

UK – SCANDINAVIA EXCHANGE PROGRAMME
2017

PARTICIPANTS REPORT

KRISZTINA LASZLO

OCTOBER 28TH – NOVEMBER 11TH, 2017
AMEY WATERBEACH WASTE MANAGEMENT PARK
WATERBEACH, CAMBRIDGESHIRE



CITY OF COPENHAGEN

RAMBØLL

UK - SCANDINAVIA EXPERIENTIAL EXCHANGE LEARNING PROGRAMME

YEAR 2017

PARTICIPANTS REPORT

A. GENERAL INFORMATION

The application form for the programme can be downloaded from the Avfall Sverige (www.avfallsverige.se) and DAKOFA (www.dakofa.dk) homepages. Completed participants reports should be sent to uk-exchange@ramboll.dk no later than 14 days after the final end date of your exchange. This report can be completed in English, Danish or Swedish.

B. PROJECT IDENTIFIERS

<i>Participants Name</i>	Krisztina Laszlo
<i>Participants Company</i>	Sysav AB
<i>Contact E Mail</i>	Krisztina.Laszlo@sysav.se
<i>Contact Telephone No</i>	+46 734-39 60 99

C. MY HOST ORGANISATION

<i>Full legal name</i>	Amey Waterbeach Waste Management Park
<i>City</i>	Waterbeach, Cambridgeshire
<i>Country</i>	United Kingdom

D EXCHANGE DETAILS

<i>Origin Country</i>	Sweden
<i>Destination Region of UK</i>	Cambridgeshire
<i>Departure Date (dd-mm-yyyy)</i>	2017-10-28
<i>Return Date (dd-mm-yyyy)</i>	2017-11-11

E 1.0 PREPARATION

<i>Did you undertake any personal preparatory activities</i>	Yes
<i>Explain what general actions you took to prepare yourself for this experiential exchange-learning programme.</i>	
<p>When I saw (at Sysav's intranet) that there was a Scandinavian Exchange Programme I saw it as an opportunity to compare Sysav's way of dealing with waste in relation to how it is done in UK. So I asked my manager if I got permission to apply to this program.</p> <p>Because I work at a recycling center in Sysav was my first choice to work at a recycling center in UK. To compare our workload and how You handle sorting compared to Sysav and how You look at the recycling center's security issues. I am generally interested in health and safety issues. Sysav has safety instructions for the entire company as well as specific for each department.</p> <p>What You have for problems and how You solved them. To exchange experiences, tips, ideas and working methods. Simply learning something new in the daily work and at the same time maybe contributing something to You.</p> <p>It is of course also of value to me and Sysav to see other parts of waste management in the UK.</p> <p>I attended the meeting at the Ramboll office in Copenhagen 2017-10-24.</p> <p>I was reading all material given and sent to me and I searched information about host company Amey and waste in generally in UK.</p>	

<i>To what extent were you satisfied with the following aspects concerning the preparation for your exchange</i>
<p>For your evaluation decide between:</p> <p>To a very small extent (Tvsm)</p> <p>To a small extent ((Tsm)</p> <p>To a high extent (Thigh)</p> <p>To a very high extent (Tvhigh)</p> <p>Totally accomplished (Tot)</p> <p>Not applicable (NotApp)</p>
<p><i>I received adequate training on UK working culture and language sufficient to help me settle in with my host organization.</i></p> <p>To a high extent (Thigh)</p> <p><i>I received all the necessary information about my host organisation and was fully prepared for the role I was to undertake.</i></p> <p>To a high extent (Thigh)</p> <p><i>My overall assessment of the pre exchange preparation.</i></p> <p>To a high extent (Thigh)</p>



Please make any suggestions on any improvements you would like to see in the preparatory phase for future exchange arrangements.

The time between the confirmation of our participation in the program and the departure date was far too short. Because the planning of the next group's departure is due in good time is probably three months to be preferred. This in order for both participants and the their company to have time to review what they hope to achieve through the exchange program and what would be practically possible to implement with the knowledge that the participant takes home.

We had very limited time to prepare, since we are working full time and had no dedicated time for preparation. Depending on each individual's workplace and their opportunity to prepare for the program, the company should give an opportunity to do some preparation during working hours.

I know that Sysav had given us the opportunity if there had been some time to do this.

E 1.1 CONTENT

To what extent were you satisfied with the arrangements for your experiential exchange

For your evaluation decide between:

To a very small extent (Tvsm)

To a small extent (Tsm)

To a high extent (Thigh)

To a very high extent (Tvhigh)

Totally accomplished (Tot)

Not applicable (NotApp)

I was given all the help I needed to find a suitable host organization.

Totally accomplished (Tot)

The Mobility duration was long enough for me to fulfill my learning objectives.

To a very high extent (Tvhigh)

I knew clearly what I was expected to do and learn during my mobility abroad.

To a small extent (Tsm)

The activities in the work place were directly related to my learning objective's

To a high extent (Thigh)

I was provided with proper equipment.

To a high extent (Thigh)

I knew who was the person assigned to help me carry out my programme and check my results.

Totally accomplished (Tot)

My sending organisation was helpful during my exchange and I received support as necessary from the partners running the exchange programme.

To a high extent (Thigh)

Overall satisfaction regarding my Mobility.

Totally accomplished (Tot)

Please make any suggestions on any improvements you would like to see in the way future experiential learning exchange opportunities are organised.

We had the impression that the employers at the host company not was fully prepared prior to our arrival. Our schedules were a bit to open. It would have been nice to know in advance what opportunities existed on the company and then together determine the best opportunities for us to learning by doing.

But that was not a big issue since it was first after a couple of days until we knew the company and could decide what we were interested in learning.

Explain how you employer prepared your for this experiential exchange learning programme.

After we had received the invitation, Eva Carmlid took care of the administration (travel, accommodation etc.).

We have not participated in any other preparation.

Explain how you prepared yourself for the exchange once your host company had been agreed.

I was reading all material given and sent to me and on internet I searched information about host company Amey and waste in generally in UK.

I searched for information about Cambridge and its neighbourhoods. What would be interesting to visit and if there was any special activity going on during our stay there.

I took some photos from my workplace to show what it looks like at our recycling center.

I was looking for an English presentation about Sysav to take with me to more easily show and tell Amey about our company.

I contacted my sister-in-law to find the best route from Heathrow to Cambridge.

Collecting and buying presents.

No other discussions or arrangements were made.

Please provide a description of the host organisation, everyday activities, specific daily tasks undertaken, contact persons in charge (in both sending and receiving organisations), etc. This is a core part of this form and should be completed in detail.



CIWM – Martin Brocklehurst
 Ramboll – Björn Appelqvist
 Amey – Christopher Smiles
 Sysav – Eva Carmlid and Anders Persson

The part of Amey we visited is a waste and recycling facility in Cambridgeshire. Amey collects and receives waste from both industries and households. They are also responsible for household waste recycling centers, nine in Cambridgeshire.

Day 1:

We were warmly welcomed and then we signed us in at the reception. The first thing we saw was information about the presence of rats and a potential risk of infection with the bacteria of leptospirosis, it was important to not touch the face during work without first washing the hands carefully and before meals, etc.

Then a very intensive introduction where Chris Smiles (AMEY Account Director Waste Treatment Cambridgeshire) began with a presentation of AMEY.

Then Agneta and my self presented Sysav and we compared our similarities and differences between the companies.

After that, Martin Brocklehurst (former manager of the Waste Strategy Environment Agency) told us about the waste industry in England.

In the afternoon, our contact Jon Crisp (Education Officer) showed us around the facility and introduced us to some of the staff.

It is good that Amey warns visitors for bacteria of leptospirosis, although the risk is small, there is a risk of infection. Sysav does not have this bacterial infection.

AMEY sorts garden waste along with food waste. Sysav separates these two types of waste and treats them separately. The garden waste is composted to soil and the food waste becomes slurry for biogas treatment.

Their sorting of paper, plastic, aluminium and corrugated cardboard is done partly by hand. Sysav does not sort anything manually by hand. It feels like an old fashioned method.

They have three different waste bins, black: non-recyclable waste, blue: recyclable waste (plastic, glass and paper), green: garden and food waste. We have two different trash cans, one for food waste and one for household waste that goes into combustion. You can also rent a garbage bin for garden waste. Now there are also multi-purpose bins, for plastic, glass, metal and household waste, etc. It varies between municipalities.

They have no allowance for wellness for their employees. Sysav has a healthcare allowance that employees can use for training cards, massages or other to promote health.

Because Amey do not have waste incineration, they get their energy from nuclear- and wind power plants. They fear that their landfills are full in 10 years.

AMEY has a 28-year contract (until 2037) on waste management.



**Day 2:**

Today, I worked at the Milton Recycling Center, one of the older HWRC. I got a review of the rules and working instructions, that I signed, like all new staff, this review is done and signed once a year. It turned out that all information and education were signed by the staff (that they had taken part in the information).

Thereafter a walking tour of the facility and then I started working.

I was very well received and received good information throughout the day. I told about our HWRC and we compared our similarities and differences in sorting as well as working methods. They thought I did a good job and welcomed me to be employed at their place.

Risk assessments are made at the plant every week or when something new is introduced.

Sysav does it once a month or when something new is introduced.

Legionella test is taken every week on all water, in and around the plant. Every month a fire exercise is carried out. We do not take legion tests on the water of the plant. It is the responsibility of the municipality. We have instructions for handling fire at our facility but do no fire exercises. Unfortunately, our customers had protested a lot if we did this.

Deviations are recorded in a pre-printed block of the staff and then the manager writes it into the computer. At Sysav the staffs themselves writes the deviations in the computer. This saves time and an intermediate hand which I think is unnecessary.

Logbook is written daily: Today's staff signs in, picked up containers and divergent events is inserted, e.g. if someone acts threateningly or otherwise harasses to someone in the staff or any customer. A logbook I think is a good idea. Since the personal shifts some days, it is a good source of information. Something that I think is good to introduce to our facility.

The staffs at the HWRC have the authority to correct customers and to point out if they do not comply with the rules of the HWRC. If any customer has acted inappropriate, they may be rejected from the facility after 3 warnings. This is done via a letter from the city counsellor and is valid for six months. The customer is given a chance to apologize, if this is done the customer get immediate access to the facility again.

These two things I definitely think Sysav should introduce at their recycling centers.

Something I really miss at our recycling center and what I've understood, I'm far from lonely about this.

Water-based paint that is not dried is cleaned and sold at a cheaper price in the trade.

The plant has a sales corner that visitors can shop at a cheap price. The price is set by the foreman of the facility. The return of the sale falls out to AMEY and is used for e.g. to staff the HWRC. Their sales corner I think is a good initiative. There will be another type of contact with the customers. With us, we have an organization (Lions) that collects useful things that they then sell and the income then goes unpunished for charitable purposes.

So at this time, we cannot introduce our own sales.

No female personnel work within Cambridgeshire's 9 HWRC. The first thing I noticed was that the containers were at ground level. To throw garbage, customers and staff had to run up and down for steel stairs. This tends to struggle immensely on the staff's body. Perhaps this is one of the reasons that there are no women working here. Wearing a heavy sofa up for these stairs was also tough for the men. At Sysav we have a large number of female workers at our recycling centres.

We sort a little different. For example, we sort our hazardous waste into more fractions. The staffs often help customers to sort and throw away their waste, but this is not a requirement from the company. We do not help customers with heavy lifting. We have a lot of heavy work without helping the customers. So it would be too tiring for the body if we would do that.



Day 3:

Today, I worked at the Witchford Recycling Center, one of the more modern HWRC, built in 2010. I had a health and safety de brief that I signed. There is a lot of paper handling and I was told that all paper documents were saved in order to be a backup system. Thereafter a walking tour of the facility. Again, I was very well received and received good information throughout the day. I also visited the Re-imagine Resource Center which is adjacent to the facility.

They do not accept asbestos at the HWRC. The customer is given an information sheet on how to do if they have asbestos to throw away. I think it is good that asbestos is not received at the recycling center because of the material health hazards. This should also be implemented by Sysav at its centers.

Here is a sales corner with goods of better quality. These items are posted on e-bay and you can order these for purchase. If you have not picked up the product within two days, the product will be re-sold. At this AMEY serves approx. £ 1200 per week or approx. £ 60-70000 per year.

Previously, electronics were tested before sale, but this is no longer done and therefore, electronics are not sold for safety reasons.

In connection with the facility there is a Re-imagine Resource Center which is very impressive. One of my highlights was the visit to Re-imagine Resource Center. This kind of business is something I really want Sysav to start with. And I would love to take care of this project.

Re-imagine Resource Center:

By collecting and reuse corporate waste, they save tons of waste from going in to the landfills and, for a small fee, those who want access to be creative with all their material can do so.

These materials can be reused in arts, crafts, play or do it yourself projects.

They organize workshops, sew clothes for rent, rent out mannequins and other material for window signage, sew dog's rainwear that they sell to pet stores, make different kits for sale for different holidays, make kits for the homeless with e.g. toothbrush, comb, soap, shampoo etc. It's a great meeting point for all ages.

They have volunteers who help out with the work within e.g. manufacturing and they also engage people with disabilities and they get a meaningful activity. They currently have 140 companies donating for them unusable material.



Day 4:

Today, I returned to the Milton Recycling Center.

New for today was that the cooking oil was emptied by an operator who sucked up the cooking oil with a hose to an IVC container. At Sysav, the cooking oil is poured onto oil barrel and collected when it is full.



Day 5:

Today, Agneta and I, together with our contact Jon, visited Clare College in Cambridge to participate in a training workshop on recycling for the catering staff of Clare and three other colleges.

In the afternoon, we spent an interesting historical walking tour of the city with Jon.

Educating the public is important as the public need to understand why they must sort their waste into the correct recycling bins, and what consequences will be if they do not actively participate in this.



Day 6:

Today Agneta and I worked at the MRF (Materials Recycling Facility). Here is the waste from the blue bins treated.

We signed in and Joe took us at a complete tour around the facility. Joe explained everything in a very clear and interesting way, everything from the tipping hall to the waste being baled and chipped out over the weighbridge.

In the afternoon we went through the rules and instruction and signed them, so we could be allowed to try some picking of waste.

In the 3D-cabin large objects, electronics, metal and textiles was removed. In the paper-cabin everything on the conveyor belt except paper should be picked. Sysav has no picking facility. We sort our waste at the recycling centers or on the sorting plate where business owners leave their mixed waste. The rest goes to combustion and only 2 percent goes to landfill. We also visited the sampling cabin and talked to the people who do the quality controls on incoming and outgoing waste. We were very well received and they told us everything they do. At Sysav, quality checks are also carried out on the garbage collection. This is done by randomly selected fractions.

The facility is running 24 hours 7 days a week. The staff's works in 12 hours shift, every shift works for four days and are then free four days.

Cleaning of the facility is done 2 hours every day. When staff is going into the machines for cleaning, padlocks are put on the main switch to prevent any of the staff accidentally starting the machine. Blue padlock first and then one black for every person going in. Every padlock is signed in and out at the control room.

The facility has 8 picking cabins as a complement to the machines along the conveyor belts. The staff in the picking cabins removes unwanted waste that the machines have missed or not are designed to handle.

In the sampling cabin quality control is performed: samples from incoming and outgoing waste is sorted, weighed, photographed, documented and reported very accurate.



Day 7:

I participated in an education: Risks with Asbestos Management. I also did the theoretical test in the end of the education, with full marks.

The afternoon was spent with the Commercial waste team. I was showed the different programs used, like customer management program, a program for planning transports and tracking vehicles.

It is statutory that those who come in contact with asbestos have to attend a yearly education, partly to maintain their knowledge but also take part in new information.

This I think is good and hope Sysav thinks this is something we can introduce to our staff that comes into contact with asbestos.

Some of the content of the education:

Different types of asbestos and their characteristics.

Why asbestos was once used.

Where it can be found.

Diseases and health hazards.

Asbestos in the air (the fibres can stay in the air for 3-4 days).

Detention before symptom is seen – it takes usually 15-30 years from exposure to symptoms appearing.

Legislation.



Day 8:

Visiting MBT (Mechanical Biological Treatment) facility together with Agneta. Here the waste from the black bins treated to reduce the amount of waste going to the landfill.

The day started with a warm welcome from Alex. We sat down in his office for an introduction of the facility. Some instruments were on the table and we talked about the gas alarms and the heat camera. We went through the safety rules and routines and signed a document after having answered some questions. Alex showed us the control room and then he took us on a tour around the facility. Back at the office we had time to ask questions.

All sorting is done mechanically, the metal and the plastic are sorted in varied sizes. Metal is recycled but since it contaminated with plastics it is not well paid for.

Alex would like to have the plastics removed to increase the value of the metal.

The heat camera is used among others to measure the stock piles to prevent larger fires in time. They have two types of gas alarms; the bigger ones detect ammonia, hydrogen sulphide, carbon monoxide, explosive gases and oxygen. The small ones only detect carbon monoxide.

They work in three shifts: 6-14, 14-22, during 22-6 the cleaning group is working.

The plant treats 150 000 ton wastes every year and that is the maximum capacity.



Day 9:

This day was dedicated to Jon and the Education centre. Jon is responsible for the education program set by Amey. A special place is used for the lectures for visiting groups from community and schools. Due to higher costs for transporting, the schools often don't have the possibility to come here. So sometimes Jon is visiting schools instead.

The group visiting today consisted of engineering students from two programs; Waste to energy and Environmental science.

The students did a Recycling fact quiz. Jon then had the group to do an exercise where they sorted items into four groups; blue bin (recyclable), green bin (organic waste), black bin (non-recyclable) and things that shouldn't go into any bin.

I answered questions about sorting and differences between our ways of sorting versus how they do in England.

Two short films were shown: about MRF and IVC (In vessel composting).

At last the group equipped with hard hats and reflective vests. The group went into the bus, guided by Jon around the facility. They were shown the IVC, MRF and the Landfill site.



Day 10:

Using our logbook, we told Chris and Jon what we experienced and learned about Amey. Then we said goodbye to our English colleagues and handed out some gifts.

It has been a very rewarding and enjoyable stay. I have learned a lot and I have seen differences in our handling of garbage and I think we can learn from each other for the optimal handling of garbage.

**F1 RECOGNITION**

Please confirm the recognition/certificates completed/received as a result of the exchange

Completion of a Euro CV Yes/**No**

Europass Mobility Certificate Yes/**No**

Credit towards Professional and or Occupational Qualifications Yes/**No**
If yes state the nature of the credit and its contribution to the qualification.

Continuous Professional Development credit/certificate Yes / **No**

Employer Recognition Yes/**No**
If yes state the nature of the recognition awarded.



Please add any personal comments you may have concerning recognition under this programme

F1.1 LEARNING OUTCOMES

To what extent are you satisfied with the following aspects concerning the learning outcomes of your Mobility?

For your evaluation decide between:

To a very small extent (Tvsm)

To a small extent ((Tsm)

To a high extent (Thigh)

To a very high extent (Tvhigh)

Totally accomplished (Tot)

Not applicable (NotApp)

- *I learned new professional skills and how to apply new techniques and new methods*
To a high extent (Thigh)
- *I learned how to act in a professional environment in a foreign country*
Totally accomplished (Tot) (I already knew that)
- *I can express myself better in another language*
To a very high extent (Tvhigh)
- *I feel more confident*
To a very high extent (Tvhigh)
- *I now have a better understanding of people in a foreign country*
Totally accomplished (Tot)
- *I'm more interested in my studies/training programme than before*
Not applicable (NotApp)
- *I will now consider working in another country*
To a high extent (Thigh)
- *My mobility abroad will help with my future studies* (only for persons still in training)*
Not applicable (NotApp)
- *My Mobility abroad will be helpful when finding a job*
To a high extent (Thigh) (I hope so)
- *Overall satisfaction regarding the outcomes of my Mobility*
Totally accomplished (Tot)

Please describe the benefits you have gained from your Mobility abroad and the impact you expect on your professional/personal life.

To work in another country gives a deeper understanding for the country and their inhabitants, which has been very rewarding.

I am deeply impressed by the Re-imagine Resource Center at the Witchford Recycling Center. I am passionate about this concept and I would like to develop it further in Sweden.

I also find it very positive that asbestos is not accepted at the HWRC. The personnel who might come in contact with asbestos participate in education once a year. That I think is very important.

The staff at the HWRC have the authority to correct customers and to point out if they do not comply with the rules of the HWRC. This is something I definitely think Sysav should introduce at their recycling centres.

Sales corner at HWRC is a good initiative.

To what extent were you satisfied with the practical aspects concerning the preparation for your exchange

For your evaluation decide between:

To a very small extent (Tvsm)

To a small extent ((Tsm)

To a high extent (Thigh)

To a very high extent (Tvhigh)

Totally accomplished (Tot)

Not applicable (NotApp)

- ***I completed & understood the contract with my host/sending/organisations regarding my exchange.***
Totally accomplished (Tot)
- ***I am satisfied with the arrangements for transportation.***
To a very high extent (Tvhigh)
- ***I am satisfied with the arrangements for insurance.***
To a high extent (Thigh)
- ***I am satisfied with the information and support I received concerning my social protection.***
To a high extent (Thigh)
- ***I am satisfied with the information and support I received concerning my personal safety?***
Totally accomplished (Tot)
- ***I am satisfied with the assistance I received concerning the practicalities of training/working abroad.***
To a very high extent (Tvhigh)
- ***I was offered opportunities to be integrated into local life .***
To a very small extent (Tvsm)
- ***Overall satisfaction regarding support from sending organisation for practical arrangements.***
To a very high extent (Tvhigh)
- ***Overall satisfaction regarding support from host organisations for practical arrangements***
To a very high extent (Tvhigh)

Please describe the practical arrangements taken for your stay abroad: travel, insurance,

accommodation, local transportation and suggest how they might be improved etc

Sending company made arrangements in travel, insurance and accommodation. We also had help from a relative to Krisztina with the transportation from airport to Cambridge. Host company helped us with the local transportation.

Please describe what you did in your free time and how successful the social interaction was with your UK colleagues. Please suggest how this aspect of the exchange might be improved

Our evenings did we spend struggling with the Development Log. During our visit in UK we had three days free; first Sunday we spent exploring Cambridge, Saturday we visited London and last Sunday we went to Ely. Our social interaction with UK colleagues was limited to in total three lunches with our contact Jon. Since everyone works hard it might be too much to ask for them to spend their spare time with us, even though it would have been nice.

Please make any suggestions on any improvements you would like to see in the practical arrangements for future exchange arrangements.

We would like to see that the participants are more involved in the planning of the exchange.

G. LESSON LEARNED

Please describe any problem you encountered, including also the solutions applied.

The facility was located far from public transportation. It was solved by walking to the train station in Cambridge and from the train station in Waterbeach our contact collected us in his private car. This solution worked fine in the mornings but several times in the evenings we had long waiting time back to Cambridge.

Please provide any further comments you might wish to make in order to help other participants

Please provide any further comments you might wish to make concerning programme improvements.

The host company should ensure that enough time is allocated at the relevant departments.

H. DATA PROTECTION NOTICE

PROTECTION OF PERSONAL DATA

Processing this form may involve the recording and processing of personal data. Such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data and on the free movement of such data. Any personal data requested will only be used for the

intended purpose, i.e. statistical follow-up of the experiential learning exchange programme.

You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. If you have any queries concerning the processing of your personal data, you may address them to the project coordinator. You have the right of recourse at any time to your national supervising body for data protection or the European Data Protection Supervisor for matters relating to the processing of your personal data.

I. PARTICIPANT DECLARATION AND SIGNATURE

I, the undersigned, hereby declare that the attached information is accurate and in accordance with the facts.

Place: [Malmö / Sweden](#)

Date: [2017-11-25](#)

Name: [Krisztina Laszlo](#)

Signature (electronic is acceptable)



J. OFFICE USE ONLY

Date Received 2017-11-27/2018-02-09

Date approved by Review Panel 2018-02-21

Date copy issued to Host Organisation 2018-03-09

Date shared with CIWM/Avfall Sverige/DAKOFA 2018-03-09

Signed by Project Coordinator as complete:

