

Island Waste Services

Annual Report & Environmental Statement November 2003 – October 2004



Annual Report & Environmental Statement

Company Overview

The Isle of Wight was the first County in the UK to initiate a fully integrated waste management contract. Whilst the Isle of Wight Council remains the collection and disposal authority the contract gives responsibility for the collection, recycling and disposal of all the Island's household waste to Island Waste Services, a wholly owned subsidiary of national waste management company – Biffa.

Biffa Waste Services is a member of the Severn Trent Group, a leading provider of water, waste and utility services worldwide.

Island Waste Services operate the Resource Recovery Facility, an In-Vessel Composting Plant, the Island's three Civic Amenity Sites, almost 50 public recycling sites and the landfill site at Standen Heath as well as operating the Island's Street Cleansing contract.

This pioneering approach to achieving total self-reliance for the community's waste collection and disposal places great emphasis on recycling. In fact, Island Waste Services committed themselves to diverting over 50% of the Island's domestic refuse from landfill by the end of 2005, significantly higher than the Council's stringent 30% target for Year 6 of the contract, and far in excess of the UK national average.

The project is very much a partnership between the Isle of Wight Council, Island Waste Services and the residents of the Island and, through the Private Finance Initiative; a £14 million investment programme is now well underway.

Mission Statement

Island Waste Services Ltd is the leading Integrated Waste Management Company on the Isle of Wight.

We are dedicated to providing a professional, responsive and caring service using innovative technology

combined with proven methods to protect the Island's environment.

Working together with the community, we aim to conserve the Island's resources by promoting recycling and reuse, thus reducing the amounts of waste going to landfill.

Our personnel are a key resource in making this policy happen. We will continue to invest in our people and our processes and equipment, encouraging a team approach and the sharing of responsibility at all levels within our organisation.

It is our policy to achieve and maintain independent recognition of our Quality and Environmental Management Systems and our Investors in People programme.

Environmental Policy

As the leading waste management company on the Isle of Wight, Island Waste Services Limited has a strong commitment to the prevention of pollution, and the safeguarding of the environment, the education of the public and to embracing the concept of environmentally friendly development in our business activities.

To meet these commitments we have established an Environmental Management System to operate in accordance with environmental legislation and regulations, and with ISO 14001.

Each facility operating within the Environmental Management System will, on a regular basis, review its activities for their effects on the environment and the local community in conjunction with the Island Waste Services Environmental Action Plan and for continuing compliance with legislation. As a result of these reviews, objectives and targets will be established as part of a process for continual improvement of environmental performance. Island Waste Services Limited will publish the results of

the review and the action plan as part of an Annual Report.

To ensure the achievement of this policy, Island Waste Services Limited has identified personnel within the Company with the necessary responsibility, authority and resources to implement, manage and maintain the Environmental Management System.

As part of the partnership with the Isle of Wight Council and the community, Island Waste Services are targeted with diverting as much waste as possible from landfill to more sustainable methods of waste disposal. This is captured in our slogan 'Reduce, Reuse and Recycle'.

Biffaward

In December 1997 Biffa Waste Services agreed to donate its landfill tax credits to the Royal Society of Wildlife Trusts (RSWT) to administer under the fund name Biffaward. A management board meets on a quarterly basis to consider applications for funding. To date the fund has distributed more than £63 million to over 750 projects throughout the UK.

Projects are supported under three categories:

- Small Grants £250 - £5,000
- Main Grants £5,000 - £50,000
- Flagship £150,000 - £500,000

A wide variety of projects can be supported, ranging from village halls and internet cafes to play areas, nature reserves, green spaces and historic parks.

Locally, the scheme is managed by Island 2000 Trust and continues to provide funding for many environmental and community projects on the Isle of Wight. In January 2004 the Trust were allocated £80,000 for local projects. Island 2000 Trust can be contacted on 01983 822118. ●



Biffa



Biffaward
investing in the environment



Foreword

This Annual Service Brochure seeks to provide an update of Island Waste Services' achievements in Year 7 of the Integrated Waste Management contract as well as setting out the aims and objectives for the coming year. During this year, the Isle of Wight not only retained its position as one of the UK's leading areas for diverting domestic waste from landfill, but exceeded the goal of diverting over 50% from landfill.

Unlike the previous few years, Year 7 was not one of transition for Island Waste. The systems to be utilised for recycling and floc fuel production had been in place from Year 6. The only new legislation that affected operations was the reclassification of Standen Heath Landfill Site to a non-hazardous landfill. This caused problems initially, as it meant that there was no disposal outlet for hazardous or contaminated wastes on the Island. In the latter part of Year 7 Island Waste Services reached an agreement with the Environment Agency for the construction of a stable non-reactive hazardous waste cell within Standen Heath for the acceptance and disposal of some special wastes, such as asbestos. The construction of this cell is presently near completion and should be open in January 2005.

The production of floc fuel from waste was a large contributor to the final diversion/recycling rate of 52.48% with 5,681 tonnes more fuel being produced this year. Additionally, an extra 72 tonnes of paper and 62 tonnes of glass were collected in the kerbside boxes. For the first time since the commencement of the Integrated Waste Management Contract the

amount of waste composted decreased. This was largely due to the wet summer months where there were 2,000 tonnes less green waste received at the Civic Amenity Sites than in year 6. Even with this drop in composting materials Civic Amenity sites still achieved a splendid 45% diversion rate. This laudable percentage reflects the firm commitment to recycling by the residents of the Island when bringing bulky household waste to Civic Amenity Sites for disposal. The Isle of Wight has adopted recycling as a part of everyday Island life. The collection of glass and newspapers & magazines from households utilising the fortnightly recycling service increased by over 130 tonnes from Year 6.

During the first 2 years of the contract, the company attained accreditation for ISO 9002, ISO 14001 and Investors in People and these were retained during this year.

In April 2002, Island Waste Services also attained the European Eco-Management and Audit Scheme (EMAS) accreditation for its whole organisation. EMAS was established to improve the quality of environmental management throughout industry in Europe. It recognises that environmental management is a fundamental part of good management and essential to any well-run business.

Island Waste Services continue to develop and improve both the Quality and Environmental Management Systems to exceed the Company's basic legal obligations. Throughout this service brochure will be details of the potential environmental effects of our operational activities, which are specific to each of our sites. It will also provide information on the measures taken to improve the environmental performance of Island Waste Services.

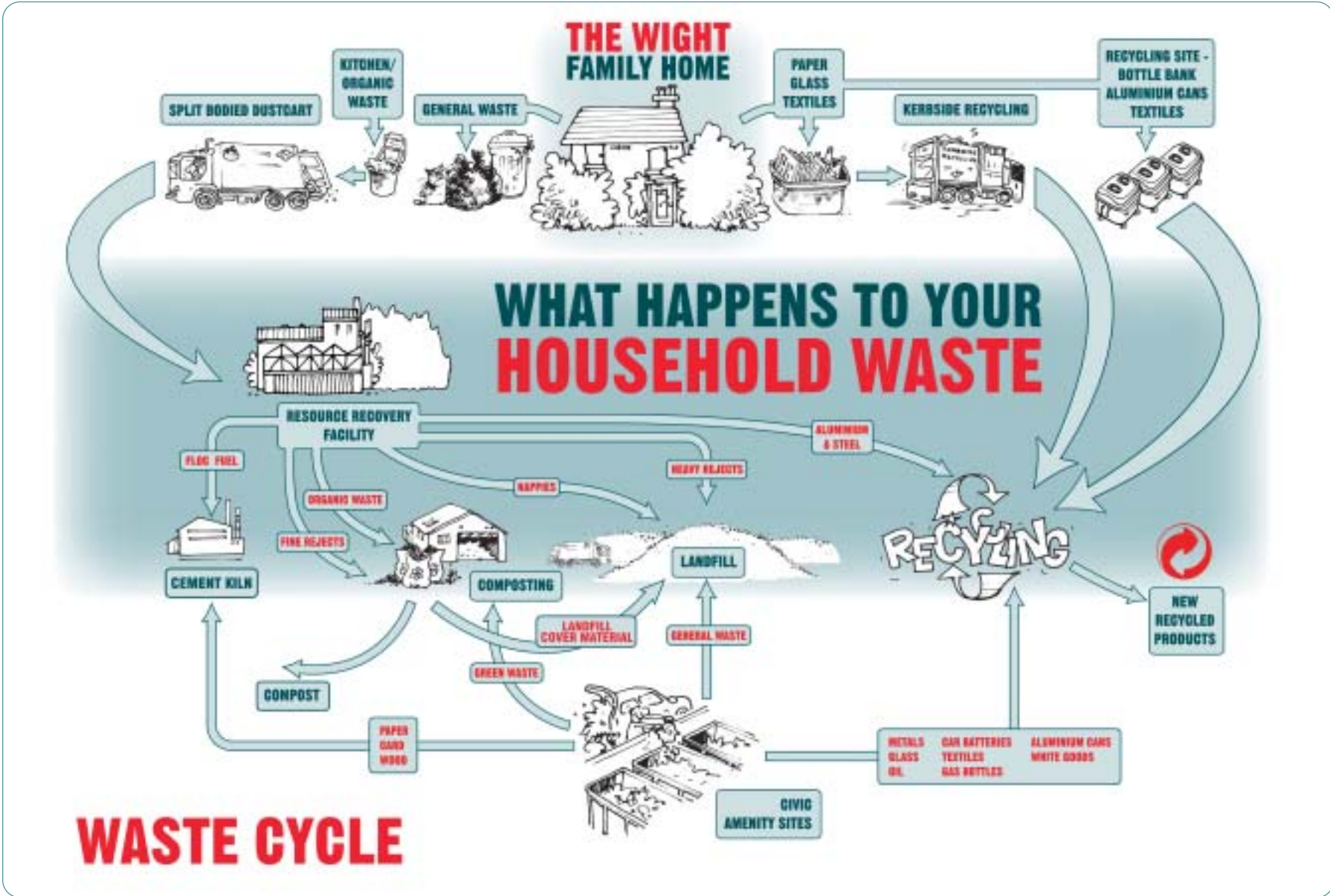
Island Waste Services operate under a variety of both UK and European legislation such as the Environmental Protection Act (EPA) 1990 and its site licences for the Resource Recovery Facility, the Composting Plant, Standen Heath Landfill site and three Civic Amenity sites are regulated and inspected by the Environment Agency (EA). Each of the sites have in addition to the licence an operational Working Plan agreed by the EA. The Isle of Wight Council also inspects and audits our operations to ensure that they comply with the Conditions of Contract and therefore provide residents and visitors on the Isle of Wight with a high standard of waste management services.

The success of Island Waste Services has always been the result of forming and nurturing partnerships, primarily with local residents, local businesses and the Isle of Wight Council. During Year 7 these partnerships became more robust as the performance of Island Waste Services attained new levels of achievement. As always, congratulations must go to Island residents, without whom we would be unable to meet with such success in diverting waste from landfill. ●

Bruce Gilmore

*General Manager
Island Waste Services*



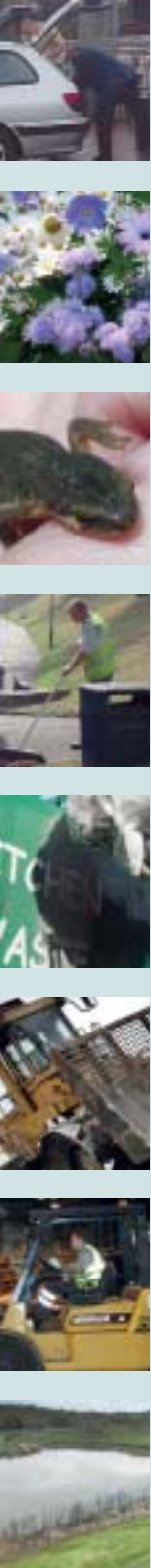


Action Plan

In addition to the objectives and targets set annually as part of Island Waste Services quality and environmental accreditations there are also a number of site-specific internal targets set each year. These relate more specifically to contractual performance and requirements but also serve to ensure that the Company is striving to provide a better service year on year.

Year 7 - November 2003 to October 2004 Year 8 - November 2004 to October 2005

Site	Targets for year 7	Performance against target	Target for Year 8
Corporate	Successfully convert quality system from ISO 9002:1996 to ISO 9001:2000	Successful conversion achieved	Retain ISO 9001: 2000
	Retain ISO 14001 certification	Certification was retained in Year 7	Retain ISO 14001 Conversion to ISO14001: 2004
	Retain IIP certification	Certification was retained this year	Retain IIP
	Retain EMAS registration	EMAS retained this year	Retain EMAS
	Aim to achieve an overall diversion from landfill rate of over 40%	The overall diversion rate for year 7 of the contract was 52.48%	Aim to achieve an overall diversion rate of over 50%
Collection	Maintain a high level of service For refuse collection	Results of questionnaire indicate 98% of respondents satisfied or very satisfied with the service	Maintain high level of service
	Maintain number of missed bins to under 34 per week	Number of missed bins has averaged 33 per week	Maintain number of missed bins to under 34 per week
	Aim to collect over 5 tonnes of organic kitchen waste a day	Collection has averaged 4.04 tonnes a day (87.55 tonnes a month)	Aim to collect over 100 tonnes of kitchen waste a month
	Aim to collect an average of 10 tonnes of kerbside newspapers and magazines per day	Collection has averaged 8.66 tonnes a day (187.6 tonnes a month)	Aim to collect over 190 tonnes of kerbside newspapers and magazines a month
	Aim to collect an average of 4 tonnes of kerbside glass a day	Collection has averaged 3.42 tonnes per day (74 tonnes per month)	Aim to collect over 75 tonnes of kerbside glass a month
	Aim to have no defaults issued by the IW Council	No defaults were issued	Aim to have no defaults issued
Landfill	Liase closely with the Environment Agency and IW Council and follow procedures to ensure the landfill site is operated to a very high standard	One issue raised this year concerning odour	Liase closely with the Environment Agency and IW Council to ensure site operated to a very high standard
	Ensure Phase 2 continues to be used efficiently	111,700m ³ of void space has been used in Phase 2 in a year	Ensure Phase 2 continues to be used efficiently and begin construction of Phase 3.



Landfill *continued*

Ensure an on going programme of Phase 1 restoration	No further restoration has taken place as IWS awaiting revised settlement figures	Re-programme Phase 1 restoration when settlement figures have been received
Submit an application for a PPC permit for Standen Heath	PPC Permit submitted. Licence due to be obtained early in Year 8	

RRF

Continue to ensure that environmental standards are maintained at a high level	There were no non conformances during any of this year's Environment Agency inspections	Continue to ensure that environmental standards are maintained at a high level
Produce floc for the Cement kilns. Aim to produce over 14,000 tonnes	15,181 tonnes of floc fuel has been produced	Aim to produce over 15,500 tonnes of floc fuel

Civic Amenity Sites

Aim to achieve over a 50% recovery rate at Lynbottom	The recovery rate has averaged 46%	Aim to exceed a 50% recovery rate
Aim to achieve over 45% recovery at Forest Road and Afton	The overall recovery rate at Forest Road and Afton was 39%	Aim to exceed a 40% recovery rate

Composting

Continue to produce good quality compost to meet public and commercial customers requirements	Isle of Wight Compost achieved the Composting Association's PAS 100 Accreditation	Retain PAS 100 Accreditation
Continue to shred and process all green waste from CA sites together with all commercial green waste	This was achieved	Continue to shred and process all green waste from CA sites together with all commercial green waste.
Process all organic waste delivered to the In-Vessel Composting Plant	This was achieved	Continue to process all organic waste delivered to the In-Vessel Plant

Recycling

Increase participation rate in kitchen waste recycling by 10%	Approx 1,000 buckets have been distributed this year. This does not represent a 10% increase	Continue to promote kitchen waste collection service
Continue to increase the number of commercial customers recycling glass	15 commercial glass recycling contracts were gained this year	Maintain the number of commercial customers recycling glass

Street Cleansing

Maintain a high level of service to meet contract specifications	Rectifications averaged 67 per month	Reduce average number of rectifications to below 65 per month
Maintain a high level of public satisfaction with the cleansing of roads and general tidiness	Results of questionnaire indicate 77% of respondents felt the Island was acceptably clean	Maintain a high level of public satisfaction



Landfill



Standen Heath landfill showing the restored area in Phase One. *Patrick Eden*

Whilst we would all wish for a society in which all waste produced could be recycled or reused, there are unfortunately still many waste materials produced for which there are no options other than landfill.

However, legislation coupled with technological advancements made over the last 10-15 years have provided us with landfill sites that meet very stringent environmental demands. Waste is no longer simply buried in a hole. Preparing a site to accept waste is a complex, expensive and strictly regulated operation. All the by-products of decomposing waste are managed and contained within the site.

The Standen Heath landfill site opened in April 2000 and, at this time, an initial survey indicated it contained 1,400,000 cubic metres of void space. The site was split into five distinct sections or phases for landfilling purposes. Phase 1 was operational from April 2000 until November 2002 and used 356,700 cubic metres of void space. Phase 1 is being progressively restored and will continue as final fill levels are reached.

Operation in Phase 2 commenced in November 2002. By the end of this contract year a total of 211,700 cubic metres of void space has been filled in Phase 2. Giving a total void consumption for the whole site of approximately 570,000 cubic metres.

Recent surveys have indicated that the rate of compaction of waste deposited in each phase is better than anticipated giving rise to more void space. Thus, the amount of space remaining in the Standen Heath site at the end of this contract year has been estimated as 1,056,300 cubic metres. It is immensely difficult to translate this void space into years but a rough estimate would be 10-12 years left, based on current levels of waste deposition and recycling.

During this contract year 117,500 tonnes of waste (domestic and commercial) has been disposed of at the site. This is 30,000 tonnes less than last year and may reflect the fact that the RRF produced more floc fuel this year.



A Pollution Prevention Control (PPC) permit was applied for during this contract year and it is anticipated that the permit will be issued by the Environment Agency early in 2005. This permit will replace the former Waste Management Licence that was used to regulate operations on the site. The permit allows for tighter controls over the prevention of pollution, in particular there is a greater emphasis on emissions to atmosphere.

In July 2004 Standen Heath landfill was reclassified as a non-hazardous site, to comply with the European Landfill Directive. This reclassification means that the site is no longer able to accept hazardous waste. Therefore, since July all hazardous material has been transported to a licensed hazardous landfill site on the mainland. However, during the latter part of this contract year work began on the construction of an asbestos mono cell within Phase 2. Once completed, this new cell will enable us to receive asbestos waste and will alleviate the cost of transporting this waste to the mainland for contractors. The scavenging of gulls and other birds on the landfill site is controlled by the use of falcons supplied and managed by Appuldurcombe Falconry, who are on site every day. This is an effective method of bird control and the falcons are now a feature of school and group visits.

A new tracked excavator is in use on the site this year.

Water Quality

Ground and surface water quality samples are taken at specific points around Standen Heath every month and then analysed by a UKAS accredited laboratory. The results of these tests are measured against



Testing for gas in the air. *Patrick Eden*

samples that were taken before any landfill operations commenced; these are called 'trigger levels'.

Ground water trigger levels of chloride and conductivity were exceeded in some boreholes during the year. In all cases the results are conveyed monthly to the Environment Agency.

The groundwater hydrological risk assessment has been re-run as part of the Permit application process.

Surface water also has a consent for discharge from the Environment Agency and is monitored on the site at the point at which it meets with Palmers Brook. The results for surface water show that levels were breached on five occasions during the year.

The Environment Agency regulates all site activities and they are sent each month's water quality results.

Leachate Treatment

When rainfall passes through waste the resulting liquid is called leachate.

The site has a leachate management plan that requires that leachate is collected and treated at a treatment plant at Lynnbottom, which is operated by Island Waste Services under agreement from the Isle of Wight Council. The treatment plant reduces the ammonia and chemical oxygen demand (COD) levels within the leachate before it is discharged under consent to Southern Water's foul sewer. It is a



Gas monitoring in bore holes. *Patrick Eden*



requirement that the leachate is sampled monthly to ensure that the discharge is compliant with its consent. The results for the contract year have shown that the limit for suspended solids was breached on one occasion and the limit for zinc was exceeded on five occasions but that all other 10 parameters were compliant.

Although the levels were breached as described Southern Water has not raised any concerns.

Gas Monitoring

The breakdown of waste within landfill produces a gas that is mainly made up of methane (CH₄) and carbon dioxide (CO₂). Both are significant greenhouse gases with methane being 21 times more potent than carbon dioxide.

The landfill gas management plan ensures that emissions of these gases to the atmosphere are minimised. The management plan comprises several measures to control gaseous emissions; these include the application of cover, engineered capping, gas extraction systems and flaring. Extracted landfill gas is burned in a flare stack on the site. The combustion converts the methane into carbon dioxide, a less potent greenhouse gas.

Through modelling, using the Environment Agency's preferred model Gassim, we estimate that we emitted approximately 13,417 tCO_{2e} (tonnes of carbon dioxide equivalent) over the last year. Conversely, we have calculated that if we had not implemented the management plan then over 28,990 tCO_{2e} would have been emitted.

The landfill gas that is being produced from the waste decomposing in Phase 1 is being extracted and then flared through a temporary flare stack.



A compactor working on Standen Heath landfill.
Patrick Eden

Landfill gas is extracted from the site through wells and, during this contract year, a further 8 gas wells have been installed and connected, giving a new total of 14 in Phase 1 of the Standen Heath site.

As part of Island Waste Services control measures, these gases are monitored weekly from 16 boreholes around the perimeter of the Standen Heath site.

One of the new boreholes, which is also located in close proximity to the recently restored Lynnbottom landfill, has consistently shown elevated readings of methane. Although this situation is being closely monitored, this may involve discussion with the Isle of Wight Council, who are responsible for the Lynnbottom site, to determine the cause and to jointly take suitable remediation measures. There were no other boreholes showing elevated readings for methane. Several boreholes showed elevated readings for Carbon Dioxide during the year.

Each month's gas monitoring results are sent to the Environment Agency.

A planning application is being made to the Isle of Wight Council for the installation of a gas utilisation plant that would use the gas from both Lynnbottom and Standen Heath to produce electricity. The plant could potentially produce up to 2 megawatts (MW) of renewable energy.

Environment Agency inspections

The Environment Agency (EA) regulate the site through the waste management licence and regular inspections.

Complaints

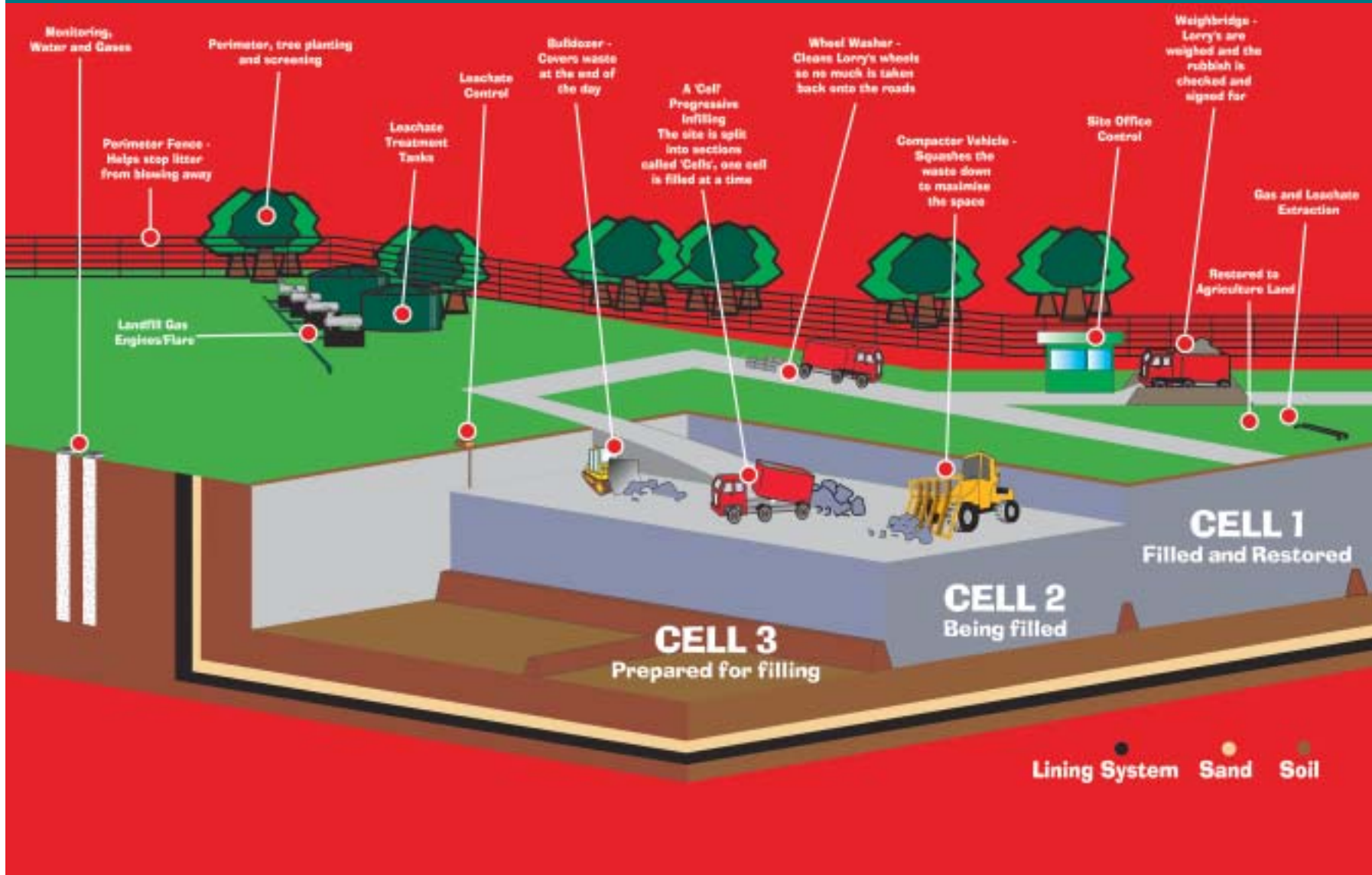
There was one complaint received during the contract year in February 2004 related to odour. There was one further query related to odour in May 2004 but there was uncertainty as to whether this was related to the landfill site or to the composting plant. ●



The new tracked excavator at Standen Heath.
Patrick Eden



A landfill site



Island Waste in the Community

It is vital that the 'Reduce Reuse Recycle' message is conveyed to the Island's residents. Good participation rates in recycling services are intrinsically linked to effective local awareness raising campaigns. This requires extensive and sustained media coverage, attending the many and varied local community group meetings and events and, most importantly, inspiring the next generation. All this is Community Liaison.

Schools

Generally schools like to visit in the summer term. It seems to be the time for being out and about and thinking about the environment. Although it is sometimes difficult and expensive for a school to provide transport, Island Waste Services recommend that youngsters visit the landfill site. Nothing can match experiencing this for real, even if the highlight of the visit is the resident falconer! The children often respond by sending letters and posters to show that the 'rubbish' message really has sunk in.

This year the company hosted 13 school visits and gave talks at a further 6.

In addition to visiting and being visited by local schools, the website generates enquiries from youngsters, particularly older pupils studying AS level Geography or Environmental Science. It is encouraging to know that the website is increasingly being used as an educational resource. www.islandwaste.co.uk

This year 27 local primary schools were involved in the 'Yellow Woods Challenge'. This entails the collection of old Yellow Pages for recycling, with cash prizes being awarded to the top three schools collecting the most directories per pupil. This year the

school winning the top prize on the Island St Wilfrid's Primary also went on to win in the southern area finals. In total the school has now won £2,300. This year just over 5 tonnes of Yellow Pages were collected and recycled into animal bedding.

In November 2003 a class of AS level technology students at Cowes High School consulted extensively with company staff in relation to specific coursework projects.

Local media

During the year advertising and editorial features have been placed in The Isle of Wight County Press, Wight Insight and Parish and Town Council newsletters and magazines. Of note during this year was the August 2004 edition of Wight Insight, which featured Island Waste Services Annual Questionnaire together with an article reminding residents of the importance of participating in recycling services. This article resulted in 380 requests for recycling boxes or buckets. A summary of our last Annual Report featured in Wight Insight in June 2004.

Community Groups and Local events

Community Liaison involved the following during this contract year:

- Talks were given to 15 local groups and a further 3 groups visited the Company's Landfill site and Composting Plant
- Representatives from four local authorities and members of the Welsh Assembly were shown around Island Waste Services sites.
- The Chale Show at the beginning of August was well attended and resulted in 103 requests for recycling containers.

- The Garlic Festival is one of the Island's largest annual events and is always very busy. This year Island Waste Services marquee was very busy and, during the weekend, 152 requests for containers were received, in addition to numerous general enquiries.
- The company participated in the 'Our Earth Our Destiny' conference held in November 2003 and display material was placed in St Thomas' Church in Newport
- A display of Island Waste Services recycling services, together with literature and posters was featured at B&Q during their environmental weekend in March 2004
- A display was featured as part of All Saints Primary school's (Freshwater) summer fair
- A walk around the entire landfill site featured as one of the walks in this year's Isle of Wight Walking Festival and a further 5 guided walks have taken place as part of the Isle of Wight Council's summer and winter Guided Walks Programme.

Sponsorship

The company receives many requests for sponsorship from a variety of local groups and organisations. A priority in this area has always been for requests concerning youngsters or those linked to recycling. This year the company has sponsored the following:

- Wellow Community recycled scarecrow competition. This is set to become an annual event.
- The Pavillion Project (East Cowes Youth)
- Newport Under 10 Football Team (Kit)

- 1st Sandown Sea Scouts
- East Cowes Under 9 Football Team
- Seaview Football Club
- The Green Island Awards
- Newport Football Club
- The Real Nappy Network

Island Waste Services continue to be the major sponsors of Isle of Wight schools cricket.

Awards

In May 2004 Island Waste Services in partnership with the Isle of Wight Council were winners in the 'Best long running operational scheme' category of the Public Private Finance Awards.

The judges noted that the Integrated Waste Management contract was:

"an excellent example of partnering and flexibility. The parties had demonstrated an ability to work together to resolve changes in client requirements and the external environment, and had demonstrably achieved both client user and staff satisfaction and improved performance."

Local Support

The Company continues to liaise with and provide support for a number of local organisations and community groups. Island Waste Services is represented on the Environment Agency's Area Environment Group (AEG), is a member of the Island 2000 Trust and Arc Environmental Boards and is a member of the Biffaward panel run through the Island 2000 Trust.



Poster by Mayfield Middle School.

In addition to the obvious link the company has with the Isle of Wight Council's waste management section, company representatives have also been involved in the Council's Local Agenda 21 process and with its Green Tourism initiative, the 'Green Island Awards'.

The Website www.islandwaste.co.uk

The website has been well used this year for ordering recycling boxes and buckets. The 'Contact us' form can be used to ask questions concerning any aspect of waste collection, recycling or street cleansing. A section that is regularly updated contains the latest refuse collection changes (for Bank Holidays) together with press releases. The site also links to the Isle of Wight Council's website. Here, there is a list of all the recycling sites on the Island together with details of the collection week for the kerbside recycling box.

The website also includes a 'Links' page providing invaluable links to most of the major material recycling companies. These would be very useful for inclusion in school recycling projects. The page also includes links to a variety of companies who

manufacture goods from recycled materials. This is an excellent resource for environmentally friendly presents.

Help and Advice

Not everyone has access to a computer. Help and advice can always be found through a letter or phone call. This is always the best method of contact for an issue concerning refuse collection. Contact details are on the back cover of this report

Advisory Groups

The Company's Advisory Panel and Community Advisory Groups continue to meet on a quarterly basis as a forum for discussing relevant waste management issues. These groups provide a valuable opportunity to disseminate information to Resident's Associations, Parish and Town Councils and the Chamber of Commerce.

Communicating with employees

As well as external public relations, Island Waste Services are committed to keeping their workforce informed of relevant company news and events. This is achieved through team briefings, monthly newsletters and annual employee reviews, all of which are relevant for the Investors in People programme. The Company also undertake 'Tool Box Talks' with staff to ensure that all relevant health and safety issues are communicated.

A continued increase in participation levels in the recycling services demonstrates evidence of the success of publicity and promotional campaigns during the year





Complaints

There were no complaints received concerning community liaison.

Community Feedback – The Questionnaire

Each year, Island Waste Services undertake a questionnaire to determine the satisfaction levels of local residents with different aspects of waste management and street cleansing on the Island. This year, the questionnaire was published in the Isle of Wight Council's *Wight Insight* magazine and just over 650 responses were returned for analysis. This was over 300 more responses than we received last year and may be due to the fact that this year a £50 prize draw was included. The results of this questionnaire were as follows (the results from the previous year's survey are given in brackets for comparative purposes)

Refuse Collection and Recycling

98% of respondents were either satisfied or very satisfied with the refuse collection service (94%)
89% of respondents were either satisfied or very satisfied with recycling services (79%)
97% of respondents were either satisfied or very satisfied with the Civic Amenity sites (84%)
87% of respondents stated that they were aware of the Organic waste collection service (82%)
94% of respondents stated that they were aware of the kerbside recycling service (90%)

Street Cleansing

84% of respondents felt their locality was either acceptable or very clean (68%)



Poster by Mayfield Middle School.

77% of respondents felt the island was either acceptable or very clean (75%)
61% of respondents were satisfied with the frequency of emptying of litter bins (47%)
21% of respondents were satisfied with the frequency of the emptying of dog bins (19%)

In some cases respondents provided extra information or raised a query on the sheet or on an extra sheet attached to the questionnaire. Written replies were sent to all these.

On the street cleansing questionnaire respondents were asked to identify any areas they felt to be prone to littering or fly tipping. All these areas were noted and are to be discussed in future liaison meetings with

the Isle of Wight Council, as they are responsible for setting the frequency of cleansing and bin emptying.

This year's questionnaire saw a wider range of age groups responding as compared to last year. The poorest response (7%) was from the 21-30 age group. 61% of respondents were over 51. The questionnaire continues to be completed by far more women (72%) than men.

Suppliers Environmental Performance

As part of the ISO 14001 accreditation Island Waste Services is required to assess the environmental performance of its suppliers. This is sometimes referred to as "Greening the Supply Chain".

Our procedure requires the evaluation of businesses that supply equipment or services directly to Island Waste Services. An annual review meeting identifies a number of suppliers to be included in the evaluation programme for the following year.

The selected suppliers are contacted and asked to provide details of their Environmental Policy and their objectives and targets. Whilst some businesses are able to respond with the required information immediately, others require some help in providing this information.

The procedure allows for the supplier to be removed from the company's list if there is a prolonged lack of response. No suppliers were disallowed on environmental grounds during the contract year.

Suppliers' Environmental Performance is reviewed during Island Waste Services Environmental Management Review meetings. ●

Street Cleansing

Island Waste Services commenced the Isle of Wight Council's Street Cleansing contract on 2nd April 2001.

The contract was the first to cover the whole Island and specified an improved standard to which streets should be cleansed as well as increasing the frequency for servicing litter and dog bins. A new addition to this contract was the cleansing of the Island's network of cycle ways and an extra 250 kilometres of road. It also covers attendance at special events such as Cowes Week Yachting Regatta and the Island's Carnivals.

The contract is constantly updated with roads on new industrial estates and housing developments being added onto the sweepers schedules.

During this contract year some Parish Councils have chosen to enhance the service in their area by installing their own dog waste bins. Island Waste Services empty these bins and charge the individual Parish Councils directly.



Scarab Minor and staff at Ryde Canoe Lake.

The complete fleet of Street Cleansing vehicles has been replaced this year. This includes 4 large mechanical road sweepers, 8 vans and 3 small refuse collection vehicles for the litterbin rounds. These new vehicles incorporate better sweeping technology and will provide a more efficient service.

Rectifications and defaults

The Isle of Wight Council supervise the Street Cleansing contract. If a road is not cleaned to the standard specified within the contract a rectification is given and Island Waste Services have to return to the site within a specified time to bring it up to the

required standard. There were an average of 67 rectifications issued every month during this contract year. There is a set target to reduce these next year (see Action Plan). A default is issued if the rectification is not undertaken within the specified time. There were 2 defaults issued by the Council this year .

Complaints

There were seven complaints received during this contract year related to Street Cleansing These were all dealt with according to Island Waste Services quality procedures. ●



Mechanical sweeper.



Management Systems

As part of Island Waste Services' contract with Isle of Wight Council, the company is obliged to be ISO 9002, ISO 14001 and EMAS (European Eco-Management and Audit Scheme) accredited. This ensures that the management systems adopted are thorough and robust.

ISO 9002

Island Waste Services were originally recommended for ISO 9002 accreditation in November 1998. Bi-annual internal and external audits ensure that the quality system continues to operate successfully.

The ISO 9002 audit took place in December 2003 and included conversion to the new standard ISO 9001:2000. Accreditation to the new standard was retained at the second audit in October 2004. As part of this new standard, quality objectives and targets are set to help improve upon the system. These objectives and targets are audited and updated and are shown on the following pages, relative to each of the Company's sites.

ISO 14001

The environmental management system (EMS) of Island Waste Services was first recommended for ISO 14001 accreditation in December 1999. Accreditation requires a series of site-specific environmental targets and objectives, which are reviewed each year and need to be achieved within set timescales together with an



Environmental Policy, which illustrates the Company's commitment to safeguarding the environment.

This policy is to be found inside the front cover of the report and on our website. ISO 14001 is audited on a six monthly basis and accreditation was retained at the audit in October 2004.

For each operational activity such as landfill, assessments are made of the potential environmental risks with regard to a number of factors including land, emissions to air and water, waste produced, local issues, raw materials, suppliers, using a documented evaluation system. Objectives and targets for improvements are set to address the significant environmental risks identified. These are updated annually and are shown relevant to each site in the following pages. Performance is reported annually via this report.

Investors in People

Island Waste Services were recommended for the Investors in People award in October 1999. The standard recognises effective investment in the training and development of all employees and the importance of an informed and proactive workforce. The administration department of the Company ensures that training records are kept up to date. When the Company were due to be audited in May 2004 we opted to be assessed under a new and more rigorous methodology. The company successfully retained the Investors in People



INVESTOR IN PEOPLE

accreditation. Mary Harrison the assessor concluded; *"The assessor found that Island Waste Services continues to develop managerial standards and is achieving consistent performance in looking after its people to the benefit of all involved in the organisation."*

EMAS (European Eco-Management and Audit Scheme)

In addition to achieving ISO 14001 accreditation, Island Waste Services has successfully achieved and maintained the European Eco-Management and Audit Scheme (EMAS) for all locations for the last 3 years.

Island Waste Services was the first UK waste management company to achieve EMAS.

To register under EMAS, the company must have a clearly defined strategy for environmental management, complete with objectives and targets for continual improvement, and must publish extensive details of its environmental performance (this report). ●



Driver training.



Central Administration

Island Waste Services employ approximately 130 members of staff.

The staff in the central administrative office in Forest Road support all the Company's operations.

They are fundamental in ensuring that the company runs efficiently.

The General Manager, Divisional Managers, Community Liaison Officer and administrative staff are based at the Forest Road office in Newport. This site is also the base for all the refuse collection and recycling staff, together with the RRF staff and a weighbridge operator.

The Lynnbottom Site Manager, Street Cleansing Manager and an administrative assistant are based at Standen Heath landfill site. This is also the base for staff concerned with the In-Vessel Composting Plant, the landfill and Civic Amenity sites and Street Cleansing. There is also another weighbridge operator at this site.



Bruce Gilmore seated far right with members of Island Waste Services staff. *Patrick Eden*

Training

As an integral part of its Investors in People certification, Island Waste Services has implemented an ongoing programme of training and development for all relevant staff.

Managers and officers attend conferences and seminars on relevant waste issues to ensure that the company is kept abreast of new legislation.

Health and Safety

Island Waste Services promote health and safety issues to all members of staff. This is achieved through a campaign that includes health and safety awareness posters, 'Tool Box Talks' given to staff at team briefings and reminders in the company newsletter.

Frequent checks ensure that all staff wear the correct personal protective clothing; for loaders this includes gloves, a high visibility jacket and the correct

footwear. When new members of staff are inducted they are shown a Munisafe video and given a Munisafe Manual to remind them of important issues such as correct lifting techniques.

All staff have undertaken a manual handling course.

Health and Safety remains a priority and staff may face disciplinary action if Company procedures are not followed. ●



Civic Amenity and Recycling Sites

Civic Amenity Sites

Island Waste Services operate three Civic Amenity (CA) sites, one that is open 7 days a week and two that are only open at weekends. These are at:

Lynnbottom, which is open seven days per week - 0700-1900 hrs in winter (GMT) and 0700- 2200 hrs in summer (BST)

Forest Park, Forest Road, Newport, which is open to the public at weekends 0930-1630 hrs

Afton Road, Freshwater, which is open to the public at weekends 0930 - 1630 hrs

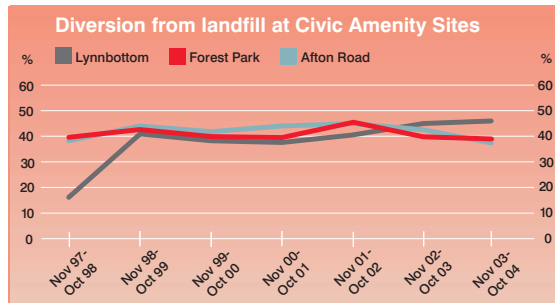
The sites provide a facility for the public to deposit their bulky household and garden wastes, as well as containing recycling facilities for materials such as glass bottles and jars, textiles, aluminium and steel cans, oil and batteries.

Some of the paper and cardboard collected at these sites was processed through the Resource Recovery Facility in Forest Road and some newspapers and magazines collected and stored separately are shredded for use as animal bedding.

This year most of the rubble deposited at Lynnbottom CA site has been screened in a separate area and reused wherever possible further increasing diversion rates at the site.

The total amount of waste recycled, reused or reprocessed at each of these sites during this contract year is as follows:

- Lynnbottom CA site **46%**
- Forest Park CA site **39%**
- Afton CA site **39%**



Graph showing percentage of material diverted from landfill for each Civic Amenity site since the start of the contract.

Poison Stores

Island Waste Services provide a facility in which to store any unidentified and potentially hazardous waste materials brought into the site by either the Public or the Fire Brigade. Flammable materials and poisons are securely stored in separate sheds.

Fridge Disposal

During this year 8,098 discarded fridges and freezers (domestic and commercial), the equivalent of 317 tonnes, were sent to a licensed reprocessing plant in Willesden (London), to ensure compliance with the Ozone Depleting Substances (ODS) Regulations. These Regulations came into force in January 2002 banning the landfilling of fridges and freezers. The plant in Willesden is equipped to remove Chlorofluorocarbons (CFC's) and Hydrochlorofluorocarbons (HCFC's) safely.



The Civic Amenity Centre at Lynnbottom.

Tyre Disposal

As part of the Landfill Directive, the landfilling of whole tyres was banned in July 2003. Presently, only shredded tyres can be disposed of at Standen Heath landfill site, though this is set to change in 2006 when a complete ban will come into force.

Signs have been placed at both Afton and Forest Park CA sites to request that members of the public take any unwanted tyres to the Island's main CA site at Lynnbottom and from here they are taken to the Resource Recovery Facility in Newport for shredding. Eventually they are returned to the site to be landfilled at Standen Heath. ●



Public Recycling Sites

Island Waste Services are responsible for 48 public recycling sites located throughout the Island. All have facilities for recycling glass bottles and jars, and some have the facilities for recycling cans and textiles.

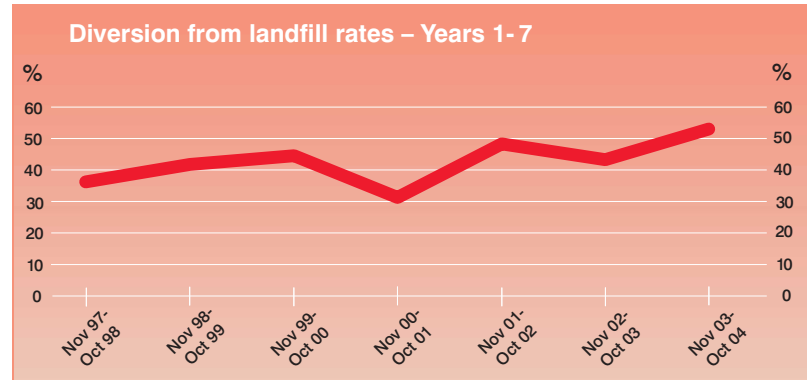
During this year the following amounts were collected and recycled/reused from both the public sites and the three Civic Amenity sites.

- 1,232 tonnes of glass, (plus 890 tonnes collected kerbside)
- 95 tonnes of textiles
- 10 tonnes of aluminium cans* (plus 13 tonnes extracted from the RRF)
- 8,589 tonnes of garden waste
- 16 tonnes of oil
- 32 tonnes of bric-a-brac
- 2,045 tonnes of metal (ferrous and non-ferrous)
- 76 tonnes of car batteries
- 1,966 tonnes of rubble
- 941 tonnes of mixed cardboard and paper.

**The aluminium cans are collected by Haylands Farm, a centre for mentally handicapped adults in Ryde, and sent for recycling. Island Waste Services buy back the aluminium that Haylands collect, providing much needed income for the farm.*

Commercial Glass Recycling

There are just over 100 commercial outlets such as Public Houses and Restaurants that have a separate



Wheeled bins for collecting glass and aluminium cans.

collection for glass. During this contract year 15 new premises established glass recycling facilities.

Complaints

There were four complaints received this year concerning the public recycling sites or the Civic Amenity sites. Two of these related to noise at the sites. All complaints have been resolved. ●



Composting

Composting is a natural decomposition process that allows the bacteria and micro-organisms found in all living plant matter to break it down. Both the In-Vessel and garden waste composting processes make use of this natural process.

Organic kitchen waste composting

The In-Vessel Composting Plant was constructed to process the separately collected kitchen waste into compost. The system comprises three tunnels each 40 metres long. Each of these can process about 12-14 tonnes of waste a day. It takes 14 days for the organic waste to travel through the tunnels. The process produces carbon dioxide and other trace gases (carbon dioxide is odourless – but the composting process itself produces odour) and these are passed through a specially designed biofilter to eliminate the potential for odours. The system is totally self-contained as all liquid produced from the decomposing material (called leachate) is re-circulated by pumps within the tunnels.

During the last year, all three of the tunnels have been used to compost the collected kitchen waste together with a by-product from the Resource Recovery Facility (RRF). This by-product is called 'fine screenings' and it comprises material screened from the general household waste. This product is smaller than 50mm and is over 60% by weight organic and is therefore suitable for composting.

After 14 days in the tunnels this compost is used as a daily cover on the landfill site, as there is a regulatory requirement to cover all waste landfilled at the end of every working day. Using the compost as a cover material reduces the need to source other inert materials such as soil from elsewhere, reducing costs



The restored garden, Haddon Lake House, St Lawrence where IW Compost has been used. Phillipa and Steve Lambert

Composting



and associated transport emissions as the material is produced on site.

During this contract year the In-Vessel plant processed:

- 4,453 tonnes of fine screened rejects
- 1,050 tonnes of separately collected kitchen food waste
- 682 tonnes of commercial waste from hotels, restaurants and public houses.

Additionally a small amount of garden waste is processed through the In-Vessel plant as an amendment material.

At present, discussions are being held with the Government Department responsible for waste matters and the State Veterinary Service to investigate the implications of the Animal By-Product Regulation 2003, in relation to the In-Vessel process. These regulations ask for strict temperature monitoring and time constraints on processes that deal with food waste. These discussions will continue into the next contract year.

Garden waste composting

Garden waste is collected at all three of the Island's Civic Amenity sites: Lynnbottom, Afton and Forest Road.

Local landscape gardeners and grounds maintenance contractors also transport garden waste to the Lynnbottom site. They are required to pass across the weighbridge and are charged for their waste but there is no landfill tax added to this, as the waste will be processed into compost.



Flowers growing in IW Compost at St Lawrence.
Phillippa and Steve Lambert

During this contract year

- 8,589 tonnes of garden waste were collected from the Civic Amenity Sites and a further
- 1,475 tonnes of commercial garden waste was processed.

Firstly, all this collected garden waste is shredded. This process breaks the material down and allows bacterial action to begin more rapidly. Once shredded, the material is transported to a large concreted area and piled into batches called 'windrows'. Each batch is regularly monitored for temperature and is turned at specific intervals to allow all the material to be subjected to the optimum temperatures required for sanitization. Sanitization means that all of the material has been subjected to the optimum temperatures required to eliminate pathogens, weed seeds and fungal spores. After the sanitization phase the material is left for a further period of time to allow it to stabilise. The stabilisation stage is reached once the temperature is consistently the same for a specific period of time, indicating that bacterial action has ceased. Finally, the material is screened to produce a medium grade material suitable for use as a soil conditioner or mulch.

A new screen purchased in July 2004 has significantly increased the rate of screening. Each batch of screened material is analysed to ascertain its quality and nutrient content. The compost is only made available for sale if it meets the required analysis standards.

Island Waste Services has always produced a top quality product from this process. However, to confirm this, Isle of Wight compost was accredited with The Composting Association's stringent PAS100 standard in July 2004. This accreditation was the culmination of a year of measuring (temperature) and analysis.

This measuring and analysis will continue for as long as Island Waste Services hold the accreditation and the company will be audited annually. The next audit will be in April 2005.

Isle of Wight compost is suitable for use as a soil conditioner or mulch and it is sold at all three Civic Amenity sites in 60 litre bags. It is also sold in bulk loads, from a half tonne to 10 tonnes, larger amounts of 10 tonnes or more can also be purchased.

A local Nursery purchase the compost for growing organic tomatoes, and Isle of Wight compost has been used to help restore an old walled garden in St Lawrence, on the site of the old Tropical Bird Park (pictured) This site will be open for guided tours and for special functions in 2005.

Complaints

One complaint was received this year related to the material being processed through the shredder. This was resolved. ●



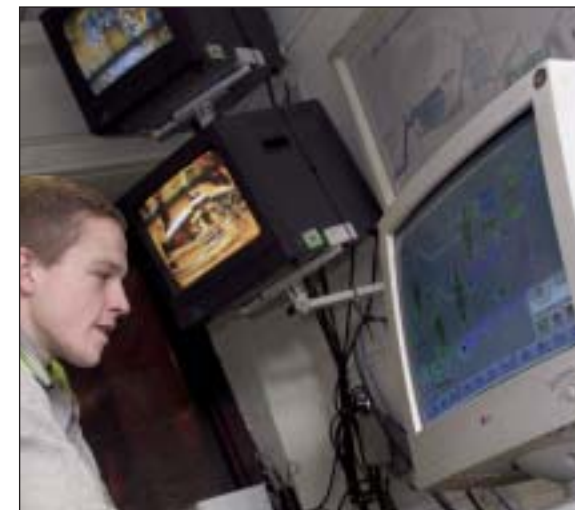
Energy from Waste – The Resource Recovery Facility

- 15,181 tonnes of floc fuel to the cement kilns
- 4,453 tonnes of fine screenings to the Composting Plant
- 4,667 tonnes of fine screenings to landfill
- 5,906 tonnes of heavy rejects to landfill
- 333 tonnes of steel extracted and recycled
- 13 tonnes of aluminium extracted and recycled
- 187 tonnes of waste sent to landfill.

These outputs total 30,740 tonnes, a difference of 660 tonnes from the input; this equates to waste waiting to be processed and floc awaiting transportation to the mainland.

The total amount extracted for recycling or reprocessing was 19,980 tonnes or 64% of the input.

The steel is extracted from the mixed household waste with a large overband magnet and the aluminium, including aerosols, foil and scrap



Checking the computer controlled system. Patrick Eden



The Resource Recovery Facility.

Waste collected every week from the Island's 64,000 households is transported to the Resource Recovery Facility (RRF) situated in Forest Road, Newport.

Within the plant a series of mechanical processes sort and extract all the combustible waste such as cardboard and plastic packaging and convert it into 'floc' fuel. Presently, this fuel is baled and then transported to cement kilns in Lincolnshire, where it is used as a non-fossil fuel as part of the cement production process.

During January and February 2004 the cement kiln closed for annual maintenance and therefore our production of floc fuel ceased for almost eight weeks. Apart from this period, Island Waste Services have managed to maintain a steady flow of floc fuel to the mainland.

During the contract year 30,255 (21,000 tonnes in 2003/4) of household waste together with 1,145 tonnes of selected commercial waste have been processed at the plant. The outputs can be broken down as follows:



aluminium as well as drink cans is extracted with an electromagnetic current, called an EDDY current separator.

The fine-screened rejects sent to the In-Vessel composting plant are processed into compost and used as daily cover on the landfill site.

Electricity is the predominant resource used to run the plant. The RRF does not use any gas, and water is only used for wash down and fire fighting purposes.

Total electricity consumption for this period was 886,603 kWhrs (653,504kwhrs last year). This increase in consumption can be attributed to the production of

5,681 tonnes more flocculent than in 2003. However, this increase consumption also gives greater efficiencies per tonne of waste processed.

Nov/02 - Oct/03

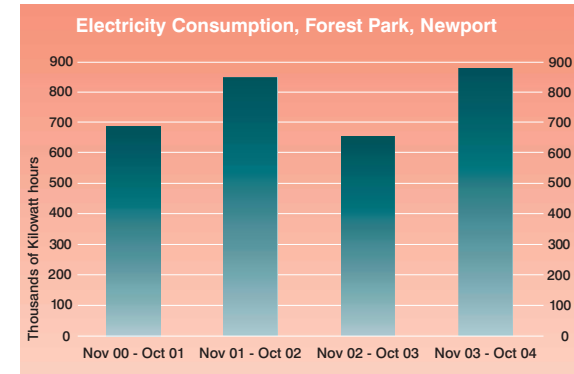
32.7 kW/ tonne of waste processed

Nov/03 - Oct/04

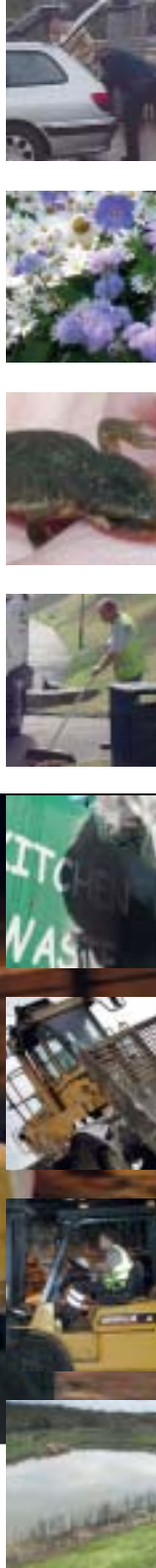
28 kW/ tonne of waste processed

Complaints

There were no complaints received concerning the operation of the RRF during this contract year. ●



Stacking bales of Flocculent in the reception hall. Patrick Eden



Waste Collection



Collecting general refuse. *Patrick Eden*

Every week of the year our bags of rubbish are collected, yet how many of us ever stop to consider what happens to it or just how much rubbish there is to collect?

Island Waste Services is responsible for collecting all of the Island's household refuse.

During this contract year 38,407 tonnes of domestic rubbish were collected from 64,000 households on Island.

(That's just over half a tonne of waste per household.)

After seven years of refuse collection, the fleet of vehicles purchased at the start of the contract were becoming very old and worn. At the very end of this contract year a fleet of new refuse collection freighters were purchased. As with the old vehicles the chassis is split into two sections to allow for the collection of



domestic refuse and organic kitchen waste at the same time. However, in order to make the separate collection of the organic waste more identifiable the new vehicles have been specially constructed with this section at the front; and it has also been painted green (see photo).

Each vehicle can carry up to 10 tonnes of rubbish, giving a fully laden weight of 27 tonnes. The vehicles are also equipped with cameras to aid reversing and a state of the art computer system that enables instant feedback to the office. This will give better response times for missed collections.

There are 10 refuse collection rounds, 9 of which will use the new vehicles. Due to the nature and size of the Islands rural roads a smaller refuse freighter without the split body services the remaining rural round together with a specially constructed rural recycling vehicle.



Kitchen food waste being placed in the separate compartment for composting. *Patrick Eden*

Kerbside Recycling

There are three recycling vehicles that are used for the kerbside recycling service collecting newspapers, magazines, glass bottles and jars and textiles.

This year 2,251 tonnes of newspapers and magazines (2,179 tonnes in 2002-2003) and 890 tonnes of glass (828 tonnes in 2002-2003) were collected via the kerbside recycling service. The textiles collected in this service are added to the textiles collected from recycling sites and the overall tonnage of textiles collected is shown on the 'Civic Amenity and Recycling sites' page.

At 31 October 2004 25,723 kerbside boxes had been distributed.

Organic Kitchen Waste

1,050 tonnes of organic waste were collected from households and schools for In-Vessel composting. This was a decrease of 248 tonnes on that collected last year.

At 31 October 2004 18,440 organic waste collection buckets had been distributed to Island households.

Performance

The average number of missed domestic waste collections was 33 per week. This equates to less than one missed bin per round per day. The average number of missed kerbside box collections was 2 per week.



Kerbside recycling. *Patrick Eden*

During the year all missed collections were returned to and picked up within the 24 hours specified within the contract.

Training

There is an ongoing programme of training to be completed by all refuse collection operatives as part of Island Waste Services commitment to its Investors in People programme. Island Waste Services has three fully qualified members of staff to carry out the NVQ assessments in-house. Two members of staff are in the process of LGV training and four staff are trained in safety awareness and first aid.

Complaints

There were only four complaints received during the year. These were all dealt with according to company procedures and all the issues were resolved. ●



Bats, Birds and Biodiversity

Accreditation of the environmental management system to the Environmental Standard ISO 14001 serves to monitor and control the impact of the Company's operations on the Environment. These controls are made through the environmental aspects register and the objectives and targets derived from them. These are shown in detail in a later section entitled 'Quality and Environmental Objectives and Targets'.

However, in addition to these stringent controls there are other aspects of the environment that Island Waste Services consider to be of the utmost importance. This consideration concerns biodiversity. Although the plant and animal species have been protected on all the Company's sites since the start of the contract this aspect was not formally recognised until EMAS accreditation. Furthermore, these aspects have also been incorporated in to the ISO 14001 standard and, as such, will be the subject of scrutiny by audit.

Island Waste Services site at Standen Heath covers approximately 22 hectares. This site was the habitat for a diversity of species before human intervention deemed that it should become a landfill site and so it is our responsibility as current owners of the site to ensure that these species continue to thrive whilst it is being used for landfilling.

Wetland site translocation.

Within the area designated for landfilling an area of flush vegetation was identified as a Site of Importance to Nature Conservation (SINC), and as such was

deemed too important to lose. Flush is an uncommon habitat type on the Island and this particular site contained several species of local conservation value including:

Southern Marsh Orchid	Bog Stitchwort
Glaucous Sedge	Common Spotted Orchid
Marsh Pennywort	Yellow Sedge
Bog Pimpernell	Bulbous Rush

The proposed landfill operation would have resulted in the loss of this area. It was decided that the whole flush should be moved (translocated) in order to preserve the species present. A suitable new site was located outside the area of landfilling and an independent environmental consultancy was employed to move all the important species.

The move took place in 1998 and monitoring of the species on the site commenced in 1999. The site was monitored and managed annually from 1999 until 2004. This monitoring tracked the yearly changes and revealed the dynamic nature of the plant communities. New plants have arrived and some of the key species have been lost during this time. Whilst the new site was favourable for most of the conditions it lacked one key characteristic, rabbits! Without regular grazing by rabbits some of the commoner species have thrived at the expense of the more sensitive species. Nevertheless a small but valuable wetland site has been created and the 5-year analysis of the effects of translocation is an immensely important ecological study in its own right.

This site will remain nestled at the edge of the woodland, but will no longer be the subject of intensive management. It will be interesting to return



Attenuation pond at Standen Heath landfill site.
Patrick Eden

to the site in a few years and assess the type and number of species present.

Birds and Bats

In 1999 a comprehensive bird survey of the whole landfill site was undertaken. The information gained from this survey allowed for a far better understanding of the ornithological importance of the site and provided the basis for decisions on its future management. The report made some recommendations and, accordingly, nesting boxes were placed on trees in several areas of Vipers Bog copse and the entire site is now the subject of monthly monitoring (see later).

More recently a bat survey was undertaken and two species of bat were detected in the lower area of Vipers Bog copse. Bat boxes were erected on some of the trees in this area.

The Red Squirrel

Vipers Bog Copse is full of large uncoppiced Hazel trees. Red Squirrels are often seen in the copse and the large number of discarded hazelnut shells is evidence of their presence. During the last two years extra hazel trees have been planted in the copse to increase the food source for Red Squirrels.

Red Squirrels are also present at the Forest Road site as it is situated on the edge of Parkhurst Forest. Feeding boxes have been placed on some of the trees in the site. The squirrels here are quite brave and on one occasion this year a squirrel entered the site canteen and ran off with food!



One of the many species present in the area surrounding the landfill site. *Patrick Eden*

Biodiversity

The birds and squirrels are all part of more complex food chains. On the landfill site there is evidence of other species of mammal such as foxes and rabbits as well as insects, frogs, toads and newts.

Island Waste Services maintain a close link with the Isle of Wight Council's Countryside section. Council staff are aware of the efforts made to protect and conserve species on this site in relation to the Isle of Wight Biodiversity Action Plan.

The County Ecologist visits the landfill site regularly and has observed that the bark of many of the larger trees on site, predominantly oak trees, are covered with lichen, an indicator of very good air quality.

A local environmental consultant has been working with Island Waste for the last six years on the translocated wetland site. Now that this study is complete the consultant has been asked to continue

to monitor the entire site, with particular reference to the progress of the numerous trees that have been planted all over the site and also to keep a month by month record of all noteworthy plant and animal species observed. The monthly reports received are supplemented by observations made by the landfill site manager and supervisor who are both very interested in this environment. The consultant has also been responsible for planting the extra trees in Vipers Bog Copse and for establishing plants in the attenuation lagoon. This lagoon is situated near Phase 1 of the landfill and is used to settle out sediment and regulate the flow of surface water before it enters Palmers Brook. This is the home of several mallards and moorhens as well as numerous species of dragonfly including broad-bodied chasers and black-tailed skimmers.

Lynnbottom restoration.

The Island's old landfill site, Lynnbottom is adjacent to the new Standen Heath site and is managed by the Isle of Wight Council. However, as it lies within the overall area its restoration and habitat are of importance to the site as a whole. The Lynnbottom site is being restored as heathland, as this was identified by English Nature as a habitat in decline on the Island. In future years we should begin to see evidence of flora and fauna associated with this habitat. The lower western side of this site has been restored for some time and is already established as an important site for some species of lichen and moss. ●



Quality and Environmental objectives and targets for ISO 9001:2002 and ISO 14001

Every year each of Island Waste Services areas of operation are set objectives and targets as an ongoing commitment to quality and environmental accreditations. It may appear that not all aspects are dealt with in the given objectives for this year; this is because these issues would have been dealt with in previous years. If you wish to follow these up please contact us for details. For ease of reading all environmental objectives are shown in GREEN and quality objectives are shown in RED.

Collection – Environmental impacts

The significant aspects considered for refuse collection were emissions to air and water, waste, the use of raw materials. These were considered significant because the collection and compaction of waste uses diesel a non-renewable fossil fuel (raw materials) that emits greenhouse gases (air) and potential contamination of water could arise from vehicle washing.

Emissions have been significantly reduced since 2000 when all vehicles were fitted with catalytic converters and switched to using ultra low sulphur fuel and the new vehicles have been sourced to provide the same low level of emissions

Graph 1 shows the trends in diesel usage over the last four years. Although diesel usage has not reduced during this period it reflects that there has been no significant increase in usage even though in this year alone the collection service now covers an extra 1,000 properties. During the total period shown the number of

properties has increased by about 4,000. This demonstrates an improvement in efficiency. The graphs 2 and 3 show the equivalent amount of emissions for this amount of fuel.

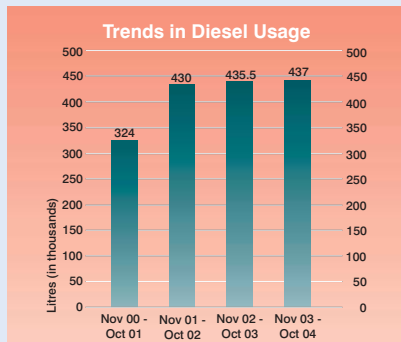
It is important to note that the amount of diesel usage shown in these graphs is for all vehicles, not just collection. There is an amount related to street cleansing that cannot be separated from the overall figure. This explains why the graph shows a dramatic increase in 2001/2002, as the Street Cleansing contract was awarded in April 2001.

To reduce the potential for the contamination of surface waters, the drainage of all vehicle wash down areas are fully contained.

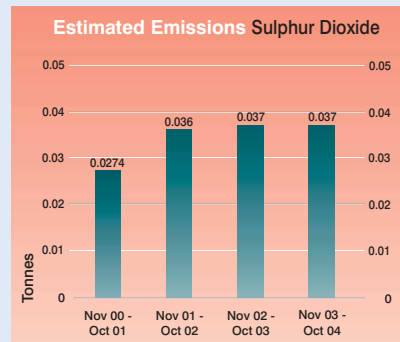
The environmental objectives and targets for collection for this period are shown below.

Collection environmental objectives 2003 - 2005

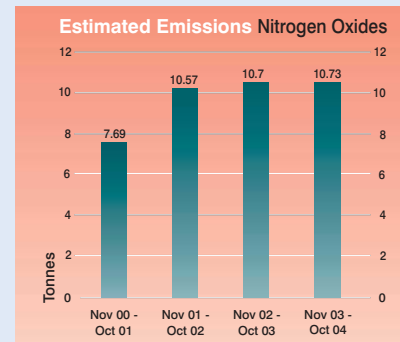
Objective	Target	Action Plan	Update
Investigate fuel efficiency and emissions for new vehicles	May 2004	Monitor and compare fuel consumption and emissions to old fleet	Carried over to May 2005



Graph 1



Graph 2



Graph 3



Central administration – Environmental Impacts

Central administration has a limited impact on the environment. The main aspects relate to utility usage and raw materials.

Recycled paper is used where possible in photocopiers and computer laser printers and most of the company’s leaflets are printed on recycled paper (including this report). Water saving devices have been installed in all of the toilets and low energy lights were installed in the Forest Road office when it was built in 1998. The office is centrally heated with a gas-fired boiler and the radiators have individually controlled thermostats. There are reminders to staff to turn off lights, computers and photocopiers when not being used and reminders in all toilets concerning running/dripping taps. Accordingly, there are no environmental objectives for this section.

Central administration quality objectives 2003 - 2005

Objective	Target	Action Plan	Update
To commence round table discussions between all sections	September 2003	Arrange meetings and minute	Carried over to Sept 2005
Update Quality and Environmental procedures	January 2005	Review and update as necessary	Completed
To open up training programme to incorporate key/basic skills for relevant employees	May 2004	To encourage employees to extend their training to include key/basic skills	Carried over to May 2005

Street Cleansing – Environmental Impacts

Significant aspects related to Street Cleansing are emissions to air and to water, land, waste produced, the use of raw materials and suppliers. The sweeping of roads and the collection of waste result in diesel use (raw materials), contributing to greenhouse emissions (air) and the potential for oil/diesel spillages (water/land). The objectives and targets identified from these aspects are shown in the table.

Street Sweeping Objectives 2003 - 2005

Objective	Target	Action Plan	Update
Review refuelling opportunities to reduce travel to Forest Road	December 2004	Locate area within site to locate diesel tank	Site located tank to be installed



Composting – Environmental Impacts

The significant aspects considered for composting were emissions to air and to water, wastes produced and the use of raw materials.

These were taken into consideration because of the potential of creating a nuisance such as odour, dust, noise, litter and bacterial risks during both the composting of garden waste and from the In-Vessel system. The use of electricity and diesel associated with the composting operations must also be taken into account.

There is little or no waste produced from either of these processes. Both composting processes are aerobic and produce carbon dioxide.

A Bio-filter eliminates any potential for odour from the In-Vessel plant and the garden waste is turned only in suitable weather conditions, largely related to wind direction, to avoid odour or dust travelling towards the nearest dwellings. Staff are equipped with masks to filter dust and other microscopic spores when working within the composting facility.

There is also the potential for surface water contamination from the site but this is eliminated by the use of contained drainage systems. The water collected in these tanks is pumped and treated. The machinery used for both composting processes (loading shovel and bobcats) use red diesel and the In-Vessel system uses electricity to power the hydraulic ram.

The environmental objectives and targets identified from these aspects are shown in the table.

Composting Objectives 2003 - 2005			
Objective	Target	Action Plan	Update
Increase amount of saleable compost by 10%	June 2004	Continue to use media to promote product	Use of compost at St Lawrence greatly assisted confidence in product

The Resource Recovery Facility – Environmental Impacts

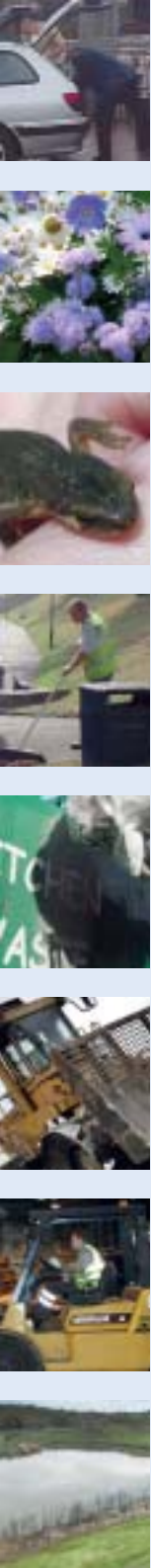
The aspects considered to be significant for the Resource Recovery Facility were emissions to air and water, waste, use of raw materials and suppliers. Surface water contamination could result from oil/fuel spillage within the refuelling, vehicle parking and container storage/loading areas.

Currently the use of diesel in the transportation of the floc is significant. Accordingly, it was felt necessary to reduce the number of loads (vehicle movements) of floc fuel transported to the cement kilns in Lincolnshire. This was achieved last year through the installation of a baler enabling larger tonnages of floc fuel to be sent on each vehicle.

Electricity is the predominant resource (raw material) used on the RRF site, as water and gas are no longer part of the process. The total electricity consumption figure for the period November 2003 - October 2004 was 886,603-kilowatt hours as compared to 653,504-kilowatt hours in the previous year. This increase in consumption is due to 5,681 more tonnes of floc fuel being produced during this year (15,181 tonnes as compared to 9,500 tonnes). The total amount of waste processed during this period was 31,400 tonnes and this equates to 28 kilowatt hours per tonne of waste processed (32.7 kilowatts last year).

The environmental objectives and targets identified from these aspects are below:

Energy from Waste Objectives 2003 - 2005			
Objective	Target	Action Plan	Update
Increase amount of industrial/commercial waste to RRF	December 2004	Ensure that loads of suitable waste are processed	There has been an increase since 2003



Landfill – Environmental Impacts

Emissions to air and water, land, waste produced, local issues, the use of raw materials, and suppliers, are all considered to be significant aspects when operating a landfill site. The breakdown of waste will result in a contaminated liquid (leachate) that must be controlled within the site in order to protect both ground and surface water from pollution.

Whilst in operation there is the possibility of litter, dust, odour, and debris escaping from the site. The impact upon the nearest dwellings (local issues) must be considered and landfill gas also needs to be controlled to minimise its potential to damage the environment.

Some of these impacts are managed on a daily basis as they form part of the site’s working plan or site licence (Environment Agency) requirements. Thus, litter fences are installed on the site and regular litter picking is undertaken. Landfill gas is currently burned in a flare stack and leachate is treated in reactors on site and then pumped to Southern Water’s sewage treatment plant in Newport for further treatment.

Where the aspects are not dealt with in this way they have been incorporated into the environmental objectives and targets for the site during the last four years. The objectives and targets for this year are shown below.

Landfill Environmental Objectives 2003 - 2005

Objective	Target	Action Plan	Update
Install landfill gas plant	December 2004	Continue to liaise with all relevant organisations	In progress
Discuss safe storage of chemicals for Lechate Treatment Plant	January 2005	Liaise with IW Council	In progress
Increase number of litter goal posts to 24	October 2004	24 completed	Achieved

Recycling and Civic Amenity Sites – Environmental Impacts

The significant aspects considered for these sites were emissions to air and water, land and waste produced.

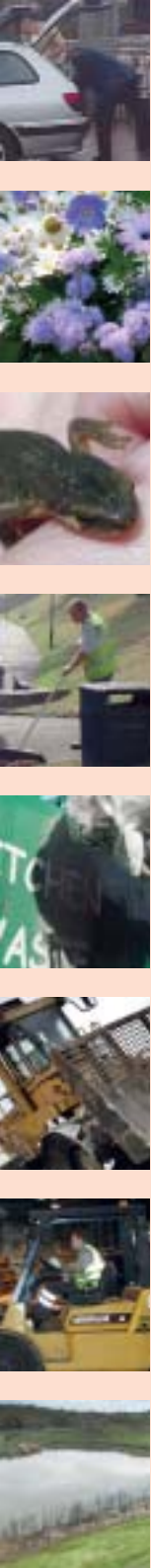
These were thought to be significant due to the potential for spillage of litter, debris, oil and possibly small volumes of hazardous waste. Noise is a consideration especially in relation to the bottle banks and there is the possibility of fire in the textile banks. Odour may also be an issue.

Litter is the main problem at the recycling sites and this is effectively cleared during the weekly site visits, although there has been the need to place a sign at one site that was being used as a fly tip. The sign appears to have stopped the problem. ●

Recycling and Civic Amenity Environmental Objectives 2003 - 2005

Objective	Target	Action Plan	Update
Increase recycling rate at CA sites by 10%	June 2005	Investigate reuse for some CA waste	In progress





This site has an environmental management system and its environmental performance is reported to the public in accordance with the EC Eco-Management and Audit Scheme. Registration number UK-000106.

The Annual Report and Environmental Statement is produced annually. The next one will be for the period November 2004-October 2005.

Verifier's Declaration

“SGS United Kingdom Limited (UK-V-0007), as appointed verifier to Island Waste Services Limited, is pleased to confirm that, further to consideration of the documentation, data and information resulting from the company's internal procedures examined during the verification process, it is evident that the environmental policy, programme, management system review (or audit procedure) and environmental statement meet the requirements of Regulation 761/01 (The EMAS Regulation).”

Signed *AJ Thompe* Date *10/3/05*

For further information and a copy of this statement please contact:

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