

Rubbish and vermin assessment

General overview of Zia Lucia's approach to rubbish and recycling

Zia Lucia uses HPK RECYCLING LTD (SELECT ENVIRONMENT) ("**HPK Recycling**") to collect all its waste.

Zia Lucia tries to act in a manner that is as environmentally friendly and sustainable as possible. We try to ensure that suppliers use recyclable materials where possible and we recycle everything that we can. Zia Lucia separates its waste into (i) recycling (ii) non-recycling and (iii) food waste and disposes of them separately. Zia Lucia has separate bins within its premises for each type of waste.

HPK Recycling collects waste from the premises 6 days per week (Monday through Saturday) between the hours of 11pm and 4am. In the event of a missed collection, HPK Recycling runs a daytime collection. However, in order to comply with our obligations, in such circumstances we take the rubbish back into the premises and store it until HPK Recycling attends the premises to pick it up.

HPK Recycling are aware that the premises is located in a residential area and that rubbish pick-up at unsocial times impacts residents. Consequently they are not permitted to collect rubbish outside of the above hours and are required to be as quiet as possible when collecting glass which can cause excessive noise.

Our team put out rubbish for collection at 10.30pm. Again, we are very sensitive to the noise that can be caused by putting out rubbish, especially glass. We are not open in the mornings and so rubbish is not moved by us in the early morning. In particular there is no circumstance where we would be moving noisy glass rubbish during antisocial hours in the early morning.

Zia Lucia's definitions of general rubbish and recyclable waste

We have separate bags for recycling, general waste and cardboard /paper waste. Our staff are trained to understand the recycling symbols and to identify what can be recycled.

Our definitions are as follows:

- **recycling:** all materials capable of being recycled as identified by the badges and labels. We separate (i) plastics (ii) glass and (iii) cardboard / paper waste and store and recycle them separately. Other recyclable materials such as tin cans are mixed in with plastics and collected together. Where appropriate, recyclable materials are rinsed prior to being placed in the relevant recycling bin.
- **food waste:** this is all food that has been uneaten by customers, ingredients are wasted or are not used.

- **other waste:** paper and cardboard that has been damaged (for example by grease is disposed of in general waste); plastics and other materials that are not recyclable.

We have separate recycling bags for the following categories of recycling waste:

- plastics
- paper/cardboard
- glass

Vermin control

Zia Lucia uses an external contractor called Envirotec Pest Control Limited. I attach below the service agreement with them.

Zia Lucia operates a number of premises and is acutely aware of the importance of vermin control. The premises are cleaned on a continual basis and food waste is stored in sealed bins that cannot be accessed by vermin. Food waste is collected daily. Zia Lucia emphasis us on pro-active prevention of issues. Cleanliness, appropriate storage of all food items and ensuring that waste containers are sealed and left out for collection on a daily basis are at the heart of our strategy. Envirotec support our strategy by inspections and installation of traps every 6 weeks.

Traps for vermin are located throughout the premises and are visually checked twice daily by the team and are checked and replaced every 6 weeks by Envirotec. Envirotec retains a detailed record of any vermin discovered and pro-actively scale-up vermin prevention in the event that vermin are discovered. In the event that any vermin were to be discovered, Envirotec's inspections would be increased to weekly checks until the issue is resolved. No vermin have been discovered at the premises during Zia Lucia's occupation.

Staff are trained to report any evidence of vermin (such as faeces) on an urgent basis to management so that Envirotec can be immediately informed.