National Waste Collection Permit Office

Offaly County Council
Áras an Chontae
Charleville Road
Tullamore
Co. Offaly
Telephone: 057 9357428
Email: contactus@nwcpo.ie

WASTE COLLECTION PERMIT

Waste Management (Collection Permit) Regulations, 2007 as amended

Offaly County Council as the National Waste Collection Permit Office being a nominated authority under Section 34(1)(aa) of the Waste Management Act 1996, has granted a waste collection permit to:

Applicant Name:	**Higgins Waste & Recycling Services Ltd** (herein called the permit holder)
Trading As:	**South West Skips**
Permit Number:	NWCPO-12-05687-08
Trading Address:	The Kerries Tralee Co. Kerry V92 Y519
Registered Company Address:	The Kerries Tralee Co. Kerry V92 Y519
Permit Holder Phone Number:	066 7123059
Valid From:	27/11/2025
Valid to and Expires on	26/11/2030

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This permit, issued to the aforementioned permit holder, is subject to the attached schedule of conditions.

Any non-compliance with the conditions of this permit is an offence under the Waste Management (Collection Permit) Regulations, 2007 as amended and Section 34(1) of the Waste Management Act 1996.

Signed: _____ Date: 27/11/2025

Programme Manager

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REASON FOR THE DECISION

Offaly County Council as the National Waste Collection Permit Office is satisfied on the basis of the information made available by the applicant, that subject to compliance with the conditions of this permit the activity will not cause environmental pollution, and the grant of this permit is consistent with the objectives of the current National Hazardous Waste Management Plan and the objectives of the current Eastern-Midlands Region Waste Management Plan, Southern Region Waste Management Plan and/or Connacht-Ulster Region Waste Management Plan as applicable to the local authority areas where waste is collected.

In reaching this decision Offaly County Council as the National Waste Collection Permit Office, has considered the application and supporting documentation received from the applicant and valid submissions received from the relevant local authorities, the Environmental Protection Agency (EPA) and other parties.

APPEAL OF DECISION

The permit holder may appeal the decision of the NWCPO to grant this waste collection permit in accordance with section 34(9)(a) of the Waste Management Act 1996 to the judge of Tullamore District Court, it being in the District Court district in which the principal offices of Offaly County Council is situated, within one month of the "valid from" date of this permit.

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INTERPRETATION

Unless otherwise specified, all terms in this permit should be interpreted in accordance with the definitions in the Waste Management Act 1996 (the Act), or Regulations made under the European Communities Act and its associated regulations (as may be amended or replaced from time to time) or as defined in this permit.

References to any enactment, statutory instrument (including any bye-law), each as defined by the Interpretation Act 2005, or a regulation, directive or decision of a European Union institution in this permit shall include amendments and replacements.

References in this permit to the NWCPO means Offaly County Council as the National Waste Collection Permit Office as the nominated authority for all regions under Section 34(1)(aa) of the Waste Management Act 1996 and pursuant to Article 4(2) of the Waste Management (Collection Permit) Regulations, 2007 as amended, or such other authority as may be nominated under this provision.

This permit and any condition imposed therein shall not relieve the permit holder of any statutory obligations.

Any non-compliance with the conditions of this permit is an offence under the Waste Management (Collection Permit) Regulations, 2007 as amended and section 34(1) of the Waste Management Act 1996.

Conditions subject to Fixed Payments Notices (FPN) (section 10B (1) of the Act), and those requiring the review of the permit under section 34A (2)(b) are identified in this permit.

REVIEW OF PERMIT

An application for the review of this permit shall be made **prior to the expiry date of this permit** to the National Waste Collection Permit Office, Offaly County Council, Áras an Chontae, Charleville Road, Tullamore, Co. Offaly. Where an application is made for the review of this permit prior to the expiry date of this permit, this permit shall remain in force until a decision is made on the review application.

The NWCPO may at any time review this waste collection permit under section 34A of the Waste Management Act 1996 and will give notice in writing of such intention to the permit holder.

The NWCPO is required to initiate a review of this waste collection permit where:

i. The permit holder has been convicted of an offence prescribed under section 34(5) of the Act
ii. The local authority believes that the permit holder is contravening or has contravened a condition under section 34(7)(b) (other than 34(7)(b)(v)).
iii. The local authority believes that the permit holder is contravening or has contravened any three conditions other than those in (ii) during a five year period beginning on the date of the first such contravention.

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TABLE OF CONTENTS

1. Scope of Permit

2. Management of the Activity

3. Vehicles, Skips, Containers, Trailers and Receptacles

4. Notification and Record Keeping

5. Charges and Financial Provisions

6. Conditions by Waste Type

6.1 Commercial Waste (Door to Door Kerbside Collections)

6.2 Construction & Demolition Waste

6.3 End of Life Vehicles

6.4 Hazardous Waste

6.5 Bulky Municipal Waste

6.6 Household Waste (Door to Door Kerbside Collections)

6.7 Sludges for Agriculture and Septic Tank Waste

6.8 Waste Electrical and Electronic Equipment

6.9 Secondary Movements of Bulked or Treated Waste

6.10 Waste Tyres

6.11 Waste Batteries and Accumulators

6.12 Wastes from Incineration

6.13 Packaging Waste

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CONDITIONS

1. Scope of Permit

1.1 The permit holder shall:

i. Only collect the waste type(s) specified in Appendix A (List of Waste six-digit codes)
Fixed Payment Notice Condition (S34(7)(d)(i))

ii. Only transfer waste to the facilities specified in Appendix B
Fixed Payment Notice Condition (S34(7)(d)(ii))

iii. Only use vehicle(s) specified in Appendix C, and for household kerbside waste collection, only use vehicles listed in Appendix C Table 2
Fixed Payment Notice Condition (S34(7)(d)(iii))

iv. Only collect waste within the local authority areas specified in Appendix D

1.2 The permit holder shall not collect the waste types specified in Appendix A unless they have a facility specified in Appendix B that will accept that waste type from the permit holder.

1.3 The permit holder shall not collect waste where they have no vehicles specified in Appendix C. The permit holder shall not collect household kerbside waste where they have no vehicles specified in Appendix C Table 2.

1.4 The permit shall be read in conjunction with such bye-laws for the time being in force as referred to in condition 2.8 of this permit.

1.5 The permit holder shall give notice in writing to the NWCPO of any proposed changes in the waste collection activity in advance of any such change coming into effect. The permit holder shall obtain the written agreement of the NWCPO before implementing any such change. Any non-compliance with the conditions of this permit is an offence under the Waste Management (Collection Permit) Regulations, 2007 as amended and section 34(1) of the Waste Management Act 1996.

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1.6 The permit holder shall maintain, and provide to the NWCPO; a business address, business phone number, business email address, business contact name, business contact address.

The permit holder shall maintain, and provide to the NWCPO details for a point of contact within the business including, a contact name, business contact address, business contact email and business contact phone number.

The permit holder shall notify the NWCPO in writing, within one week, of any change to these contact details or the permit holder's legal entity or business/trade name(s).

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2. Management of the Activity

2.1 The permit holder shall not cause environmental pollution during the course of the waste collection activity to which this permit relates, or as the case may be, may relate, or cause or facilitate the abandonment, dumping or unauthorised management or treatment of waste. Prior to the collection of waste from a waste facility, the permit holder shall ensure that appropriate authorisation is in place, where such authorisation is required in accordance with Section 39 of the Act.

2.2 The permit holder shall collect, transport, store, dispose of and/or recover waste in a manner so as to prevent pollution, contamination and deterioration of water, including groundwater, in accordance with The Water Framework Directive.

2.3 The permit holder shall identify all hazards associated with the waste being collected and shall be familiar with best practice regarding its safe movement and handling and shall adopt all necessary, reasonable and practicable safety measures accordingly.

2.4 The permit holder shall have in place a documented Emergency Response Procedure (ERP), which shall address any environmental emergency that may arise. This procedure shall provide for as a minimum, relevant contact details, an emergency response unit, replacement vehicles and clean-up equipment in order to minimise the effects of any environmental emergency. The permit holder shall maintain a copy of the ERP at the principal place of business of the permit holder and in each vehicle listed in Appendix C of this permit or such later revision of the said appendix that the NWCPO may issue.

2.5 The permit holder shall ensure that all operatives employed in the waste collection activity are familiar with and comprehend the conditions of this permit and the ERP.

2.6 The permit holder shall immediately clean up any spillage of waste which occurs in the course of the collection operation in a manner which will not cause environmental pollution. The permit holder shall carry an emergency spill-kit on each vehicle listed in Appendix C of this permit or such later revision of the said appendix as the NWCPO may issue, at all times, to deal with minor spillages.

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2.7 All vehicles used for the collection of waste which has a liquid fraction (and where the waste is not contained within secondary sealed containers on the vehicle), shall have the seals containing the liquid fraction maintained in accordance with condition 3.3. These seals shall be visually inspected at least weekly and a record maintained of same. This record shall be made available to any authorised person(s) on request.

2.8 Where any local authority for the purposes of the proper management of waste and the prevention and control of environmental pollution has made bye-laws relating, inter alia, to the storage, presentation and/or segregation for the purpose of, and in the course of the collection of waste or for the recovery or disposal of waste in accordance with Part 19 of the Local Government Act, 2001 (in substitution for Part VII of the Local Government, 1994) or in accordance with section 35 of the Waste Management Act 1996 (hereinafter referred to as 'bye-laws'), the permit holder shall not collect waste in the functional area of the said local authority unless it has been stored, presented and/or segregated in accordance with the requirement of the said bye-laws.

2.9 Where waste has been source segregated prior to collection, the permit holder shall ensure that this fraction is separately collected in its entirety, not mixed with other waste types, and shall be transferred to a suitable authorised facility as listed in Appendix B of this permit and in accordance with the waste hierarchy and section 21A of the Act.

2.10 Without prejudice to its obligations under this permit, the permit holder shall at all times ensure that they carry on their waste collection activities in a manner that is consistent with the objectives of the current National Hazardous Waste Management Plan and with the objectives of the current Waste Management Plan(s) as applicable to the local authority area(s) where waste is collected.

2.11 The permit holder shall only transfer waste to the authorised facilities that have been notified in writing to the NWCPO, and where written consent has been issued by the NWCPO. Written

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consent consists of the inclusion of specified waste facilities in Appendix B of this permit or such later revision of the said appendix as the NWCPO may issue.

Fixed Payment Notice Condition (S34(7)(d)(ii)).

2.12 The permit holder shall ensure that waste collected under this permit is transferred to an authorised facility where there is in force a waste licence, waste facility permit, certificate of registration, Integrated Pollution Prevention Control licence or Industrial Emissions licence in relation to the carrying on of the activity concerned at that facility or other facilities as agreed by the NWCPO.

2.13 The permit holder shall carry or cause to be carried at all times a full copy of this permit including the latest revision of all appendices on each vehicle listed in Appendix C. If presented in electronic format to authorised persons, the copy of the permit shall be fully accessible and legible to the satisfaction of the authorised person.

Fixed Payment Notice Condition (S34(7)(d)(iv)).

2.14 The permit holder shall ensure that any/all relevant person(s) who is/are likely to be in a position to direct or control the carrying on of the waste collection activity i.e. managers/supervisors, hold a relevant qualification in waste management or equivalent, or have received training specific to the collection of waste. Evidence of completing a short-term training course e.g. one-day course, specific to waste collection permitting will meet the requirement of this condition.

All relevant persons shall complete and provide evidence of completion of a training course to the satisfaction of the NWCPO within 12 months of the date of grant of this permit unless otherwise agreed with the NWCPO.

Persons responsible for records maintenance and reporting in accordance with condition 4.5, 4.6, 4.7 and 4.14 shall complete and provide evidence of completion of a training course to the satisfaction of the NWCPO within 12 months of the date of grant of this permit unless otherwise agreed with the NWCPO.

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2.15 The permit holder shall include their permit number, permit holder name or trading name as identified on the front page of this permit, on all promotional material, website(s), social media, dockets and correspondence issued by the permit holder in accordance with this permit.

Fixed Payment Notice Condition (S34(7)(d)(v))

2.16 The permit holder shall ensure at all times that waste collection activities are carried out in accordance with the provisions of the Waste Directive.

2.17 The permit holder shall take steps to ensure that all or a specified proportion of waste collected by the permit holder, including any List of Waste type(s) or class or classes of such waste is source segregated, treated, recovered or otherwise disposed of to secure the objectives of all relevant Waste Management Plans and all National and EU waste targets.

In particular the permit holder shall ensure that waste is:

i. Where practicable and having regard to the waste hierarchy and section 21A of the Act, delivered to facilities where the preparation for reuse, recycling or recovery of the waste takes place.
ii. Presented, collected, handled and transported in a form, which enables any facility to which the waste is delivered, to comply with any specific conditions contained in, as the case may be, the waste licence, waste facility permit, certificate of registration, Integrated Pollution Prevention Control licence or Industrial Emissions licence, in relation to any performance targets or other limits or restrictions which have been established for the purpose of ensuring or encouraging the recycling or recovery of waste.

2.18 The permit holder shall ensure that where biowaste collected under this waste collection permit is transferred to a composting or biogas facility for the purpose of treatment and where animal by-products form all or part of that biowaste, that the facility has been approved in writing by the NWCPO for use by the permit holder and there is in force an appropriate veterinary authorisation issued by the Department of Agriculture, Food and the Marine in accordance with Article 10 (6) of the European Union (Animal By-Products) Regulations 2014 as amended.

2.19 Where the permit holder collects waste animal by-products; the collection, transport, storage, handling, processing, disposal and export of waste animal by-products shall be done in accordance with the rules set out in Regulation (EC) No. 1069/2009.

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3. Vehicles, Skips, Containers, Trailers and Receptacles

3.1 The permit holder shall only use the vehicles as have been notified in writing to the NWCPO and subsequently agreed, which are listed in Appendix C of this permit or such later revision of the said appendix as the NWCPO may issue, for the purposes of the activity to which this permit relates.

Fixed Payment Notice Condition (S34(7)(d)(iii)).

3.2 Vehicles listed in Appendix C shall not be included on any other waste collection permit at any one time other than a waste collection permit issued to the same legal entity for a different region.

3.3 All vehicles, skips, tankers, trailers, containers and receptacles used by the permit holder for the purposes of the activity to which this permit relates, or as the case may be, may relate, shall be fit for purpose and maintained in a manner as not to cause environmental pollution, and

i. prior to the collection of waste, all vehicles, skips, tankers, trailers, containers and receptacles shall be inspected by the permit holder for contamination, in particular, where hazardous material would contaminate non-hazardous waste,
and

ii. where contamination is identified or suspected, the vehicle, skip, tanker, trailer, container or receptacle shall not be put into use until washed down and decontaminated in an appropriate manner and at an appropriate facility so not as to cause environmental pollution, and

iii. records must be maintained by the permit holder of such instances when contamination was identified and decontamination was necessary. Such records shall be made available to the NWCPO or authorised persons on request. These records shall contain at a minimum:

a. Date of inspection
b. Description and source of contamination
c. Date of decontamination and location of decontamination facility
d. Signature of person confirming the decontamination

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For the purposes of this condition, contamination shall be interpreted as; the presence of material that contains substances or wastes that are not permitted at the waste facility where the waste is intended to be deposited or any material that has the potential to render the waste material being collected unsuitable for processing at the receiving facility.

3.4 Each vehicle (including leased or hired vehicles) used for the purposes of the activity to which the permit relates, shall be marked on the outside of the vehicle with the following information in clearly visible, legible, indelible lettering at least 70 millimetres high:

i. Name of the permit holder or trading name as identified on the front page of this permit and,
ii. Waste collection permit number as identified on the front page of this permit.

The last two digits of the permit number need not be included on the vehicle marking (01, 02, 03 etc). Trade plates or similar will suffice for leased or hired vehicles, provided the criteria above are met.

Fixed Payment Notice Condition (S34(7)(d)(v)).

3.5 Each skip (including skip bags), tanker and trailer used for the purposes to which this permit relates, unless otherwise approved by the NWCPO in writing, shall be marked on at least two sides with the following information in visible, legible, and indelible lettering at least 70 milimeters high:

i. Name of the permit holder or trading name or waste collection permit number as identified on the front page of this permit.

ii. A unique identification number for the skip, tanker or trailer. The last two digits of the permit number need not be included on the skip (including skip bags), tanker or trailer marking (01, 02, 03 etc.).

Fixed Payment Notice Condition (S34(7)(d)(v))

3.6 The permit holder when using a skip (including skip bags) or other such receptacle for the purposes of the activity to which this permit relates, shall provide the hirer with a written agreement detailing:

i. The types of wastes which are permitted to be placed in the skip (including skip bags) or other such receptacle in accordance with Appendix A of this permit.
ii. That the skip will be removed as soon as is practicable after it has been loaded unless otherwise agreed in writing with the local authority.

3.7 The permit holder shall ensure that all consignments of waste are appropriately covered and managed during transit (including when parked) to prevent spillage, dust, litter or other nuisance. Any such incident shall be rectified as soon as is practicable to minimise environmental pollution.

3.8 The permit holder shall ensure that skips and other such receptacles left in a public place (as defined in the Litter Pollution Acts 1997 to 2009) shall carry reflectors or lighting so that they are clearly visible during a period when vehicles are required to be lighted.

3.9 The permit holder shall, notwithstanding the provisions of any bye-law made under section 72 of the Roads Act 1993, ensure that skips (including skip bags) and other such receptacles left on a public road shall be sited or deposited for no more than three days.

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3.10 No skip, tanker, trailer or container used by the permit holder for the purposes of the activity to which this permit relates and which contains waste shall be left in a public place (as defined in the Litter Pollution Acts 1997 to 2009), other than where it is initially filled, unless it is on or attached to a mechanically propelled vehicle, which is in transit to an authorised facility listed in Appendix B of this permit or such later revision of the said appendix as the NWCPO may issue.

3.11 The permit holder shall ensure that all wheeled bins used for the collection of municipal waste shall comply with standard IS EN840 parts 1-6, unless otherwise agreed in writing with the NWCPO. Atypical waste solutions must be agreed in writing with the NWCPO and relelvant local authority prior to implementation.

3.12 The permit holder shall, where required by the NWCPO, fit all or specified vehicle(s) listed in Appendix C of this permit, with electronic tracking technology. This technology shall facilitate the surveillance operations of enforcement authorities in monitoring compliance with the waste collection permit conditions. The technology fitted shall include a GPS tracker on each and all vehicles used for the collection and transportation of waste and shall measure the location of the vehicles to an accuracy of not less than 10m. The technology shall include a back-office reporting system detailing all mapped routes, vehicle movements and destination facilities for at least the previous 12 months (records commencing from the date of commissioning of the system). Authorised persons shall be given full access to the back office system in accordance with section 14 of the Act and the back-office system shall have the functionality to export reports on vehicle movements as may be reasonably required by the authorised person. The back-office system shall ensure that the integrity of the data can be maintained and as such the permit holder shall not have access to amend or delete any data within the back-office reporting system which has been recorded by the electronic tracking technology.

4. Notification and Record Keeping

4.1 The permit holder shall notify the NWCPO in writing in relation to any conviction for an offence prescribed under Article 21 of the Waste Management (Collection Permit) Regulations, 2007 as amended, or any requirement of an order under the Waste Management Act 1996, within 5 working days of such conviction or the imposition of such a requirement.

4.2 The permit holder shall notify the NWCPO in writing in relation to any matter which may give rise to a permit holder not being considered a fit and proper person under Section 34D of the Act within five working days of such information being available and specifically the permit holder shall notify the NWCPO in relation to:

i. Where the permit holder or any person employed by him or her to direct or control the carrying on of the activity to which the waste collection permit relates or, as the case may be, may relate, has been convicted summarily of an offence under -
   a. Subsection (6) of section 32 consisting of a contravention of subsection (1) of that section, or
   b. Section 55(8) of the Act, or
   c. On indictment of an offence under this Act, the Environmental Protection Agency Acts 1992 to 2011, the Local Government (Water Pollution) Acts 1977 to 2007, or the Air Pollution Acts 1987 and 2011
   d. Where the permit holder has employed a person with the requisite technical knowledge or qualifications to satisfy criteria set out in section 34D of the Act and that person has ceased employment with the permit holder
   e.

ii. Where the permit holder is not in a position to meet financial commitments or liabilities that will be entered into or incurred by him or her in carrying on the activity to which the waste collection permit relates in accordance with the terms thereof or in consequence of ceasing to carry on that activity

iii. The permit holder has had an order made against him or her under section 57 or 58 of the Act

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4.3 The permit holder shall notify the relevant local authority (i.e. the local authority in whose area the incident occurs) immediately after the occurrence of any incident connected with the waste collection activity that caused or has the potential to cause environmental pollution or a threat to human health or where otherwise specified in these permit conditions. The permit holder shall include as part of the notification the date, time, location and a full description of the incident. The permit holder shall also send a written record of the incident to the NWCPO and relevant local authority within one week of the incident. This written record of the incident shall include the following information:

i. The date, time and location of the incident
ii. A full description of the incident
iii. Details of any measures taken to prevent or reduce environmental pollution or harm to human health which was caused or may be caused by the incident
iv. Details of steps taken to avoid recurrence of similar incidents.

4.4 The permit holder shall in the collection of waste (excluding household kerbside waste collected in accordance with condition 6.6 and hazardous waste collected in accordance with condition 6.4):

i. Use a docket system (electronic or written) to compile the records as outlined in condition 4.6.
ii. Ensure that each and every docket is completed with the information required in Condition 4.6 (parts i to x, excluding iii) before removing the waste from the site of origin.
iii. Ensure that an individual docket (electronic or written) accompanies each waste load on the vehicle, until control of the waste is transferred to an authorised facility specified in Appendix B of this permit or such later version of the appendix that the NWCPO may

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issue.

iv. Provide a copy of the completed docket (electronic or written) to the customer which includes all the information required in condition 4.6 (except 4.6 (iii) and (xi) where the docket is being provided at the time of collection).
v. Upon request by a local authority, present a completed docket (electronic or written) with the details specified under condition 4.6 of this permit (except 4.6 (iii) and (xi) where the load is in transit to the destination facility).

4.5 The permit holder shall maintain up-to-date summaries by electronic means, of the information in condition 4.6 in respect of waste collected by the permit holder in each calendar month. The dockets/records shall be maintained at the principal place of business for a period not less than seven years. These records shall be available for inspection at the principal place of business during normal working hours by authorised person(s) of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996. The permit holder shall comply with the provisions of this condition unless otherwise agreed in writing by the NWCPO.

4.6 The permit holder shall compile and maintain specified records for the collection of waste, for a period not less than seven years. Records other than household kerbside waste shall include as a minimum the following:

i. List of Waste (LoW) code for each waste type and indicate whether or not the waste is hazardous
ii. Description of waste
iii. Quantity (in units of tonnes or litres) of waste collected
iv. The local authority area of origin of the waste
v. The name and address of the point of collection of the waste (including Eircode and NACE code where provided by the customer)
vi. The name, address and authorisation number of the waste facility to which the consignment of waste will be delivered
vii. The name and waste collection permit number of the permit holder
viii. Date and time of the waste collection
ix. Waste collection vehicle registration number
x. Signature or electronic record of the vehicle driver
xi. Signature of a representative of the authorised waste facility or confirmation of the receipt of the waste from the authorised waste facility by electronic means or otherwise in writing.

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4.7 The permit holder shall, not later than the 28th of February in each year, furnish to the NWCPO in such form as may be specified by the NWCPO, an Annual (Waste Data) Return (AR) in respect of waste collection activities carried out by the permit holder in the preceding calendar year or part thereof, as the case may be. The AR shall be a summary of the records maintained under condition 4.6 of the permit. The AR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar year:

i. Local authority area of origin of waste
ii. List of Waste (LoW) code for each waste type and indicate whether or not the waste is hazardous
iii. Description of waste
iv. Quantity (in tonnes) and units where specified of each waste type collected
v. Destination of waste (waste facility details)
vi. Country of destination (if exported abroad)
vii. The Transfrontier Shipment (TFS) notification number if the waste is exported abroad
viii. Details of the waste facility where waste was collected if waste is collected from a waste facility

The information specified above may be used for local, regional and national enforcement and reporting, and to produce community statistics on the generation, recovery and disposal of waste.

Fixed Payment Notice Condition (S34(7)(d)(vi))

4.8 A copy of all correspondence sent to and received from any local authority and the NWCPO regarding this waste collection permit shall be kept at the address of the principal place of

business for at least seven years following the date on which the correspondence is sent or received respectively and shall be made available for inspection by any authorised person.

4.9 All communications from the permit holder to the NWCPO shall be addressed in writing by the permit holder to the following address: National Waste Collection Permit Office, Offaly County Council, Áras an Chontae, Charleville Road, Tullamore, Co. Offaly, or by email to contactus@nwcpo.ie unless otherwise specified. This condition does not apply in respect of the Annual Report as described in condition 4.7.

4.10 If requested by the NWCPO or a local authority, the permit holder shall provide details demonstrating how their waste collection activities are managed in accordance with the waste hierarchy and section 21A of the Act.

The permit holder shall, if requested by the NWCPO and in a format specified by the NWCPO, provide evidence to substantiate and justify that the charging mechanisms that the permit holder has decided to apply in the collection of waste are encouraging waste to be managed in accordance with the waste hierarchy and Section 21A of the Act.

4.11 If requested by the NWCPO or a local authority, the permit holder shall provide specified details demonstrating that they have valid Tax Clearance and appropriate and adequate policies of insurance in place.

4.12 The permit holder shall implement and maintain a customer complaint management system to the satisfaction of the NWCPO. If requested by the NWCPO, the permit holder shall provide details in relation to any complaint received by the permit holder and details of the steps taken to address the complaint.

If requested by the NWCPO, the permit holder shall implement and maintain an environmental management system in such format as may be specified by the NWCPO and if requested by the NWCPO, the permit holder shall submit documented procedures to the NWCPO for its approval at intervals as may be specified.

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4.13 Upon request by the NWCPO, the permit holder shall provide details of collection routes, in a format as may be specified.
The details may include:

i. A map indicating the geographical area being collected on given days
ii. The dates and types of waste being collected in geographical areas on given days
iii. The approximate starting and finishing times of collection routes.

4.14 The permit holder shall, if requested by the NWCPO, not later than the 28th February, 30th April, 31st July and 31st October of each year, furnish to the NWCPO in such form as may be specified by the NWCPO, a Quarterly (Waste Data) Report (QR) in respect of waste collection activities carried out by the permit holder in the preceding standard calendar quarter or part thereof, as the case may be. The QR shall be a summary of the records maintained under condition 4.6 and 6.6.21 (where applicable) of the permit. The QR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar quarter year:

i. Local authority area of origin of waste
ii. List of Waste (LoW) code for each waste type
iii. Description of waste (residual, recyclables, food/bio-waste, glass etc.)
iv. Quantity (in tonnes) of each waste type collected
v. The total number of non-household kerbside customers served with commercial kerbside waste collection service. Totals for each segregated fraction of waste (e.g. residual, recyclables, food & bio waste, glass) and the types of receptacles used, for each fraction reported, per each local authority functional area.
vi. The participation rate of customers for any and all fractions of waste, presented by customers within the previous reporting quarter.

The information specified above may be used for local, regional and national reporting including being used to produce community statistics on the generation, recovery and disposal of waste.

Fixed Payment Notice Condition (S34(7)(d)(vi))

5. Charges and Financial Provisions

5.1 The permit holder shall make payments to the local authority or the NWCPO to defray such costs as may reasonably be incurred by the local authority or NWCPO where the costs do not exceed the actual expenditure reasonably incurred by the authority in inspecting, monitoring, auditing, enforcing or otherwise performing any functions in relation to the activity.

5.2 The permit holder shall effect and maintain appropriate and adequate policies of insurance insuring them in respect of any liability on their part to pay damages or costs on account of injury to person(s) or property arising from the activities concerned.

5.3 Without prejudice to the foregoing, the minimum level of indemnity to be maintained by the permit holder shall be to a value of not less than €6,500,000 for public liability insurance including cover for sudden and unforeseen pollution and €6,500,000 for third-party property damage motor insurance.

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6. Conditions by Waste Type

6.1 Commercial Waste (Door to Door Kerbside Collections)

The inclusion of condition 6.1 in this waste collection permit authorises the permit holder to collect commercial kerbside waste and, where applicable, in accordance with the provisions of condition 2.8 hereof.

Service Provision

6.1.1 On and subsequent to July 1, 2023, permit holders shall only collect commercial kerbside waste in approved receptacles which are designed for reuse, with the exception of the collection of such waste by atypical collection solutions in accordance with Condition 3.11, such as non-reusable receptacles or bags in specific areas designated by a local authority as being only suitable for the collection of such waste by atypical collection solutions. A register of local authority designated areas is available at the principal office of each local authority or by contacting the nominated authority.

6.1.2 The permit holder shall provide a separate receptacle for each waste fraction namely, residual, recyclables and, as required, food and bio-waste, except where more than one authorised waste collector is engaged by the producer. Where more than one authorised waste collector is engaged by the producer, the permit holder shall not accept waste without having first received a written declaration, signed by the person in charge of the premises from which the waste is to be collected, stating that the producer will source segregate their waste and engage an authorised waste collector for each waste fraction.

The frequency of collection may be specified by the nominated authority following consultation with the local authority in which the collection activities will take place, for the collection of commercial kerbside waste during times, at particular locations, with requirements for particular waste types.
The frequency of collections shall be:

i. Recyclable Commercial Kerbside Waste: At least once a fortnight, or as frequently as may be specified in writing by the nominated authority,
ii. Food and Bio-Waste: At least once a fortnight, or as frequently as may be specified in writing by the nominated authority,
iii. Residual Commercial Kerbside Waste: At a frequency that is less than or equal to recyclable commercial kerbside waste or food and bio-waste collections, or as frequently as may be specified in writing by the nominated authority.

For Inspection Purposes Only

Contravention of this condition will initiate a review of the permit under section 34A(2)(b).

6.1.3 All waste receptacles (including bags), used for the collection of commercial kerbside waste (including separately collected fractions) shall be identified with the following information in visible, legible and indelible lettering:

i. Name of the permit holder or trading name or waste collection permit number as identified on the front page of this permit. The last two digits of the permit number need not be included on the receptacle (including bags) (01, 02, 03 etc.)
ii. Where receptacles designed for reuse are used, a unique identification number for the customer or Radio Frequency Identification (RFID) chip identifying the customer presenting the waste.

Fixed Payment Notice Condition (S34(7)(d)(v)

6.1.4 The permit holder shall ensure that food and bio-waste from commercial premises is collected and managed in accordance with the Waste Management (Food Waste) Regulations 2009, as amended.

6.1.5 The permit holder shall provide for the collection of at least the recyclable waste materials permitted to be placed in a mixed dry receptacle as specified on the website located at http://www.mywaste.ie. The permit holder shall provide a dry recyclable waste receptacle with at

least the same capacity as the residual waste receptacle provided.

6.1.6 The permit holder shall return emptied waste containers to the designated collection point or to the boundary of the premises from which it was collected, insofar as is practicable.

6.1.7 Only the permit holder that owns a reusable receptacle provided to the commercial premises for use shall empty or remove that receptacle, unless the prior agreement of the said permit holder or the relevant local authority is obtained.

6.1.8 The permit holder shall interpret waste collected from multi-unit dwellings (e.g. apartments) to be household kerbside waste and the conditions of this permit relevant to household kerbside waste shall be complied with in that regard. Permit holders must have condition 6.6 on their permit to be authorised to collect this waste type.

6.1.9 The permit holder shall prepare, and publish on its website, a customer charter for commercial kerbside waste in the form set out in the sixth schedule of the Waste Management (Collection Permit) Regulations, 2007 As Amended, or a form substantially to the like effect, to the satisfaction of the nominated authority. Any amendments or updates to the customer charter shall be submitted to the nominated authority within one week of the amendments or updates in order to facilitate publication of the revised charter on the nominated authorities' website. All customer charters shall be date stamped.

The customer charter shall be made available for inspection during normal business hours to any person and shall be prominently displayed on the permit holder's website where the permit holder has a website. Where the permit holder does not have a website, the customer charter shall be issued to all customers upon signing up for a service and any amendments issued thereafter.

A contravention of this condition will initiate a review of the permit under section 34A(2)(b).

6.1.10 In the case of a customer ceasing service or changing service the permit holder shall collect or arrange the collection of their bins within one month of being notified of the cessation of the service by any party, unless the permit holder can provide evidence that alternative arrangements have been made with the customer regarding the collection of the bins. Where there is waste in the bin at the time of collection, the permit holder shall continue to remove the bins including the bin contents. The charge for this service remains the responsibility of the customer.

For Inspection Purposes Only

6.1.11 The permit holder shall, in accordance with their customer charter or as may be required by the nominated authority, implement and maintain an ongoing and up-to-date programme of communication and education for their commercial kerbside waste customers to encourage the segregation of waste and optimum use of appropriate receptacles. The program of communication and education shall include, at a minimum, the particulars listed on Appendix E

6.1.12 The permit holder shall minimise noise and nuisance when collecting commercial kerbside waste.

6.1.13 Notwithstanding condition 6.1.12, and following consultation with the local authority, the nominated authority, for the collection of commercial kerbside waste, may specify in writing:

i. collection times,
ii. particular locations, and
iii. requirements for particular waste types.

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Vehicle Weighing Systems

6.1.14 Permit holders shall weigh each and every collection of commercial kerbside waste collected separately in approved receptacles designed for reuse, except for:

i. glass collected separately from commercial premises
ii. commercial kerbside waste collected on off-shore islands
iii. commercial kerbside waste collected in atypical collection solutions in specific areas designated by a local authority under article 20(2)(n)(iv) of the Waste

Please note Appendices are subject to change

A contravention of this condition will initiate a review of the permit under section 34A(2)(b).

6.1.15 Permit holders shall use and maintain an automatic weighing instrument to weigh commercial kerbside waste that complies with the Metrology Act,1996, (No.27 of 1996) and any ensuing regulations to weigh commercial waste in accordance with condition 6.1.14.

6.1.16 Permit holders shall only use an automatic weighing instrument of accuracy Class Y (b) or better to collect commercial kerbside waste, in accordance with condition 6.1.15. The weighing instrument shall have a resolution of one kilogramme (kg) or better when weighing approved receptacles designed for reuse with a volume of 360 litres or less and a resolution of five kilogrammes [kg] or better for weighing approved receptacles designed for reuse with a volume of greater than 360 litres, in accordance with the Legal Metrology (General) Regulations 2008.

The permit holder shall ensure that where receptacles of 360 litres or less are being collected, a lift system of a resolution of one kilogramme (kg) or better is used. i.e. the dual lift system shall only be used on receptacles with a volume greater than 360 litres.

6.1.17 The permit holder shall only use vehicles which are listed in Table 2 of Appendix C and have been fitted with a weighing instrument which is in accordance with Conditions 6.1.15 and 6.1.16, to collect commercial kerbside waste collected separately in receptacles designed for reuse.

6.1.18 In the event of a weighing system break down or malfunction, permit holders shall complete a written record of the matter and maintain a register of such breakdowns or malfunctions. Each record shall include the following information:

i. The date, time and location
ii. A full description
iii. Details of any measures taken to ensure accurate charging of customers
iv. Details of steps taken to avoid recurrence

For Inspection Purposes Only

6.1.19 Where a commercial kerbside waste collection vehicle is configured to collect different fractions of commercial kerbside waste simultaneously, the existence of this facility shall be clearly marked on both sides of the main body or rear of the vehicle, in clearly exposed, legible, and indelible lettering at least 70 millimetres high.

Record Keeping and Reporting

6.1.20 The permit holder shall (a) report in writing, or (b) make available through electronic means to the customer who presented the waste for collection:

i. the weight of each and every separate collection of waste (clearly identifying the waste type),
ii. the registration number of each vehicle used to collect and transport each and every separate collection of waste,
iii. on request from the customer, the waste facility that the waste was delivered to.
iv. details of any savings made by the commercial customer by the segregation of waste, and details of any further potential savings that can be made by segregating waste.

These details shall be reported or made available at a frequency of not less than once every month.

For the avoidance of doubt, where a permit holder decides to report in writing rather than make available through electronic means, the report shall be issued to the customer at least monthly, without the customer having to request the information.

A contravention of parts (i) or (ii) of this condition will initiate a review of the permit under section 34A(2)(b).

6.1.21 The permit holder shall, for a period not less than seven years, compile and maintain, up to date, specified records for the collection of commercial kerbside waste. These specified records shall include as a minimum the following:

i. Date of waste collection
ii. Waste collection vehicle registration number
iii. The local authority area of origin of the waste
iv. The category of commercial premises as may be specified by the nominated authority
v. Customer name and address, including Eircode (where provided by the customer)
vi. Type of receptacle used by each customer for each waste fraction
vii. List of Waste (LoW) and description of waste (residual, recyclable, food/bio-waste, glass etc.)
viii. Quantity (in units of tonnes) of waste collected
ix. The name, address and licence, permit or certificate of registration number of the authorised waste facility to which the consignment of waste was delivered
x. Record of receptacles that were not collected due to contamination of the waste
xi. Details of customers who choose not to partake in the collection of any of the separate fractions of commercial kerbside waste.

6.1.22 The permit holder shall use an electronic data management system to compile the records as outlined in condition 6.1.21. The permit holder shall:

i. Make records available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996
ii. Provide on request and in the format specified (including electronically) by the nominated authority or authorised officers of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996.
iii. When requested to do so, provide to a local authority within the time frame & relating to the time period specified:
    a. details of the collection service, including details of the collection of separate classes/fractions of commercial waste
    b. details of when commercial waste was last collected, and
    c. details of persons who choose not to partake in the collection of separate classes/fractions of commercial waste.

For Inspection Purposes Only

Fixed Payment Notice Condition (S34(7)(d)(vi))

6.1.23 The permit holder shall, not later than the 28th February each year, furnish to the nominated authority in such form as may be specified by the nominated authority an Annual Report (AR) in respect of waste collection activities carried out by the permit holder in the preceding calendar year or part thereof, as the case may be. The AR shall be an accurate summary of the records maintained under condition 6.1.21 of the permit. The AR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar year:

i. Local authority area of origin of waste
ii. Source of waste (categories of commercial premises as may be specified)
iii. List of Waste (LoW) code for each waste type
iv. Description of waste (residual, recyclables, food/bio-waste, glass etc)
v. Quantity (in tonnes) of each waste type collected
vi. Destination of waste (authorised facility name and address)
vii. Waste licence, permit or certificate of registration register reference number of facilities to which waste was delivered
viii. Country of destination (if exported abroad)
ix. The total number of commercials units served with kerbside collection. Totals for each segregated fraction of waste (e.g. residual, recyclables, food & bio waste, glass) and the types of receptacles used, for each fraction reported, per each local authority functional area.

x. The participation rate for any or all fractions of waste, presented by commercial kerbside customers within a time period specified by the nominated authority.

The information specified above may be used for local, regional and national reporting including being used to produce community statistics on the generation, recovery and disposal of waste.

Fixed Payment Notice Condition (S34(7)(d)(vi))

6.1.24 The permit holder shall maintain a complaint register and procedure for dealing with customer complaints. This register shall be available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under Section 14 of the Waste Management Act 1996.

i. The complaint register shall include a written record of at least the following:
ii. Date and time of the complaint
iii. The name of the complainant
iv. Details of the nature of the complaint
v. Actions taken on foot of the complaint and the results of such actions, and
vi. The response made to each complainant

The permit holder shall, upon request or inspection, demonstrate to the reasonable satisfaction of the nominated authority or Local Authority, that customer complaints have been addressed in accordance with the permit holders customer charter and customer complaints management system (condition 4.12).

6.1.25 Where a permit holder intends to impose any penalty on a commercial kerbside collector for non-compliance with the terms of the contract for collecting commercial kerbside waste, including non-compliance by the commercial kerbside customer with regard to properly segregating waste or overloading receptacles, they shall ensure that any such penalty be clearly communicated to the customer, including through the customer charter.

For Inspection Purposes Only

6.1.26 The permit holder shall operate an incentivised charging system to ensure that the fees charged to collect commercial kerbside waste, in the reasonable opinion and to the satisfaction of the nominated authority respect the polluter pays principle and incentivise the reduction of residual waste and also incentivise the segregation of recyclables and food waste or as the case may be, bio-waste and discourage such waste from being mixed with residual commercial kerbside waste by the commercial kerbside customer in accordance with the waste hierarchy and section 21A of the Act.

The permit holder shall ensure that the fees charged to collect residual commercial waste are not a "flat-rate fee" i.e. a fixed, periodic, fee which covers the cost of collection over a defined period of time, regardless of the weight of residual waste presented or the number of presentations of residual waste. Pricing structures may contain a service fee or standing charge, but shall contain a weight based and/or per lift fee for the collection of residual waste. Where a service fee is applied as part of an incentivised charging system, the level of the service fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority. Where a fee is charged for the collection of recyclable, food waste and bio-waste as the case may be, that fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority and shall be lower than the fees applied for the collection of residual commercial waste.

6.1.27 The permit holder shall, if requested by the nominated authority, not later than the 28th February, 30th April, 31st July and 31st October of each year, furnish to the nominated authority in such form as may be specified by the nominated authority, a Quarterly (Waste Data) Report (QR) in respect of commercial kerbside waste collection activities carried out by the permit holder in the preceding standard calendar quarter or part thereof, as the case may be. The QR shall be a summary of the records maintained under condition 4.6 and 6.1.21 (where applicable) of the permit. The QR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar quarter year:

i. Local authority area of origin of waste

ii. Source of waste (categories of commercial premises as may be specified)
iii. List of Waste (LoW) code for each waste type
iv. Description of waste (residual, recyclables, food/bio-waste, glass etc.)
v. Quantity (in tonnes) of each waste type collected
vi. The total number of commercial premises served with kerbside collection: totals for each segregated fraction of waste (e.g. residual, recyclables, food & bio waste, glass) and the types of receptacles used, for each fraction reported, per each local authority functional area.
vii. The participation rate for any or all fractions of waste, presented by commercial premises within a time period specified by the nominated authority.

The information specified above may be used for local, regional and national reporting including being used to produce community statistics on the generation, recovery and disposal of waste.

Fixed Payment Notice Condition (S34(7)(d)(vi))

6.2 Construction & Demolition Waste

This condition, in accordance with Condition 1.1, applies where the permit holder has a LoW Code from Chapter 17 (6-digit code starting with 17) or LoW code 20 02 02 included in Appendix A of their permit.

6.2.1 The permit holder shall not mix or remix source-segregated construction and demolition wastes during collection and transport to ensure compliance with national targets for the recovery, recycling and re-use of construction and demolition wastes.

6.2.2 The permit holder shall, where appropriate, ensure that loads containing dry, fine, materials are properly covered (closed or sheeted) or sprayed prior to transport to prevent nuisance.

6.2.3 The permit holder shall ensure that no waste is deposited on the public road during the collection and transportation of the waste.

For Inspection Purposes Only

6.2.4 The permit holder shall not collect soil contaminated with hydrocarbons, hazardous waste or dangerous substances, unless permitted to do so in accordance with condition 1.1 and as listed in Appendix A.

6.2.5 The permit holder shall ensure that no pollutants or other waste types are allowed to contaminate loads destined for recovery, recycling or reuse. The permit holder shall transfer contaminated loads to authorised facilities where segregation/treatment can be carried out.

6.2.6 The collection of construction and demolition wastes that are hazardous in nature is additionally subject to the conditions specified for hazardous wastes.

6.2.7 The permit holder shall only transfer the control of gypsum wastes to an authorised person for recovery or for disposal in accordance with the Council Decision of 19 December 2002 establishing criteria and procedures for the acceptance of waste at landfills pursuant to Article 16 of and Annex II to Directive 1999/31/EC [2003/33/EC].

6.3 End of Life Vehicles

6.3.1 The permit holder shall ensure that all vehicles used for the collection and transportation of end-of-life vehicles (ELVs) shall be of such design to prevent spillage and leakage of end of life vehicle fluids and in any event carry adequate stocks of spill-kits (including oil absorbent materials, pillows and blankets) to deal with any spillages of end of life vehicle fluids that may occur during transport.

6.3.2 The permit holder shall ensure that all vehicles used for the collection and transportation of ELVs shall carry an adequate number of fire extinguishers to deal with any fires that may occur during transport. Any fire shall be treated as an incident and reported as per condition 4.2.

Please note Appendices are subject to change

6.3.3 The permit holder shall only use mobile car balers for the collection of ELVs containing neither liquids nor other hazardous components. The collection permit holder shall not crush hazardous ELVs using mobile car balers prior to treatment and de-pollution.

6.3.4 The permit holder is prohibited from collecting ELVs in a waste collection vehicle with any other waste.

6.3.5 The permit holder shall only use tow trucks to transport ELVs that are intact and not leaking liquids or hazardous fluids and which have not been crushed or baled.

6.3.6 The permit holder shall ensure that all ELVs collected are transported to an authorised facility in compliance with the European Union (End of Life Vehicles) regulations 2014 and in accordance with the provisions of Council Directive 2000/53/EC as amended.

6.3.7 Where applicable, the permit holder shall submit, to the authorised treatment facility, the vehicle's registration certificate/ licensing certificate/ log-book and a letter of authorisation from the registered owner stating they are acting on behalf of the registered owner.

6.4 Hazardous Waste

6.4.1 The permit holder shall not mix hazardous waste with other hazardous or non-hazardous waste types prior to or during collection and transportation.

6.4.2 The permit holder shall maintain records of all hazardous waste movements and shall comply with the European Communities (Shipments of Hazardous Waste exclusively within Ireland) Regulations 2011 (S.I. 324 of 2011), Council Directive 91/689/EEC the Waste Management (Shipment of Waste) Regulations, 2007 (S.I. 419 of 2007) and with Regulation (EU) No. 1013/2006 of 14 June 2006 on the shipments of waste. Accordingly, no movement of hazardous waste within the state should take place without a Waste Transfer Form (WTF) being completed in advance of the transport. Where waste is to be exported, a transfrontier shipment of waste authorisation should be in place. An overview of this should be submitted to the National TFS Office three days in advance of individual shipments taking place.
The requirement to maintain WTFs applies to permit holders whether they act as both notifier and carrier on the WTF or just the carrier. WTFs shall be preserved for three years.

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6.4.3 A European List of Waste (LoW) code and waste description shall be assigned to each hazardous waste consignment collected, in accordance with the requirements of the European Communities (Shipments of Hazardous Waste exclusively within Ireland) Regulations 2011 (S.I. 324 of 2011).

6.4.4 The permit holder shall ensure that all movements of hazardous waste comply with the requirements of the Carriage of Dangerous Goods by Road Regulations 2007 (S.I. 288 of 2007).

6.4.5 The permit holder shall ensure that all receptacles used for the collection of hazardous waste are clearly identified as containing hazardous waste. The permit holder shall also be aware of the labelling requirements for transporting hazardous wastes under the Carriage of Dangerous Goods by Road Regulations 2007 (S.I. 288 of 2007).

6.4.6 The permit holder shall include in their Emergency Response Procedure, a backup plan (called the Rejection Procedure) to deal with an event that a hazardous waste load is rejected at an authorised facility listed in Appendix B. Any load of hazardous waste that is rejected shall be treated as an incident and reported as per condition 4.2. It shall also be reported to Dublin City Council as per S.I. 324 of 2011.

6.4.7 All vehicles, skips, tankers, trailers, used for the collection and transport of hazardous material shall be clean, dry and residue-free prior to commencement of loading of any new consignment of hazardous waste. If vehicles are to be used for the collection of any other waste types, they shall be decontaminated at an appropriate facility prior to use.

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6.4.8 Where the permit holder collects waste containing asbestos fibres or dust, care must be taken to ensure that the waste is treated and packaged so as to prevent the release of asbestos particles into the environment in accordance with Council Directive 87/217/EEC.

6.4.9 Where a permit holder collects waste containing ozone depleting substances, care must be taken to ensure that the waste is collected and stored in accordance with Regulations (EC) No. 2037/2000, as amended by Council Regulations (EC) No.'s. 2038/2000, 2039/2000, 1804/2003, Commission Regulation (EC) No. 2077/2004, Commission Regulation (EC) No. 29/2006 and Commission Regulation (EC) No. 1784/2006.

6.4.10 Where a permit holder collects waste containing fluorinated greenhouse gases care must be taken to ensure that the waste is collected and stored in accordance with Regulation (EC) No. 842/2006.

6.4.11 Where a permit holder collects waste containing persistent organic pollutants, care must be taken to ensure that the waste is collected and stored in accordance with Regulation (EC) No 850/2004 of the European Parliament and the Council of 29 April 2004 on persistent organic pollutants and amending Directive 79/117/EEC, as amended by Council Regulation (EC) No. 1195/2006 and Council Regulation (EC) No. 172/2007.

6.5 Bulky Municipal Waste

This condition, in accordance with Condition 1.1, applies where the permit holder has LoW Code 20 03 07 (including 20 03 07 sub-codes) listed in Appendix A of their permit.

6.5.1 The permit holder is permitted to collect municipal bulky waste items for recovery, reuse, recycling or disposal, that are generally too large to be accommodated in a 240-litre wheeled bin. The permit holder shall only collect bulky waste items by previous arrangement with the customer. It is the responsibility of the permit holder to inform the customer about the collection arrangements and unless the permit holder has an alternative written agreement with the NWCPO, arrangements must include an instruction for the customer to store the bulky waste items within the curtilage of their premises prior to collection.

For Inspection Purposes Only

6.5.2 The permit holder is not permitted to collect Household Kerbside Waste or Waste Electronic or Electrical Equipment (WEEE) under the Bulky Waste, List of Waste Code (LoW) 20 03 07. The permit holder or their employee shall visually inspect the load of waste to be collected, in so far as is practicable, prior to its removal to ensure compliance with this condition.

6.6 Household Waste (Door to Door Kerbside Collections)

The inclusion of condition 6.6 in this waste collection permit authorises the permit holder to collect household kerbside waste.

Service Provision

6.6.1 On and subsequent to July 1, 2023, permit holders shall only collect household kerbside waste in approved receptacles which are designed for reuse, with the exception of the collection of such waste by atypical collection solutions in accordance with Condition 3.11, such as non-reusable receptacles or bags in specific areas designated by a local authority. A register of local authority designated areas is available at the principal office of each local authority or by contacting the nominated authority.

6.6.2 The permit holder shall provide a separate receptacle for each waste fraction namely, residual, recyclables and where required, food and bio-waste. The frequency of collection shall be as follows:

i. Recyclable Waste – at least once every fortnight (in line with the Waste Management (Collection Permit) Regulations, 2007 as amended.
ii. Food and Bio-Waste - at least once every fortnight or more frequently as may be determined by the relevant local authority (in accordance with the European Union (Household Food Waste and Bio-waste) Regulations 2015 as amended.
iii. Residual Waste – in accordance with the European Union (Household Food

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Waste and Bio-waste) Regulations 2015 as amended.

Contravention of this condition will initiate a review of the permit under section 34A(2)(b).

6.6.3 All waste receptacles (including bags), used for the collection of household kerbside waste (including separately collected fractions) shall be identified with the following information in visible, legible and indelible lettering:

i. Name of the permit holder or trading name or waste collection permit number as identified on the front page of this permit.
ii. Where receptacles designed for reuse are used, a unique identification number for the customer or Radio Frequency Identification (RFID) chip identifying the customer presenting the waste.
iii. The last two digits of the permit number need not be included on the receptacle (including bags) marking (01, 02, 03 etc).

Fixed Payment Notice Condition (S34(7)(d)(v)

6.6.4 The permit holder shall ensure that food and bio-waste from households is collected and managed in accordance with the European Union (Household Food Waste and Bio-waste) Regulations 2015, as amended.

6.6.5 The permit holder shall provide for the collection of at least the recyclable waste materials permitted to be placed in a mixed dry receptacle as specified on the website located at http://www.mywaste.ie. The permit holder shall provide a dry recyclable waste receptacle with at least the same capacity as the residual waste receptacle provided.

6.6.6 The permit holder shall return emptied waste containers to the designated collection point or to the boundary of the premises from which it was collected, insofar as is practicable.

6.6.7 Only the permit holder which owns a reusable receptacle provided to the householder for use shall empty or remove that receptacle, unless the prior agreement of the said permit holder or the relevant local authority is obtained.

For Inspection Purposes Only.

6.6.8 The permit holder shall accept waste collected from multi-unit dwellings (e.g. apartments) to be household kerbside waste and the conditions of this permit relevant to household kerbside waste shall be complied with in that regard. Communal bins at multi-unit dwellings are allowed, provided segregated waste is collected in appropriate receptacles and in accordance with Condition 6.6.2.

6.6.9 The permit holder shall have a customer charter in place, in the form set out in the sixth schedule of the Waste Management (Collection Permit) (Amendment) Regulations, 2015, or a form substantially to the like effect, to the satisfaction of the nominated authority. Any amendments or updates to the customer charter shall be submitted to the NWCPO within one week of the amendments or updates in order to facilitate publication of the revised charter on the NWCPO website. All customer charters shall be date stamped.

The customer charter shall be made available for inspection during normal business hours to any person and shall be prominently displayed on the permit holder's website where the permit holder has a website. Where the permit holder does not have a website, the customer charter shall be issued to all customers upon signing up for a service and any amendments issued thereafter.

A contravention of this condition will initiate a review of the permit under section 34A(2)(b).

6.6.10 In the case of a customer ceasing service or changing service the permit holder shall collect or arrange the collection of their bins within one month of being notified of the cessation of the service by any party, unless the permit holder can provide evidence that alternative arrangements have been made with the customer regarding the collection of the bins. Where there is waste in the bin at the time of collection, the permit holder shall continue to remove the bins including the bin contents. The charge for this service remains the responsibility of the customer.

Please note Appendices are subject to change

6.6.11 The permit holder shall, in accordance with their customer charter or as may be required by the nominated authority, implement and maintain an ongoing and up-to-date programme of communication and education for their household kerbside waste customers to encourage the segregation of waste and optimum use of appropriate receptacles. The program of communication and education shall include, at a minimum, the particulars listed on Appendix E.

6.6.12 The permit holder shall, minimise noise and nuisance and only collect:

i. Between the hours of 6am and 10pm in areas where a 60-kilometre per hour or lower speed limit applies, or an extended timeframe if agreed between the nominated authority and the local authority in which the collection activities will take place, or
ii. At any time in areas where an 80-kilometre per hour or higher speed limit applies

(i) and (ii) are subject to the permit holder making reasonable efforts to reduce noise and nuisance.

6.6.13 The permit holder shall minimise noise and nuisance where glass is being collected as a separate fraction of household kerbside waste, and shall only collect glass as follows:

i. Monday to Friday between 7am and 10pm (excluding public holidays)
ii. Saturdays between 8am and 10pm
iii. Sundays and public holidays between 10am and 6pm

Unless the permit holder has received written confirmation from the nominated authority or the relevant local authority that noise reduction measures for such collections are sufficient to allow such collections occur within the hours specified in condition 6.6.12.

Vehicle Weighing Systems

6.6.14 Permit holders shall weigh each and every collection of household kerbside waste collected separately in approved receptacles designed for reuse, except for:

i. glass collected separately from households
ii. household kerbside waste collected in glass only vehicles
iii. household kerbside waste collected in receptacles which are not designed for reuse in specific areas designated by a local authority under article 20(2)(g)(iv) of the Waste Management (Collection Permit) Regulations 2007 as amended.

For Inspection Purposes Only

A contravention of this condition will initiate a review of the permit under section 34A(2)(b).

6.6.15 Permit holders shall use and maintain an automatic weighing instrument to weigh household kerbside waste that complies with the Metrology Act,1996, (No.27 of 1996) and any ensuing regulations to weigh household waste in accordance with condition 6.6.14

6.6.16 Permit holders shall only use an automatic weighing instrument to collect household kerbside waste in accordance with condition 6.6.15 of accuracy Class Y (b) or better, where such a weighing instrument shall have a resolution of one kilogramme (kg) or better, for weighing approved receptacles designed for reuse with a volume of 360 litres or less and a resolution of five kilogrammes [kg] or better for weighing approved receptacles designed for reuse with a volume of greater than 360 litres, in accordance with the Legal Metrology (General) Regulations 2008.

6.6.17 The permit holder shall only use vehicles which are listed in Table 2 of Appendix C and have been fitted with a weighing instrument which is in accordance with Conditions 6.6.15 and 6.6.16, to collect household kerbside waste collected separately in receptacles designed for reuse.

6.6.18 In the event of a weighing system break down or malfunction, permit holders shall complete a written record of the matter and maintain a register of such breakdowns or malfunctions. Each record shall include the following information:

i. The date, time and location

ii. A full description
iii. Details of any measures taken to ensure accurate charging of customers
iv. Details of steps taken to avoid recurrence.

6.6.19 Where a household kerbside waste collection vehicle is configured to collect different fractions of household kerbside waste simultaneously, the existence of this facility shall be clearly marked on both sides of the main body or rear of the vehicle, in clearly exposed, legible, and indelible lettering at least 70 millimetres high.

Record Keeping and Reporting

6.6.20 The permit holder shall report in writing or make available through electronic means to the person who presented the waste for collection (this can include a management company in the case of multi-unit dwellings e.g. apartments):

i. the weight of each and every separate collection of waste (clearly identifying the waste type),
ii. the registration number of each vehicle used to collect and transport each and every separate collection of waste,
iii. on request from the customer, the waste facility that the waste was delivered to.

These details shall be reported or made available by electronic means at a frequency of not less than once every month.

For the avoidance of doubt, where a permit holder decides to report in writing rather than make available through electronic means, the report shall be issued to the customer at least monthly, without the customer having to request the information.

A contravention of this parts (i) or (ii) of this condition will initiate a review of the permit under section 34A(2)(b).

For Inspection Purposes Only

6.6.21 The permit holder shall, for a period not less than seven years, compile and maintain, up to date, specified records for the collection of household kerbside waste. These specified records shall include as a minimum the following:

i. Date of waste collection
ii. Waste collection vehicle registration number
iii. The local authority area of origin of the waste
iv. The name of the population agglomeration of the origin of the waste (where available), as may be specified by the NWCPO
v. Customer name and address, including Eircode (where provided by the customer)
vi. Identification of the customer as a household or apartment unit
vii. Type of receptacle used by each customer for each waste fraction
viii. List of Waste (LoW) and description of waste (residual, recyclable, food/bio-waste, glass etc.)
ix. Quantity (in units of tonnes) of waste collected
x. The name, address and licence, permit or certificate of registration number of the authorised waste facility to which the consignment of waste was delivered
xi. Record of receptacles that were not collected due to contamination of the waste
xii. Details of customers who choose not to partake in the collection of any of the separate fractions of household kerbside waste

6.6.22 The permit holder shall use an electronic data management system to compile the records as outlined in condition 6.6.21. These records shall be:

i. Available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996
ii. Provided on request and in the format specified (including electronically) by the NWCPO or authorised officers of any relevant local authority and any other person authorised under section 14 of the Waste Management Act 1996

Please note Appendices are subject to change

6.6.23 The permit holder shall, not later than the 28th February each year, furnish to the NWCPO in such form as may be specified by the NWCPO an Annual Report (AR) in respect of waste collection activities carried out by the permit holder in the preceding calendar year or part thereof, as the case may be. The AR shall be an accurate summary of the records maintained under condition 6.6.21 of the permit. The AR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar year:

i. Local authority area of origin of waste
ii. Source of waste (household or apartment)
iii. List of Waste (LoW) code for each waste type
iv. Description of waste (residual, recyclables, food/bio-waste, glass etc)
v. Quantity (in tonnes) of each waste type collected
vi. Destination of waste (authorised facility name and address)
vii. Waste licence, permit or certificate of registration register reference number of facilities to which waste was delivered
viii. Country of destination (if exported abroad)
ix. The total number of households and apartment units served with kerbside collection. Totals for each segregated fraction of waste (e.g. residual, recyclables, food & bio waste, glass) and the types of receptacles used, for each fraction reported, per each local authority functional area and if within an agglomeration of greater than 500 persons.
x. The participation rate for any or all fractions of waste, presented by households within a time period specified by the NWCPO.

The information specified above may be used for local, regional and national reporting including being used to produce community statistics on the generation, recovery and disposal of waste.
Fixed Payment Notice Condition (S34(7)(d)(vi))

6.6.24 The permit holder shall maintain a complaint register and procedure for dealing with customer complaints. This register shall be available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under Section 14 of the Waste Management Act 1996.

The complaint register shall include a written record of at least the following:

For Inspection Purposes Only

i. Date and time of the complaint
ii. The name of the complainant
iii. Details of the nature of the complaint
iv. Actions taken on foot of the complaint and the results of such actions, and
v. The response made to each complainant.

The Permit holder shall, upon request or inspection, demonstrate to the reasonable satisfaction of the NWCPO or Local Authority, that customer complaints have been addressed in accordance with the permit holders customer charter and customer complaints management system (condition 4.12).

6.6.25 Where a permit holder intends to impose any penalty on a household for non-compliance with the terms of the contract for collecting household kerbside waste, including non-compliance by the householder with regard to properly segregating waste or overloading receptacles, they shall ensure that any such penalty be clearly communicated to the customer, including through the customer charter.

6.6.26 The permit holder shall operate an incentivised charging system to ensure that the fees charged to collect household kerbside waste, in the reasonable opinion and to the satisfaction of the nominated authority respect the polluter pays principle and incentivise the reduction of residual waste and also incentivise the segregation of recyclables and food waste or as the case may be, bio-waste and discourage such waste from being mixed with residual household kerbside waste by the householder in accordance with the waste hierarchy and section 21A of the Act.

The permit holder shall ensure that the fees charged to collect residual household waste are not a "flat-rate fee" i.e. a fixed, periodic, fee which covers the cost of collection over a defined period of time, regardless of the weight of residual waste presented or the number of presentations of

residual waste. Pricing structures may contain a service fee or standing charge, but shall contain a weight based and/or per lift fee for the collection of residual waste. Where a service fee is applied as part of an incentivised charging system, the level of the service fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority. Where a fee is charged for the collection of recyclable, food waste and bio-waste as the case may be, that fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority and shall be lower than the fees applied for the collection of residual household waste.

6.6.27 The permit holder shall, if requested by the NWCPO, not later than the 28th February, 30th April, 31st July and 31st October of each year, furnish to the NWCPO in such form as may be specified by the NWCPO, a Quarterly (Waste Data) Report (QR) in respect of household kerbside waste collection activities carried out by the permit holder in the preceding standard calendar quarter or part thereof, as the case may be. The QR shall be a summary of the records maintained under condition 4.6 and 6.6.21 (where applicable) of the permit. The QR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar quarter year:

i. Local authority area of origin of waste
ii. Source of waste (household or apartment)
iii. List of Waste (LoW) code for each waste type
iv. Description of waste (residual, recyclables, food/bio-waste, glass etc.)
v. Quantity (in tonnes) of each waste type collected
vi. The total number of households served with kerbside collection: totals for each segregated fraction of waste (e.g. residual, recyclables, food & bio waste, glass) and the types of receptacles used, for each fraction reported, per each local authority functional area and if within an agglomeration of greater than 500 persons.
vii. The participation rate for any or all fractions of waste, presented by households within a time period specified by the NWCPO.

The information specified above may be used for local, regional and national reporting including being used to produce community statistics on the generation, recovery and disposal of waste.
Fixed Payment Notice Condition (S34(7)(d)(vi))

For Inspection Purposes Only

6.7 Sludges for Agriculture and Septic Tank Waste

6.7.1 Sludges, including septic tank sludge shall be transferred to authorised facilities which are listed in Appendix B of this permit or such later revision of the said appendix as the NWCPO may issue.

6.7.2 Where sludges are recovered at landbanks it shall be in accordance with a Nutrient Management Plan, approved in writing by the relevant Local Authority under Section 66 of the Waste Management Act 1996 and the European Union (Good Agricultural Practice for Protection of Waters) Regulations, 2017. For the purpose of this condition a landbank covers lands used for spreading or treating waste with a consequential benefit for an agricultural activity or ecological system and shall be listed in Appendix B of this permit. Each Nutrient Management Plan shall specify an expiry date.

6.7.3 The permit holder shall ensure where wastes collected originate from an Integrated Pollution Prevention and Control (IPPC) licensed facility, that the waste shall be transported to authorised facilities listed in Appendix B, which are either;

i. Governed in accordance with the conditions of the IPPC licence and where written agreement has been received from the Environmental Protection Agency, or
ii. Operated in accordance with a Nutrient Management Plan approved in writing by the relevant Local Authority under Section 66 of the Waste Management Act 1996 and the European Communities (Good Agricultural Practice for Protection of Waters) Regulations, 2010 (S.I. 610 of 2010)

6.7.4 The permit holder shall be familiar with the requirements placed on holders of waste, arising from bye-laws made by any of the local authorities listed in Appendix D under Section 21 of the Local Government (Water Pollution) Acts 1977 as amended and shall keep a copy of all such bye-laws at the address of the principal place of business. The permit holder shall not

spread waste on lands unless it is in accordance with the requirements of the bye-laws in force in the Local Authority area concerned.

6.7.5 Where a permit holder is collecting or transporting or depositing sewage sludge within the Cork County Council area, the permit holder shall, within three months of the date of grant of this permit, register on Cork County Council's Sewage Sludge Register System. The permit holder shall record specific details of each consignment of sewage sludge (as defined under the Waste Management (Use of Sewage Sludge in Agriculture) Regulations 1998 as amended) which he/she/it transports within Co. Cork and shall input these details into Cork County Council's central electronic database via the internet on a monthly basis unless otherwise agreed in writing with Cork County Council.

6.8 Waste Electrical and Electronic Equipment

6.8.1 The permit holder shall ensure that Waste Electrical and Electronic Equipment (WEEE) is collected, treated and recycled in accordance with the WEEE Directive 2012/19/EU.

6.8.2 WEEE shall only be collected, handled, transported and stored in a manner so as to avoid damage that would prevent equipment or components from being reused, recycled or recovered. The permit holder shall transport fluorescent tubes in suitable containers to prevent damage in transit.

6.8.3 WEEE shall only be transported to a designated civic amenity site, collection point or authorised facility in accordance with condition 2.4.

6.8.4 Where WEEE collected by the permit holder is of a hazardous nature as defined in the European Waste Catalogue (EWC), the permit holder shall adhere to the special conditions relating to collection of hazardous waste.

6.8.5 The permit holder shall not crush hazardous WEEE or remove hazardous substances and components prior to treatment and de-pollution.

For Inspection Purposes Only

6.9 Secondary movements of bulked or treated waste

6.9.1 Where a permit holder is transporting bulked or treated waste from a waste facility, where that waste facility is not the original source of the waste, the permit holder shall ensure that they have a full knowledge of the waste types that they are transporting, abide by their record keeping obligations and fully comply with the conditions of this permit. Permit holders are not relieved of any obligation under this permit even if they are transporting waste on behalf of a third party or other waste operator.

6.10 Waste Tyres

This condition, in accordance with Condition 1.1, applies where the permit holder has LoW Code 16 01 03 (including any 16 01 03 sub-codes) listed in Appendix A of their permit.

6.10.1 Prior to the collection of waste tyres, the permit holder shall be registered with an Approved Body in accordance with Part V of the Waste Management (Tyres and Waste Tyres) Regulations 2017.

The permit holder shall not commence the collection of waste tyres until written confirmation / certification has been received by the permit holder from the Approved Body, confirming that they are registered.

6.10.2 The permit holder may only supply waste tyres to person(s) in accordance with Article 33(2) of the Waste Management (Tyres and Waste Tyre) Regulations 2017 (S.I. 400 of 2017).

The permit holder shall be prohibited from supplying waste tyres to any person or persons other than:

i. A permit holder who is registered with an approved body established in accordance

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with Regulation 30,
ii. A farmer on request from that approved body,
iii. A local authority providing a service for the collection or, as appropriate, environmentally sound management of waste tyres,
iv. An authorised recovery operator who is registered with an approved body.

6.11 Waste Batteries and Accumulators

6.11.1 Waste batteries and accumulators shall only be collected, handled, transported and stored in a manner so as to avoid damage that would prevent equipment or components from being reused or recovered in accordance with Council Directive 2006/66/EC on batteries and accumulators and waste batteries and accumulators and repealing Directive 91/157/EEC.

6.11.2 Where batteries and accumulators collected by the permit holder are of a hazardous nature as defined in the European Waste Catalogue (EWC) the permit holder shall adhere to the conditions relating to the collection of hazardous waste.

6.11.3 Where the permit holder is collecting waste batteries or accumulators independently of an obligated producer or approved scheme, a record of the quantities, by weight or, as appropriate, by number of units, and categories of batteries shall be maintained in accordance with Article 29 of the Batteries and Accumulator Regulations 2014 (S.I. No 283 of 2014).

6.12 Wastes from Incineration

This condition, in accordance with Condition 1.1, applies where the permit holder has LoW Code
19 01 02, 19 01 05*, 19 01 06*, 19 01 07*, 19 01 10*, 19 01 11*, 19 01 12, 19 01 13*, 19 01 14, 19 01 15*, 19 01 16, 19 01 17*, 19 01 18, 19 01 19, 19 01 99 (including any sub-codes) listed in Appendix A of their permit.

6.12.1 The permit holder shall transport dry residues in the form of dust, such as boiler dust and dry residues from the treatment of combustion gases, in such a way as to prevent dispersal in the environment e.g. Covered containers and in accordance with Article 48 of Directive 2010/75/EU of the European Parliament and of the Council of 24 November 2010 on industrial emissions (integrated pollution prevention and control).

For Inspection Purposes Only

6.13 Packaging Waste

This condition, in accordance with Condition 1.1, applies where the permit holder has a LoW Code from Chapter 15 01 (6-digit code starting with 15 01) or 20 01 01, 20 01 02 or 20 03 02 included in Appendix A of their permit.

6.13.1 Where the permit holder is permitted to collect packaging waste (as included in Appendix A) such segregated waste shall be collected in accordance with the European Union (Packaging) Regulations, 2014 as amended.

6.13.1 The permit holder shall not collect packaging waste for disposal from a producer, without first receiving a written declaration as required under Regulation 31(1)(b) of the European Union (Packaging) Regulations, 2014 as amended.

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