

**Introduction**

This Customer Notice is issued to inform you of learning identified during recent Customer Audits. We have identified a common need for Customers to be aware of the requirements to have instrumentation used in preparing waste consignments fully calibrated and certificated.

**Learning from Experience**

LLW Repository Ltd carries out a number Customer Audits each year. Over the last two years of audits, there have been a number of occasions when Customers have not been able to demonstrate that equipment has been calibrated and also occasions where functional checks have not been performed, resulting in audit findings ranging from Recommendations to Non-Conformances.

**Equipment Types**

There is a range of equipment used in managing waste consignments including:

- Weighing Equipment
- Monitoring and Assay Equipment
- Torque Wrenches

As measurements from these equipment types are either used to comply with transport requirements or to generate the waste consignment information which feeds into the Repository's inventory and ultimately the site's Environmental Safety Case it is essential that each item is calibrated.

Weighing equipment, such as scales and weighbridges, should hold a valid certificate of calibration. They should also undergo regular recorded functional checks using a check weight which can be traced to a certified source. In general, we find that monitoring and assay equipment is fully calibrated and undergoes functional checking but Customers are reminded that this is an on-going requirement and we will look for records to demonstrate this during audits. Torque wrenches which are set to specific torques should also be calibrated and undergo recorded functional checking.

As functional checks are undertaken more frequently than calibration checks they will give a more immediate indication if equipment has developed a fault or needs re-calibrating. All calibration and functional checks should be recorded and be available for auditing purposes.

**Further Information and Questions**

If you would like any more information or have any questions regarding this Customer Notice, then please either send an e-mail to: [serviceassurance@llwrsite.com](mailto:serviceassurance@llwrsite.com) or call Antony Wood, Service Assurance Manager on 01946 722264.

**Distribution List**

We have distributed this Customer Notice to the following people, as nominated in your Company's Customer Contact Details Form (Reference: WSC-FOR-CON):

- Customer Representatives
- Contract Management Representatives
- Waste Management Representatives
- Waste Assurance Representatives

If you need to update contact details, please submit a revised Contact Details Form: <http://www.llwrsite.com/customers/customer-forms>