

AWRP Education and Visitor Centre Directions

Address: Allerton Waste Recovery Park
Visitor Centre (Claro House)
Knaresborough
North Yorkshire
HG5 0SD

Contact details: Tel: 0333 777 7058 (during office hours)
Email: AWRP.Visitor@amey.co.uk

Parking: The Visitor Centre has its own car park, which has designated disabled, coach and electric parking bays. With the exception of coaches, all vehicles are required to reverse park on site.

Driving on site: Allerton Waste Recovery Park has a 9mph speed limit. The Visitor Centre car park operates on a one-way system and the entrance and exit are marked on the map below. The exit barrier will open automatically when your vehicle approaches it.

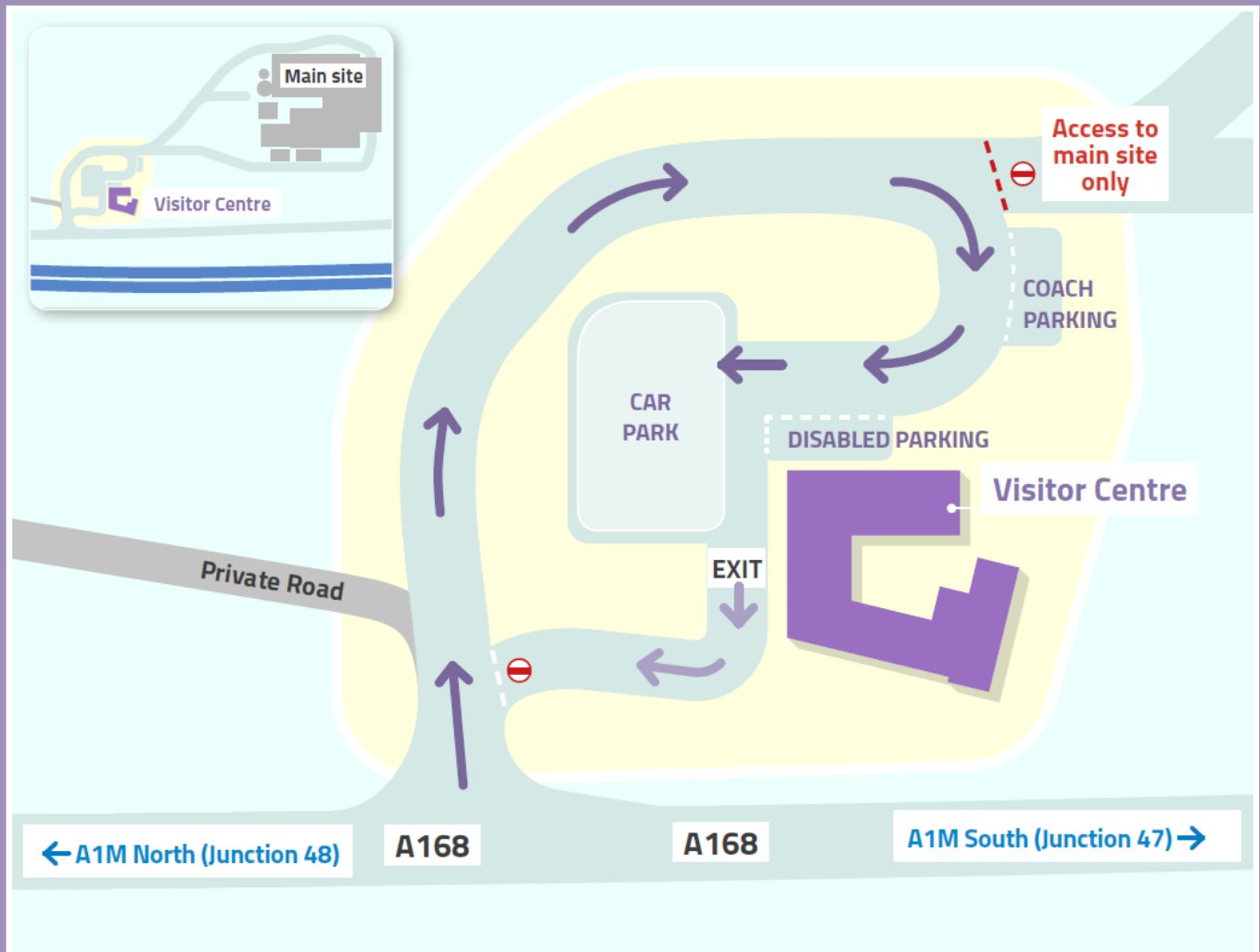
Directions: AWRP is located on the A168, which runs parallel with the A1M between Junction 47 (signposted A59 York and Knaresborough) and Junction 48 (signposted Boroughbridge and Ripon).

From the North: Exit A1M at Junction 48. Follow road to roundabout and take third exit onto A168. Continue for 3.3 miles. Allerton Waste Recovery Park is signposted on the left. After turning left into the site, go straight forward. The access road bends to the right and, immediately after the bend, you take a right turn into the Claro House Visitor Centre car park.

From the South: Exit A1M at Junction 47. Take the 3rd exit on roundabout onto the A59 (signposted York). After approximately 500 yards, take first left hand turn towards Boroughbridge. At the T junction turn right onto A168. Continue for 1.8 miles. Allerton Waste Recovery Park is on the right. After turning into the site, go straight forward. The access road bends to the right and, immediately after the bend, you take a right turn into the Claro House Visitor Centre car park.

Please observe the 9mph speed limit and reverse park on site.

Visitor Centre Parking



- Allerton Waste Recovery Park has a 9mph speed limit.
- The Visitor Centre car park operates on a one-way system, with a separate entrance and exit.
- With the exception of coaches, please reverse park.

Find out more at www.allerton-waste-recovery-park.co.uk



AWRP – Visitor Agreement

All Visitors must sign the AWRP Register on arrival and departure from site.

Please ensure you bring appropriate ID and keep this on you at all times (with the exception of school age children, who will be the responsibility of their supervising teacher/adult).

Visitor Agreement

I wish to visit the Waste Treatment Facility at Allerton Waste Recovery Park and agree to be bound by the following terms:

I understand that this facility is a working environment and, as such, contains a number of health and safety risks including, but not limited to, hazardous material and equipment with moving parts.

In order to ensure my own safety, as well as the safety of others during this visit, I agree that:

1. I will remain with the Amey Education Officer/Host for the duration of my visit.
2. I will follow all health and safety instructions and take part in site inductions, as requested by the Amey Education Officer/Host. I fully understand that I will be requested to leave the Site if I fail to adhere to any of the health and safety instructions.
3. I will only park in designated parking bays, follow the site speed restrictions of 9mph, and reverse park in the vehicle parking bays.
4. I will wear the appropriate clothing for a site visit - This includes having thick soled shoes with no open toes and feet fully covered (no bare skin on the feet) – no high heels. Legs must also be covered preferably by trousers but leggings or similar are acceptable. Anyone unsuitably dressed will not be allowed on the site tour.
5. I will wear personal protective equipment and visitor identification (provided by AWRP) as/if instructed by the Amey Education Officer/Host.
6. I accept that mobile phones must not be used during the visit – either for telephone/data purposes or for use in recording/photography.
7. I accept that no electronic items will be allowed on site, including cameras, laptops,



computers and associated equipment. In the event of such devices being brought onto Site in error, I agree to hand these in at the main reception where they will be held by Amey for the duration of the visit. Amey does not accept responsibility for any damage or theft of these items on the site.

8. I will not take any pictures, video or audio recordings at the site or during the visit unless prior permission has been agreed.
9. No internet access will be available during the visit.
10. In the event of an emergency or Site evacuation, I will remain with, and follow the instructions of, the Amey Education Officer/Host.
11. I will not take or remove any documents or materials from site and agree to Amey carrying out a personal search on suspicion that such documents or material may have been taken.
12. I will maintain all confidentiality, and will not disclose any information (whether corporate documents, customer information, financial projections, business plans, operating models, plant statistics, schematic drawings etc., either in hard or soft copy) together with any statements made orally by Amey Environmental Services Representative.
13. I understand that, other than for injury or death, Amey will not be liable for any claims, actions or demands howsoever arising.

Visitor Signature: _____

Full name: _____

Date: _____



Guidance on making a Group visit to Allerton Waste Recovery Park



Guidance on making a Group visit to Allerton Waste Recovery Park

1.0 Introduction

This document is written to provide guidance for groups visiting Allerton Waste Recovery Park Visitor Centre.

It is intended to give visitors confidence that all reasonable precautions have been taken to ensure 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:

- Allerton Waste Recovery Park (AWRP) is operated by Amey, on behalf of North Yorkshire County Council and City of York Council.
- Amey are responsible for providing waste treatment services at AWRP from 2018 to 2043.
- The Group Leader is the person with overall responsibility for the group visit.
- The Education Officer is the AWRP appointed person responsible for coordinating and delivering the visit activities on the day.

2.0 Visitor agreement

This section sets out the responsibilities of both the AWRP team and any group attending the visitor centre:

2.1 AWRP team responsibilities

AWRP are committed to providing an organised, interesting and interactive visit.

AWRP will provide an experienced, knowledgeable facilitator who will:

- Ensure the safety and well-being of all participants.
- Ensure that all staff are fully briefed on their roles and responsibilities.
- Ensure that all participants conduct themselves with respect for the working environment.

On confirmation of your visit, AWRP will provide you with:

- A risk assessment
- Directions to the site
- Trip guidance
- Model consent form for photography whilst on site
- Visitor agreement

2.2 Responsibilities of the group

The responsibility, for the management of the activity of any group member, during the visit to AWRP, lies with the Group Leader. The AWRP host will assist the group in ensuring a safe and productive visit.

Specifically, the group leader is responsible for:

- Ensuring 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, between activities and to and from the visitor centre), and ensuring safety instructions are adhered to.
- Informing the AWRP host of any health and safety or general welfare issues of their group members, or any matters relevant to ensure a successful visit.
- Ensuring that all members of the group adhere to the photography policy on site.

3.0 Inappropriate behaviour

We anticipate that the majority of 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 members of staff at risk.
- Using threatening or abusive language towards AWRP staff.
- Causing intentional damage to equipment and/or buildings.

4.0 AWRP site policies, health and safety information

4.1 Waste Management Site Policies

All Amey's Waste Management Sites have strict Visitor Policies in place, which the AWRP team must comply with. AWRP requests that Group Leaders assist their AWRP host in complying with these policies by doing the following:

- Ask all adults to bring appropriate ID for the visit.
- Adults must wear Visitor ID, if requested by the AWRP host.
- Read the Visitor Agreement prior to the visit, and sign acceptance of reading and understanding this agreement upon arrival; this can be carried out on behalf of the group.
- Share these Guidance Notes with all group members.

AWRP reports and records all incidents, as per company policy. However, some groups may also be required to follow their own Incident Reporting Procedures.

4.2 Risk assessment

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

AWRP has compiled a Risk Assessment to identify significant foreseeable risks to the participants of site visits. We have taken necessary precautions to reduce the risk of harm to an acceptable level, whilst recognising that risk of harm cannot be entirely eliminated. The AWRP host has a responsibility to ensure 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 thus 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, by prior appointment, when the Education Officer will be happy to discuss the Risk Assessment, and individual group needs, as well as assisting in the planning of a programme of work.

4.3 Minimum age

AWRP visits are suitable for adults and children aged seven years and upwards.

4.4 Access

Due to the industrial nature of our site, access restrictions may be in place in some areas for visitors with mobility needs. Our visitor centre is accessible for wheelchair users but please be aware that full access to all areas on the site tour may not be possible for wheelchair users. In these cases, we will endeavour to make arrangements to accommodate the visitor as far as we are able. **Please make it clear at the time of booking if there will be visitors with mobility needs in your party.*

The visitor centre is fitted with a hearing induction loop; please make your host aware if a member of the group would like to use this facility, and also if they need to stay in close range of the host whilst on the tour of the site.

4.5 Group size

The maximum group size is 15 adults. If you have more than this, please contact the education staff to discuss options and arrangements.

4.6 Physical protection and First Aid

Personal protective equipment (PPE) required will be supplied by AWRP for use during the site tour. All members of the party 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.

We have trained First Aider on site and First Aid kits are available.

Please stress the following in any pre-visit correspondence with group members.

Clothing requirements are:

- Legs must be covered, preferably by wearing trousers or leggings.
- Good, strong 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.

4.7 Health and hygiene during your visit

Please stress the following in any pre-visit correspondence with group members.

AWRP is a site that handles waste which will contain a variety of microorganisms (bugs). For most people on our tour this does not present a risk. There are certain groups of people who may be more vulnerable.

Your safety is our priority.

Please let us know if you are in any of these groups:

- Had an organ transplant or are undergoing chemotherapy
- Your doctor has told you that you are on medication that affects your immune system or makes you more vulnerable to infections.

For visitors that in either of these groups, we recommend that you do not go on the site tour.

In addition:

- Participants will actively be discouraged to pick up or touch any items whilst visiting our site.
- We advise that all visit participants cover wounds, cuts and grazes with water proof dressings.
- Hand washing/sanitizing facilities are available, and their use is encouraged during the visit.

4.8 Personal property

It will be possible to lock away personal items in the visitor centre. However, AWRP strongly advise that personal items are kept to a minimum; valuable items should not be brought onto site. Amey does not accept any liability for lost or stolen items.

5.0 Electronics agreement

5.1 Personal electronics

AWRP requests that no electronic items are brought onto site, this includes cameras, laptops, computers and associated equipment.

Should these items arrive on site, they should either be handed in at the main reception (where they will be held by Amey for the duration of the visit), or left in the Group Leader's vehicle. Amey does not accept responsibility for any damage or theft of these items on the site.

5.2 Photography policy

AWRP has a no external photography policy.

Therefore, we ask that no pictures, video or audio recordings are taken 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 any image/s on a newsletter to home, a school website, or social media site etc.

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

6.0 Post visit evaluation

AWRP welcomes feedback on visits to assist future planning, and is committed to 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 forms provided at the time of the visit.

We may be asked to report on visitor numbers by North Yorkshire County Council, and request your support in providing this information prior to your visit.

7.0 Contingency

AWRP is an operational site, and as such the site may be closed at short notice.

In the event of this happening, we will endeavour to make alternative arrangements for your activity to take place on the same day, however circumstances may dictate that the visit, or site tour element of the visit, is postponed.

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

8.0 Cancellation

We request that cancellation of a visit is provided at your earliest convenience to avoid unnecessary preparation, administration and 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 AWRP team as soon as you can. You can call us on 01423 447832 or e-mail us on AWRP.Visitor@amey.co.uk.

If you do not arrive for the agreed visit, and have not informed the AWRP team of your intention to cancel, we reserve the right to invoice you for £100 +VAT which will cover the costs of lost officer time and administration.

9.0 Complaints

If you are unhappy with your visit, you are encouraged to discuss it in the first instance with your host. Thereafter, should you wish to make a formal complaint please use the contact details below.

We look forward to working with you and your group.

Phone: 01423 447832/ 0333 777 7058

Email: AWRP.Visitor@amey.co.uk.



Postal address: Visitor Centre, Allerton Waste Recovery Park
Knaresborough,
HG5 0SD.

10.0 Visit checklist

ACTION	ACTION COMPLETE	NOTES
Pre-visit preparation:		
Follow your group/Local authority visits procedures		
Discuss / agree arrival and departure times with AWRP host also any special visit requirements		
Read through and share the risk assessment action points with any other adults who will be accompanying the group		
Agree roles and responsibilities with any adults who will be leading the group		
Inform group members of the recommended clothing and footwear/ packed lunch as appropriate		
Inform group members of health and hygiene on site guidance		
Provide a mobile phone contact to AWRP host (unless already done so on booking form)		
On the day:		
Bring a list of group names for health and safety purposes (e.g. on site register for fire evacuation)		
Be clear on where you are meeting		
Bring consent forms / medicines etc as appropriate		
Obtain and bring on the day a mobile phone and – a contact phone number for AWRP host in case of delay		