible
- Measure our impact on the environment and set targets for continuous improvement



Lyndon Ward
Managing Director

Date: 30th April 2019

Forward Waste Management Health & Safety Policy

1. Forward Waste Management Limited believes that every employee, subcontractor and visitor at its premises or site under its control has the right to expect a safe and healthy working environment. Forward Waste Management Limited is committed to upholding these principles.
2. The Company recognises that the provision of a safe and healthy working environment is a shared objective, which can only be attained if all persons work towards achieving this goal. Without prejudicing the company's overall responsibilities to health and safety, the Company expects the co-operation and involvement of all employees, sub-contractors and visitors in fulfilling their contribution to the following objectives.
3. It is Forward Waste Management Limited's policy to ensure, so far as is reasonably practicable, the health, safety and welfare of work of all employees and others. This entails:
 - Ensuring employees have ready access to:
 - Appropriate Welfare Facilities
 - Appropriate Personal Protective Equipment
 - Sufficient information relating to Hazardous Substances
 - Appropriate levels of Information, training, instruction and supervision.
 - The provision and maintenance of plant, equipment, vehicles and systems of work that are so far as is reasonably practicable to ensure those articles can be used, handled, stored and transported safely.
 - Maintaining the place of work, so far as is reasonably practicable, in a safe condition and without risk to health and to ensure means of access and egress to and from the place of work are provided and maintained in a safe condition.
4. It is Forward Waste Management Limited's policy to conduct its business in a such a way as to ensure, so far as is reasonably practicable, that the work does not put persons in their employment at risk. This includes Tenants, Leaseholders, and Occupiers with business undertakings in premises managed by the Company, as well as members of the public and other contractors.
5. Where Forward Waste Management Limited have to any extent control of premises, (means of access or egress to/from premises or control of plant or substances), reasonable measures will be taken to ensure, so far as is reasonably practicable, that persons who use the premises, plant or substances can do so safely and without risks to health.

The policy will be kept under constant review and updated at appropriate intervals.



Lyndon Ward
Managing Director

Date: 30th April 2019

Forward Waste Management Quality Policy Statement

Forward Waste Management Limited is committed to being one of the UK's leading suppliers of integrated waste management services and is focused on the delivery of the highest possible standard of service quality, customer support and product on service specification. By providing a quality service that meet and exceeds expectations, we will secure and retain our customers.

Our aim is to achieve continual improvement using a framework of established and reviewed objectives. Our belief is that we do things right first time and that only through delivering consistent and flexible services will we be able to grow our business.

We will:

- Recruit and retain appropriately qualified and / or experienced key staff
- Strive for continual improvement by investigating processes, identifying faults and opportunities for errors and implementing corrective actions to avoid such occurrences
- Innovate to provide intelligent solutions to exceed the Customer's expectations
- Be receptive to our customer's needs and respond to their feedback
- Encourage our suppliers to improve their quality and reliability of their products or service
- Only make commitments that we fully understand and believe we can deliver.

The Quality Management System is developed within an Integrated Management System to reflect the above and in accordance with the internationally recognised management standard ISO 9001, certificate number GB10/79636

A handwritten signature in black ink, appearing to read "Lyndon Ward", positioned above a horizontal line.

Lyndon Ward
Managing Director

Date: 30th April 2019

EQUAL OPPORTUNITIES POLICY

We are committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, clients, customers, suppliers and former staff members.

All staff have a duty to act in accordance with this policy and treat colleagues with dignity at all times, and not to discriminate against or harass other members of staff, regardless of their status. Your attention is drawn to our separate Anti-harassment and bullying policy.

Scope and purpose of the policy

This policy applies to all aspects of our relationship with staff and to relations between staff members at all levels. This includes job advertisements, recruitment and selection, training and development, opportunities for promotion, conditions of service, pay and benefits, conduct at work, disciplinary and grievance procedures, and termination of employment.

We will take appropriate steps to accommodate the requirements of different religions, cultures, and domestic responsibilities.

Forms of discrimination

Discrimination by or against an employee is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

- Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not "fit in" would be direct discrimination.
- Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.
- Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in our Anti-harassment and Bullying Policy.
- Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment or supported someone else's complaint.

MODERN SLAVERY POLICY

FWM is committed to the principles of the Modern Slavery Act 2015 and the abolition of modern slavery and human trafficking. As an equal-opportunities employer, FWM is committed to creating and ensuring a non-discriminatory and respectful working environment for its staff.

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. FWM have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

The Company directors have overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

The prevention, detection and reporting of modern slavery in any part of our business or supply chains is the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy. You must notify your manager as soon as possible if you believe or suspect that a conflict with this policy has occurred or may occur in the future. You are encouraged to raise concerns about any issue or suspicion of modern slavery in any parts of our business or supply chains of any supplier tier at the earliest possible stage. If you believe or suspect a breach of this policy has occurred or that it may occur, you must notify your manager or report it in accordance with our Whistleblowing Policy as soon as possible.

We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken. We are committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicion that modern slavery of whatever form is or may be taking place in any part of our own business or in any of our supply chains. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the HR department immediately. If the matter is not remedied, and you are an employee, you should raise it formally using our Grievance Procedure.

Any employee who breaches this policy will face disciplinary action, which could result in formal action up to and including dismissal.

We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

This policy represents our commitment on behalf of the company

RECRUITMENT POLICY

Our recruitment policy is to attract and retain the highest calibre of staff to meet our needs. This challenge must be met while at the same time making every effort to follow the key principles underlying our recruitment philosophy. These are:

- to employ highly qualified staff to enable us to achieve its objectives and deliver outstanding results
- to give primary consideration to qualifications, knowledge, skills and personal qualities, including the capacity to adapt and evolve over the longer term
- to ensure that all staffing decisions are fair, equitable and transparent
- to consider the short-term need for flexibility and internal mobility without losing sight of possible long-term requirements for organisational change and the development of career potential

Filling a Vacancy

Before recruitment or selection is carried out we will consider whether an existing employee could be trained to do the job or whether the work could be done by part timers or job-sharers. A job description will be prepared to identify the tasks that the job involves, and a person specification will be prepared to describe the skills and experience needed by the suitable person to fill the job. These details will be provided to the job applicant when applying. Applicants will be attracted by using the best and most efficient advertising to reach the target group. The main methods may include:

- local or national newspapers and trade journals;
- local schools, colleges;
- internal recruitment;
- Jobcentres;
- job fairs;
- On-line recruitment
- commercial employment agencies;

An application form may be used to obtain the information needed to identify the most suitable candidates and sift out unsuitable candidates. It may also be used as a basis for the interview. The form will only ask for information that is relevant to the job and will always be provided in an accessible format as requested.

A variety of methods will be used to select the best candidate, such as:

- an interview;
- appropriate selection tests;
- Taking up references.

Before carrying out the interview the candidate will be asked if s/he has any particular requirement (in particular in relation to accessibility issues) to enable them to feel comfortable and give of their best at the interview. When carrying out interviews the interviewer will:

- ensure that the needs of the candidate are met;
- ensure that the interviews are not interrupted by visitors or telephone calls; c) put the candidate at ease;
- give the candidate information about the organisation and the job;
- ask “open ended” questions that cannot be answered by a “yes” or a “no”;
- tell the candidate when he or she can expect the result of the interview;
- not ask questions which may be considered discriminatory.

The successful candidate will be provided with a Contract of Employment after an offer is accepted or during the first 8 weeks of employment and will attend an induction session which will highlight their rights and responsibilities as an Employee of our organisation.

Equality

We have adopted an equal opportunity policy, the main purpose of which is to ensure the fair treatment and fair recruitment and selection of staff. Equality is recognised as being a basic and an essential factor in a balanced professional environment.

Applicants with specific needs relating to accessibility will have all reasonable requests met.