Thalia Waste Management

Waste Education Experience Visitor Guidance

Introduction

This purpose of this document is to provide guidance for Group Leaders visiting one of our waste treatment sites as part of Thalia Waste Management’s Waste Education Experience. This could be.

* Allerton Waste Recovery Park
* Forest Park – Isle of Wight
* Milton Keynes Waste Recovery Park

It is intended to give visitors confidence that all reasonable precautions have been taken to make sure the safety of participants.

Please read these guidelines carefully. A checklist to help you plan the visit is provided in Appendix A at the end of this document.

Terms used in this guidance:

* Our waste treatment sites are operated by Thalia Waste Management, on behalf of our clients.
* The Group Leader is the person with overall responsibility for the group visit.
* The Education Officer (or person designated by the Education Officer) is the appointed person responsible for coordinating and delivering the visit activities on the day.

Responsibilities of Thalia Waste Management

Thalia Waste Management is committed to providing an organised, interesting, and interactive visit.

Thalia Waste Management will provide an experienced, knowledgeable facilitator who will:

* Make sure the safety and well-being of all participants.
* Make sure all our people are fully briefed on their roles and responsibilities.
* Make sure that all participants conduct themselves with respect for the working environment.

On confirmation of your visit, Thalia Waste Management will provide you with:

* A risk assessment
* Directions to the site
* Trip guidance
* Model consent form for photography while on site

Group Responsibilities

The responsibility, for the management of the activity of any group member, during the visit to one of our sites, lies with the Group Leader. However, the Education Officer will assist the group in ensuring a safe and productive visit.

Specifically, the Group Leader is responsible for:

* Making sure that the statutory clothing and footwear specifications are followed.
* Maintaining good order and discipline, including dealing appropriately with any persistent misbehaviour.
* Supervision of the group during activities, movement around the site (e.g., to and from the coach/method of transport, between activities and to and from the Education Centre) and making sure safety instructions are adhered to.
* Informing the Education Officer of any health and safety or general welfare issues, or any matters relevant to ensure a successful visit.
* Making sure that all members of the group follow the photography policy on site.

Inappropriate behaviour

We anticipate that most visitors to the centre will behave impeccably. However, it should be noted that it may become necessary to terminate a session when intolerable behaviour arises. The reasons for this course of action to become unavoidable would be as follows:

* Placing the safety of visitors and/or our people at risk.
* Using threatening or abusive language towards our people.
* Causing intentional damage to equipment and/or buildings.

Waste Management Policies

All of Thalia’s Waste Management sites have strict Visitor Policies in place, which the Education team must comply with. Thalia Waste Management request Group Leaders assist the Education Officer in complying with these policies by doing the following:

* Read the Visitor Agreement, prior to the visit, and sign acceptance of reading and understanding this agreement upon arrival.

Risk Assessment

All visit organisers must follow their own group/Local Authority requirements regarding visits and prepare their own Risk Assessment as required.

Thalia Waste Management has compiled a Risk Assessment to identify significant foreseeable risks to the participants of educational site visits and has taken necessary precautions to reduce the risk of harm to an acceptable level, whilst recognising that risk of harm cannot be eliminated. The Education Officer has a responsibility to making sure all participants adhere to Company Safety Rules and Regulations whilst on site and may enforce them where necessary.

The Group Leader (and any other accompanying adults) should familiarise themselves with these risks/hazards, including any precautions which can be taken to minimise any risks. Any Participant not complying with these regulations and placing themselves and/or other party members at risk, will be requested to withdraw from activities.

Group Leaders/Visit Organisers are welcome to visit the site, prior to a proposed visit and by prior appointment, when the Education Officer shall be happy to discuss the Risk Assessment, and individual group needs, as well as assisting in the planning of a programme of work.

Minimum Age

Visits are suitable for adults and children aged seven years and upwards.

Access

Due to the industrial nature of the site, there may be access restrictions in certain areas for visitors who have mobility needs.

All our Education Centre is accessible for wheelchair users, but please be aware that full access to all tour areas may not be possible for such visitors during the site tours.

* **Milton Keynes** and **Allerton Waste Recovery Park**’s tours involves a walk which is approximately 1km for the round trip and there are approximately 30 metal steps to climb (a lift is available for anyone unable to climb them).
* **Isle of Wight Education centre** is located on the first floor of the building with approx. 30 steps to climb a lift is provided to support – the tour is located on the same floor.

Please note that we are only able to accommodate one person per group who would not be able to use the stairs in the event of a site evacuation, so please inform the Education Officer (at the time of booking) if anyone in your party is likely to need assistance.

Group Size

The Maximum Group size is:

* Allerton Waste Recovery Park: 25 (adults, children or mixed).
* Isle of Wight: 35 (adults, children or mixed)
* Milton Keynes Waste Recovery: 30 (adults, children or mixed).

If you have more than this, please contact the Education Officer to discuss options and arrangements.

Physical Protection and First Aid

Any personal protective equipment (PPE) required will be supplied by Thalia Waste Management. All members of the group will be issued with a high visibility vest and are expected to follow instructions of how and when to wear these.

All participants must arrive wearing appropriate clothing for a visit to an industrial site. Failure to do so will mean that they are unable to take part in the site tour.

Clothing requirements are:

* Legs must be covered, preferably by wearing trousers or leggings.
* Good, strong, and sensible footwear; suitable for an industrial environment is particularly important.
* No thin-soled shoes (such as dolly shoes), high heels or open toed sandals. No bare skin on the feet should be visible.
* Avoid wearing loose or floaty fabrics as these are a potential hazard near equipment.

Please stress the following in any pre-visit correspondence with Group Members:

* Participants shall be actively discouraged to pick up or touch any items whilst visiting our site.
* We advise that all visit participants cover wounds, cuts, and grazes with waterproof dressings.
* Hand washing/sanitizing facilities shall be available, and their use shall be encouraged during the visit.
* First Aid trained people and kits shall be available on site.
* Thalia Waste Management reports and records all incidents, as per company policy. However, some Groups may also be required to follow their own Incident Reporting Procedures.

Personal Property

It shall be possible to lock away personal items in the Education Centre. However, Thalia Waste Management strongly advise that personal items are kept to a minimum and that valuable items should not be brought onto site.

Thalia Waste Management does not accept any liability for lost or stolen items.

Electronics Agreement

Thalia Waste Management requests that **no electronic items** shall be brought onto our site; this includes cameras, laptops, computers, and associated equipment.

Thalia Waste Management accepts no responsibility for any such items.

Photography Policy

Thalia Waste Management have a **no external photography policy**. Therefore, we ask that no pictures, video, or audio recordings are done at the site, or during the visit, unless prior **written** permission has been provided.

If written permission is sought and granted, the group is agreeing to the following:

To seek permission and further written approval for any individual images to be published in the public domain. *For example, using a particular image on a newsletter to home, a school website, etc.*

* Approved photography for use in presentations, pictures on classroom wall displays etc, shall not require further approval.

Post Visit Evaluation

Thalia Waste Management welcomes feedback on visits to assist in future planning and is committed to continually improving standards in all areas.

As part of this commitment, we request that groups take part in our Evaluation and Monitoring Scheme by completing the online form sent by email after the visit.

Contingency

Thalia Waste Management operate live sites, and as such a site may be closed at short notice.

In the event of this happening, Thalia Waste Management shall endeavour to make alternative arrangements for your activity to take place on the same day, however circumstances may dictate that the visit is postponed.

It is vital that mobile contact numbers have been exchanged prior to your visit for this, or any other unforeseen issue e.g., transport, traffic, illness etc.

Cancellation

Thalia Waste Management request that any cancellation of your visit is provided at your very earliest convenience to avoid unnecessary preparation, administration, and possible cost. As an absolute minimum, we require at least 24 hours’ notice.

If you have no option but to cancel on the day, please inform the Education Officer as soon as you can. You can email us on [Thaliacomms@thalia.co.uk](mailto:Thaliacomms@thalia.co.uk)

Complaints

If you are unhappy with your visit, you are encouraged to discuss this in the first instance with the Education Officer.

Thereafter, should you wish to make a formal complaint please contact:

Email: [Thaliacomms@thalia.co.uk](mailto:Thaliacomms@thalia.co.uk)

Further Information

Thalia Waste Management look forward to welcoming you and your group to our Education Centre.

Should you wish to discuss anything regarding your visit please use the details below:

Thaliacomms@Thalia.co.uk

Our postal address:

* Allerton Waste Recovery Park, Knaresborough, HG5 0SD.
* Forest Park, Forest Road, Isle of Wight
* Milton Keynes Waste Recovery Park, Dickens Road, Milton Keynes