

## Rejected load record

A compliance event, not a bad day. The onward movement needs its own paperwork.

Describe what was actually found, not just the reason the site gave. A load leaving the site it was refused at is a new transfer — cover it before the vehicle moves.

|               |        |       |
|---------------|--------|-------|
| RECORD NUMBER | DATE   | TIME  |
| VEHICLE       | DRIVER | ROUND |

### THE LOAD AS DOCUMENTED

|                                         |  |
|-----------------------------------------|--|
| Transfer or consignment note number     |  |
| Description on that note                |  |
| Classification code on that note        |  |
| Producer / customer the waste came from |  |
| Quantity                                |  |

### THE REFUSAL

|                                    |  |
|------------------------------------|--|
| Receiving site                     |  |
| Permit or exemption number         |  |
| Who refused it — name and position |  |
| Reason they gave                   |  |
| Time refused                       |  |
| Was any of the load accepted?      |  |

### WHAT WAS ACTUALLY FOUND IN THE LOAD

'Contaminated' is what the weighbridge says. Describe what was in it — that is what tells you which customer and which process.

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|  |
|  |

### BEFORE THE VEHICLE MOVED AGAIN

A load leaving the site it was refused at is a new transfer.

|                                                                   | DONE                     | N/A                      |
|-------------------------------------------------------------------|--------------------------|--------------------------|
| New transfer or consignment note raised for the onward movement   | <input type="checkbox"/> | <input type="checkbox"/> |
| Description on it corrected to match what is actually in the load | <input type="checkbox"/> | <input type="checkbox"/> |
| Destination identified and confirmed able to accept it            | <input type="checkbox"/> | <input type="checkbox"/> |
| That destination's permit checked for this waste                  | <input type="checkbox"/> | <input type="checkbox"/> |
| Load secured for the onward journey                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Office informed before the vehicle left                           | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                   | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                   | <input type="checkbox"/> | <input type="checkbox"/> |

WHERE IT WENT INSTEAD

|                          |  |
|--------------------------|--|
| Site                     |  |
| New note number          |  |
| Time accepted            |  |
| Weight                   |  |
| Additional cost incurred |  |

WHO WAS TOLD

|                                                                                  |                          |                          |
|----------------------------------------------------------------------------------|--------------------------|--------------------------|
|                                                                                  | TOLD                     | N/A                      |
| The producer or customer                                                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Operations manager                                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Compliance manager                                                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Regulator — where the circumstances require it, and that decision recorded below | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> |

ROOT CAUSE AND ACTION

Most rejections trace to a description written for the contract rather than the waste. Both are fixable before the next collection.

SIGN-OFF

|                                |               |
|--------------------------------|---------------|
| RECORDED BY                    | DATE          |
| REVIEWED BY                    | DATE          |
| CUSTOMER DESCRIPTION REVIEWED? | DATE REVIEWED |