



Registered Number: 13815933
Registered Office: 1st Floor 87 / 89
High Street, Hoddesdon, Herts,
England, EN11 8TL

T: 02034881788
E: hello@your-option.co.uk
W: www.your-option.co.uk

Your Option Services Ltd

Waste Management Policy

23 June 2026.

Document control

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Policy owner	Compliance & Documentation Manager (Role 04)
Approving authority	Lisa Dumonbreville, Chief Executive Officer
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1. Purpose and commitment

Your Option Services Limited (“YOSL”, “the Company”) is committed to managing the waste arising from its operations responsibly, lawfully and sustainably. This policy sets out how YOSL minimises the waste it produces, segregates and manages each waste stream correctly, and meets its duty of care from the point waste is produced through to its final recovery or disposal. It applies the waste hierarchy to reduce environmental impact while protecting the health and safety of staff, clients and the public.

Policy statement: YOSL will prevent and reduce waste wherever possible, reuse and recycle in preference to disposal, and ensure all waste is handled by authorised parties and disposed of only at suitably permitted facilities.

Document control: This policy is maintained within YOSL’s integrated management system using consistent document-control conventions — controlled issue and versioning, a defined owner and approving authority, and monitoring with periodic review.

2. Scope

This policy applies to all directors, employees, operatives, agency staff and contractors, and to all waste produced through YOSL's activities — including general (non-hazardous) waste, recyclable materials, confidential waste, and hazardous and clinical waste.

The detailed handling of hazardous and clinical waste is set out in the Hazardous Waste Handling Policy, which should be read alongside this policy. This policy provides the Company's overall framework for managing waste of all kinds.

3. Legal framework

YOSL's management of waste is governed by environmental law and guidance, including:

- **Environmental Protection Act 1990 (s.34)** – the duty of care to store, transfer and dispose of waste responsibly.
- **Waste (England and Wales) Regulations 2011** – the duty to apply the waste hierarchy, to use registered carriers, and to complete waste transfer documentation.
- **Controlled Waste Regulations 2012** – the classification of household, industrial and commercial waste.
- **Environmental Permitting (England and Wales) Regulations 2016** – permits and exemptions for waste activities and facilities.
- **Hazardous Waste (England and Wales) Regulations 2005** – the additional controls for hazardous and clinical waste (see the Hazardous Waste Handling Policy).
- **Waste Duty of Care Code of Practice** – statutory guidance on how to meet the duty of care.

4. The waste hierarchy

YOSL applies the waste hierarchy, which sets the order of priority for managing waste, as required by the Waste (England and Wales) Regulations 2011:

- **Prevention** – avoid producing waste in the first place, for example through careful purchasing and efficient use of materials.
- **Preparing for reuse** – reuse items and materials where it is safe and practicable to do so.
- **Recycling** – recycle materials that cannot be reused, such as paper, card, plastics and metals.
- **Other recovery** – recover value from waste, for example through energy recovery.
- **Disposal** – dispose of waste safely and lawfully only where no higher option is available.

Disposal is always the last resort, and is the appropriate route for certain hazardous and clinical wastes that must be destroyed.

5. Waste streams and segregation

Waste is segregated at the point of production into the correct streams so that as much as possible is reused or recycled, and so that hazardous and clinical waste is kept separate and managed safely. The main streams include:

- **General (non-hazardous) waste** – waste that cannot be reused or recycled, sent for recovery or lawful disposal.
- **Dry mixed recycling** – clean paper, card, plastics and metals.
- **Hazardous and clinical waste** – infectious waste, sharps, anatomical and chemically contaminated materials, managed under the Hazardous Waste Handling Policy.
- **Confidential waste** – documents and media containing personal or sensitive information, destroyed securely in line with the Data Protection & UK GDPR Policy.

Mixing waste streams in a way that contaminates recyclable material, or that combines hazardous with non-hazardous waste, is avoided as it increases cost, risk and environmental impact.

6. Duty of care and documentation

Under section 34 of the Environmental Protection Act 1990, YOSL has a duty of care to ensure waste is managed responsibly at every stage and does not escape or cause harm. The Company stores waste securely, transfers it only to authorised persons, and keeps the necessary records.

All transfers of waste are accompanied by the correct documentation — a waste transfer note for non-hazardous waste, or a consignment note for hazardous waste — and YOSL checks that carriers are registered and that receiving facilities hold the appropriate permit or exemption. Records are retained as required (at least two years for transfer notes and three years for consignment notes), and the Company is preparing for mandatory digital waste tracking, which becomes a legal requirement in England, Wales and Northern Ireland from October 2026.

7. Reducing waste and sustainability

YOSL seeks to reduce the amount of waste it produces and to increase reuse and recycling, supporting its wider environmental and social value commitments and the transition to net zero.

Measures include careful purchasing and stock control to avoid over-ordering, reducing single-use items where it is safe to do so, reusing equipment and materials where practicable, recycling office and operational waste, and improving the efficiency of travel and energy use. Progress is considered as part of the Company's social value reporting.

8. Working with suppliers and waste contractors

YOSL uses only authorised waste carriers, brokers and disposal facilities, and verifies their registrations, permits and exemptions before transferring waste to them. The Company retains evidence of proper recovery or disposal and reviews the performance and compliance of its waste contractors.

YOSL also expects its own suppliers to support responsible waste management — for example through reduced, reusable or recyclable packaging — and considers this when selecting suppliers.

9. Roles, responsibilities and review

- The CEO (Lisa Dumonbreville) holds overall accountability for waste management and environmental compliance.
- The Compliance & Documentation Manager maintains this policy, oversees waste documentation, carrier and facility checks, and monitors legislative change.
- Managers ensure waste is correctly segregated, stored and documented, and that staff are trained.
- All staff must minimise waste, segregate it correctly, and follow this policy and the Hazardous Waste Handling Policy.

Related documents: Hazardous Waste Handling Policy; Vehicle Responsibility & Safety Policy; Social Value Policy; Data Protection & UK GDPR Policy; Health & Safety Policy.

Key legislation and guidance: Environmental Protection Act 1990; Waste (England and Wales) Regulations 2011; Controlled Waste Regulations 2012; Environmental Permitting (England and Wales) Regulations 2016; Hazardous Waste (England and Wales) Regulations 2005; Waste Duty of Care Code of Practice.

Compliance is monitored through documentation review, contractor audits and internal audit. This policy is reviewed at least annually, or sooner where legislation, guidance or business practice changes.

10. Approval & document control

This policy has been approved and signed below by the approving authority and is issued as live company policy.

Name & role	Signature	Date
Lisa Dumonbreville, Chief Executive Officer	<i>Lisa Dumonbreville</i>	23 June 2026

Revision history

Version	Date	Author	Summary of change
0.1	23 June 2026	Compliance & Documentation Manager (04)	Initial version created, approved and issued.