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<i>Issued by</i> ENVIRONMENT AND SUSTAINABILITY	<i>Title</i> MANAGEMENT OF DOOR-TO-DOOR WASTE COLLECTION SERVICE	<i>Date:</i> 11.12.2017	<i>Version</i> 1.0	<i>Page:</i> 1 of 13

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MANAGEMENT OF DOOR-TO-DOOR WASTE COLLECTION SERVICE


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History of revisions


Version No.	Date of approval	Reason for revision	Paragraphs amended
1.0		Drafting of new operating instruction	

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1. SCOPE AND FIELD OF APPLICATION

The scope of this document is to describe the operating methods and responsibilities for the correct management of the “door-to-door” urban and similar waste collection service in the airport (Terminals), in full respect for the environment and the requirements of existing related legislation, aligning Company personnel conduct.

This operating procedure is an integral part of the environmental management system.

This operating procedure applies to ADR.

2. DEFINITIONS AND ABBREVIATIONS

The following definitions and abbreviations are valid for the purposes of this procedure:

Management

The collection, transport, recycling and disposal of waste, including the control of these operations and the interventions subsequent to the closure of the disposal sites, in addition to the operations carried out as trader and intermediary.

Third Party Contractor

All third parties to ADR operating in the Roman airports (including but not limited to contracting firms, sub-concessionaires, handlers and personnel, including non-employees, who work for them) with which a contract has been agreed

Controls


Occasional or scheduled actions intended to ascertain, immediately or through suitable devices, compliance with legal requirements and that installations/equipment continue to be in the correct conditions for use

Temporary Storage

The grouping of waste and initial storage at the collection point for the purposes of transporting the waste to a treatment plant. This is carried out before collection from the place the waste is produced, which is understood as the entire area in which the activity that produced the waste is carried out. The Waste Producer must set up, if necessary, and correctly manage the Temporary Storage of Waste, respecting all obligations provided by legislation in force

Waste Holder

The Waste Producer or the natural or legal person in possession of the waste

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Environmental Document

The document that contains the environmental obligations that the Third-Party Contractor must respect during the activities it carries out in FCO and CIA airports. This document is appended to all contracts signed by the Company

Environmental Plan (appended to the Environmental Document)

The document with which the Third-Party Contractors describe the methods of managing environmental issues related to their activities

Second-Level Controls Plan (hereinafter “Controls Plan”)

The document that lists the second-level controls intended to verify the suitability of the Operating Control System in terms of the environment and compliance with the procedures of reference and environment regulations

Waste Producer

The party whose activity produces waste and to whom said production is legally attributable (initial producer) or whoever carries out pre-treatment, mixing or other operations that have changed the nature or composition of the waste (new producer). The Managing Entity of the Activity is the party that generates waste or that manages the contract (in the event of activities carried out by Third Party Contractors who produce waste) or the Third-Party Contractor

Collection

Removal of the waste, including preliminary sorting and storage at the collection point – including the management of the collection centres – for the purposes of its transport to a treatment plant

Separate Collection

The collection in which a flow of waste must be separated based on the type and nature of the waste in order to simplify its specific treatment.


Waste

Any substance or object that the holder disposes of or has the intention or obligation to dispose of

Municipal Solid Waste

Is formed of: Household waste from spaces and places designated for use as a residential building; non-hazardous waste from spaces and places designated for uses different to those mentioned above and similar to Municipal Waste in terms of quality and quantity pursuant to Italian Legislative Decree 152/06 and subsequent amendments and additions; waste from street sweeping; waste of any kind or origin, lying on public roads and areas or on private roads and areas in any case subject to public use or on maritime and lake beaches and the banks of waterways; vegetable waste from green spaces such as gardens, parks and cemeteries; waste from exhumations and other waste from cemetery activities. Municipal Solid Waste must be delivered in the special containers (street rubbish bins) made available by the airport operator as provided by Ordinance n. 2/2012

Operating Control System

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All first-level controls related to the environment, identified by the process owner (including operating procedures) and intended to mitigate the risks identified and managed by the controls, ensuring their application in a traceable and documentable way

Disposal

Any operation different to recycling even when the operation has the recovery of substances or energy as a secondary consequence

Company

ADR

Transport

Waste transfer operation from the producer/holder to the preliminary warehouse/depot or directly to recycling/final disposal (corresponding to the consignee on the form)

The following abbreviations relating to the units involved are valid for the purposes of this procedure:

ENV	Environment and Sustainability
TPC	Third Party Contractor
ME	The Managing Entity of the Activity that generates waste or that manages the contract (in the event of activities carried out by Third Party Contractors who produce waste)


3. LEGISLATIVE AND REGULATORY FRAMEWORK

External Framework (including but not limited to the following)

- UNI EN ISO 14001:2015 standard
- Italian Legislative Decree n. 152/2006 and subsequent amendments and additions
- Italian Legislative Decree n. 231/2001 and subsequent amendments and additions
- Authorisation for intermediation activities for waste without detention

Internal Framework

- Code of Ethics
- Organisation, Management and Control Model pursuant to Italian Legislative Decree 231/2001
- Fiumicino Airport Regulations
- Ciampino Airport Regulations
- Environmental Management System Policy
- Management Procedure “Guidelines on Environmental Conduct”

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- Environmental Management System Procedure “Definition and Implementation of the Environment and Sustainability Controls Plan”
- Procedure 06-AM-POP-01 “Waste Management at Fiumicino and Ciampino Airports”

4. STRUCTURE OF THE PROCESS


The stages of the process and related activities are described below:

Sub-process	Activity
Start of management activities for the “door-to-door” waste collection service	7.1. Start of management activities for the “door-to-door” waste collection service
Activities carried out	7.2.1 Parties for whom it is necessary/possible to introduce the “door-to-door” waste collection service 7.2.2 Methods of carrying out the service 7.2.3 The Waste Manager and the ECO Desk 7.2.4 Non-compliance assessment 7.2.5 Fee
Monitoring and Control Activities	7.3 Monitoring and Control

5. GENERAL PRINCIPLES

The Waste Management process at Fiumicino and Ciampino Airports must reflect what is presented in the 06-AM-POP-01 procedure in addition to the following general principles of the “door-to-door” waste collection service:

- Company personnel must follow the legislation in force relating to Waste Management activities, the instructions in the environmental management system procedures and the environment-related contents of the airport’s Airport Regulations
- the waste must be collected, separated and set aside in special suitable containers to avoid its dispersion and spillage into the surrounding environment. It is absolutely prohibited to store the waste outside of the dedicated containers
- it is prohibited to mix different kinds of waste
- it is prohibited to leave and store waste in an uncontrolled manner
- personnel employed in the waste collection and removal activities must be appropriately trained on collection and disposal methods in relation to the legal regulations in force
- the monitoring and control activities are necessary for certifying the correct environmental conduct by personnel belonging to the Company. These activities are carried out either in a way organised and agreed with the party undergoing the control, or as a spot inspection
- in the event that the ME corresponds to ENV, ENV:

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- carries out the first-level controls
- periodically informs the Infrastructure Development Director on the first-level control activities, on their result and on the corrective actions implemented.

The general principles established in the environmental management system management procedure “Guidelines on Environmental Conduct” are an integral part of this document.

6. RESPONSIBILITIES AND DUTIES

In addition to the responsibilities given in the description of the procedures:

The **ME** is responsible for:

- ensuring the first-level control activities that are suitable and necessary for the purpose of managing the process according to the principles of efficiency and compliance;
- ensuring the traceability of the first-level control activities and related outcomes;
- archiving the related documentation.

ENV is responsible for:

- providing the ME with specialist support necessary for planning and evaluating the efficacy of the first-level controls of its activities;
- carrying out the appropriate and necessary second-level control activities;
- ensuring the first-level controls in the case of direct management, in order to manage the process according to the principles of efficiency and compliance;
- ensuring the traceability of the control activities and related outcomes where required to do so;
- archiving the related documentation.

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7. PROCEDURE DESCRIPTION

7.1 Start of management activities for the “door-to-door” waste collection service

Each time the need to introduce a new management activity for the “door-to-door” waste collection service is identified for municipal waste produced in the terminals, the ME verifies this need with the support of ENV.

For this activity it is not necessary to request authorisation from the competent bodies, only to communicate said need to ENV. ENV shall then manage the service as explained below.

7.2 Activities carried out

The ME notifies ENV of the details of the TPC or other user that requires the “door-to-door” waste collection system.

Based on the TPC request to start the activity received from the ME, ENV defines and updates the Controls Plan (census) shared with the units concerned and the ME.

ENV also verifies that the activities are correctly carried out by the operators of the contracted third party dedicated to the “door-to-door” collection service and carries out first-level controls¹ on this activity.


The ME verifies that the waste production section in the Environmental Document has been filled out correctly by the TPC and sends it to ENV.

The ME verifies that the waste collection activities as described below have been correctly carried out by the TPC or other user that requested it, which have the task of collecting the municipal solid waste produced in the special containers.

7.2.1 Parties for whom it is necessary/possible to introduce the “door-to-door” waste collection service

Through the contracted third party, ENV carries out Municipal Waste Collection through the “door-to-door” collection service and ensures that the Municipal Solid Waste is delivered to the prearranged collection points.

¹ First-level control by ENV for technical and organisational reasons.

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 The “door-to-door” collection service for municipal and similar kinds of waste can be introduced for the following parties that operate both airside and landside in the Fiumicino and Ciampino Terminals:

- commercial users
- sub-concessionaires
- Institutional Organisations
- ADR offices

It is compulsory to use the “door-to-door” waste collection service in the Roman airports’ terminals, whereas in other areas, the street bin service can be activated through preliminary agreements with ENV.

7.2.2 Methods of carrying out the service

Waste is collected every day of the year in order to guarantee that working areas are kept clean and tidy.

The “door-to-door” waste collection service involves the following steps:

- Selection of the service size
- Use of suitable equipment for waste collection
- Transport of waste to special temporary storage areas.

- **Selection of the service size**

Each TPC or party for whom the “door-to-door” waste collection service can be introduced selects, based on the type of activity and in agreement with the dedicated ENV personnel, the size of the service from the following options:

- Small: for users such as offices and services with requirements similar to non-household utilities in cities
- Medium: service for small Food & Beverage outlets, shops and stores
- Large: service intended for large Food & Beverage outlets and VIP lounges. The same as the “M” service with additional collections throughout the day

This also includes the on-demand collection service for any additional requirements and all different kinds of waste.

The calendar with detailed information on the waste collection times based on the size of the service selected is shown in the documentation provided at the start of the service.

- **Use of suitable equipment for waste collection**

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 The collection of municipal waste requires the use of various types of containers based on the type of waste produced:

- “basic bin”: for the collection of organic waste, plastic packaging, paper, glass and metal
- “basic bag”: for the collection of dry waste
- “stocking bin”: for temporary storage inside the services (optional and flexible)
- Alternative equipment

In particular:

- ✓ the containers are made of rigid plastic, with or without wheels, hold various volumes (10, 25, 30, 120 or 240 litres) and come in different colours

WASTE TYPE	CONTAINER COLOUR
ORGANIC	BROWN
UNSORTED	GREEN
PAPER AND CARDBOARD	WHITE
PLASTIC	BLUE
GLASS	YELLOW
METAL	GREY

All containers are provided by ADR and have (where required) transponders to register when they are emptied.

- ✓ The bags for all kinds of waste hold various capacities (10, 30, 40, 55 and 110 litres). The ones for unsorted waste (dry) have a user identification system with transponders.


All waste containers for the “door-to-door” collection must be positioned in a special defined storage area located inside the premises in use (“trash room”).

All information and the collection calendar will be provided at the start of the “door-to-door” waste collection service.

The equipment used to determine the fee are the bags and buckets for dry unsorted waste, which have a high-frequency UHF transponder; it is therefore prohibited to use other types of containers.

The waste collection operators have a PDA to identify the producer and type of waste. All data are immediately saved on the computerised management application.

- **Transport of waste to special temporary storage areas.**

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The waste is transported to dedicated temporary storage areas by ENV through a specialised firm.

The firm's personnel use appropriate waste transport vehicles, MINIMUM UNITS, which are especially designed for indoor transport. The Minimum Units are then transported to the roadway using hoists and/or lifts and transported from here, also using waste compactors, then emptied into larger containers at the temporary storage points. They are then transferred to the final destination facilities according to the methods provided by legislation in force.

7.2.3 The Waste Manager and the ECO Desk

Fiumicino Airport employs the **Waste Manager**, who is made available by the Company to resolve any problems that may arise with the “door-to-door” waste collection service:

- ✓ email: ecosportello@adr.it
- ✓ tel: +39 06 6595 4499
- ✓ fax: +39 06 6595 4694
- ✓

Fiumicino Airport also has an Eco Desk, an assistance point available to all users, at which it is possible to:


- activate, make amendments to and cancel services,
- receive instructions relating to the delivery and/or collection of containers and bags for separate collection,
- pick up waste bags of various volume capacities,
- make orders for particular interventions and/or collections of containers of large volumes and specific orders for on-demand services,
- report missed collections using the above contact details,
- save users' procedures,
- receive information on waste separation methods,
- receive information relating to waste management fees.

Ciampino Airport on the other hand employs a coordinator who is available to users for any problems that may arise with the “door-to-door” waste collection service or requests from users for clarifications.

7.2.4 Non-compliance assessment

If it is discovered that waste is stored incorrectly in the airport grounds, the ME implements all suitable measures for identifying the Waste Producer, making use of all survey instruments in use in the airport grounds.

Once the waste is identified, the ME implements any sanctioning actions against the producer with the support of ENV.

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7.2.5 Fee

The fee envisaged for the “door-to-door” waste collection service is related to the waste production of each user, and therefore, to the “size” and any additional on-demand collections.

This fee is communicated to each user upon activation of the “door-to-door” waste collection service. It may undergo changes over time that will be promptly communicated by the ME to the TPC or other user.

7.3 Monitoring and Control

ENV carries out compliance checks/controls and first-level inspections of the activities governed by these operating instructions in accordance with the methods identified in the Environmental Management System documentation.