

SOUTH DOWNS SITE VISIT PROTOCOL

Thank you for your recent enquiry regarding a possible site visit. We have a standard protocol in place for the management of all site visits. Please find the relevant information below:-

- All requests will be received, recorded and reviewed by Veolia ES South Downs Contract Administrator
- Each request MUST be approved by the Veolia ES South Downs General Manager prior to commencement of arrangements
- If you, or any of your intended group are part of a consultancy company or employed as a consultant, then details must be declared prior to the request going for approval ● Once the request has been approved Veolia ES South Downs will offer a selection of dates for your consideration
- On agreement of a convenient date, Veolia ES South Downs will provide full details for the site visit
- Please note that certain areas of the Materials Recovery Facility (MRF), In Vessel Composting Facility (IVCF) and Energy Recovery Facility (ERF) are restricted and cannot be accessed for safety and operational reasons

Current sites

- Hollingdean MRF
- Woodlands IVCF
- Newhaven ERF

Opening Hours

Monday to Friday between 09:30 and 16:00

Refreshments

Whilst we are able to provide light refreshments (e.g. tea, coffee, soft drinks) we do not have catering facilities and are therefore unable to provide a lunch service. Most of our facilities do have food outlets within close proximity.

Group Size

We welcome groups, however tours of the working areas within our facilities are restricted to a maximum of 15 people at Hollingdean and Newhaven, 10 at Woodlands. We can be flexible with larger groups (by excluding the tour element) but due to our current site restrictions, we must adhere to these guidelines.

We will require a list of confirmed attendees 14 days prior to the visit.

Parking

Parking is limited at our facilities. For all visits we would request larger groups (over 10) to consider travelling by coach and smaller groups (under 10) to car share where possible.

Health and Safety

A minimum age requirement of 7 applies to all tours of the MRF, IVCF and ERF facilities. Younger age groups can be accommodated in the visitor centres.

Please be advised that we are unable to offer site visits to the MRF or ERF to anyone who has medical implants such as an implantable cardio converter defibrillator (pacemaker) as these may be affected by the eddy currents and electro-magnets used on site.

Tours may be difficult for visitors with reduced or restricted mobility as there are several flights of steps to climb at the ERF and MRF.

If any members of your party consider themselves to have a disability please inform us so that we

can make necessary arrangements

When undertaking a site tour outside of the visitor centre our Health & Safety Policy requires visitors to wear personal protective equipment (PPE). Please see site specific list of items required by Facility below.

PPE

At the sites where you will require full PPE (Personal Protective Equipment) most items are available to borrow on the day, apart from footwear. Suitable footwear includes steel toe cap safety boots, which are preferred but not mandatory, or walking/sturdy boots. The following footwear is NOT acceptable; sandals, pumps, soft training shoes, high heels, open toed or backless shoes of any description. Without PPE and correct footwear you will not be permitted to attend the tour – VES Management on site have the final decision.

Also, please be advised that the appropriate clothing will need to be worn at all sites, all visitors should wear long sleeves and trousers. Any person arriving on site wearing inappropriate attire, such as shorts or skirts or inappropriate footwear listed above will not be permitted on the tour.

If you wish to discuss any health and safety issues in advance of your visit/tour please contact us.

Newhaven ERF

High viz vest
Hard Hat
Eye protection
Gloves
Sensible footwear

Hollingdean MRF

High viz vest
Hard Hat
Ear defenders
Eye protection
Sensible footwear

Woodlands IVCF

High viz vest
Hard Hat
Ear defenders
Eye protection
Respiratory filter
Sensible footwear

If you are in acceptance of the above protocol and would like to proceed with booking a site visit, then please complete the Site Visit Request Form and return via email in order for your request to be authorised.

I look forward to organising this visit for you and welcoming you to our sites.

Stephanie Webb
Veolia ES South Downs
01273 511310
visitsouthdowns@veolia.com

**The Woodlands Centre IVCF
Whitesmith
Lewes
BN8 6JB**

01825 874100

