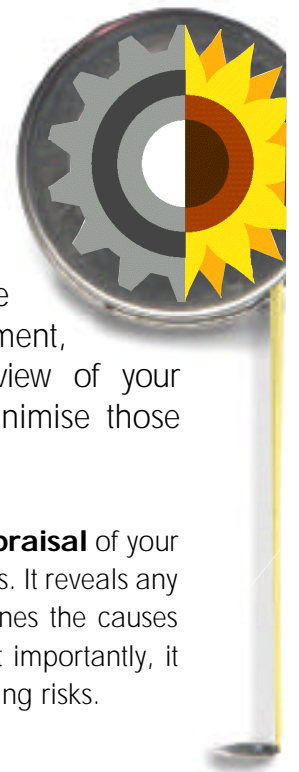


The ISL Performance Review ensures your waste management operations measure up.

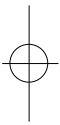
Public and private sector organisations involved in waste management are faced with having to respond to constantly changing demands and expectations whilst managing a wide range of potential risks and liabilities. In this turbulent environment, only an independent review will deliver a fresh, impartial view of your organisation's operations and the key information needed to minimise those risks, reduce costs and improve performance.

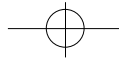


The ISL Performance Review equips you with an independent appraisal of your current performance measured against appropriate standards or benchmarks. It reveals any actual or potential deficiencies and associated costs or risks, and determines the causes and effects of underperformance and the need for corrective actions. Most importantly, it identifies opportunities for improving efficiency, reducing costs and minimising risks.

The ISL Performance Review is tailored to meet your precise requirements and can be applied organisation-wide or focused on a particular facility or service. Depending on your ultimate objectives, it can:

- Assess compliance with applicable legislation and standards
- Assist in applying for and gaining regulatory consents
- Identify and characterise significant risks to health and impacts on the environment
- Verify conformity with contractual obligations and performance specifications
- Evaluate the adequacy and efficacy of existing policies, systems and procedures
- Determine the scope for increasing productivity, reducing costs and minimising liabilities
- Support and demonstrate the achievement of "Best Value" in the delivery of waste management services
- Provide input to a "due diligence" exercise
- Address stakeholder concerns
- Establish a baseline for measuring future performance
- Identify opportunities for developing new business and gaining long-term competitive advantages



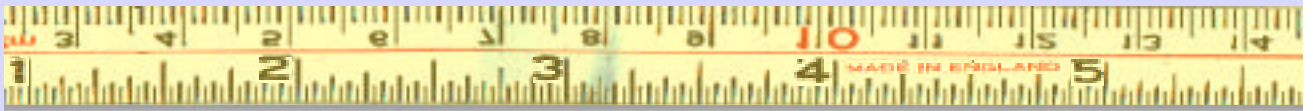


The ISL Performance Review can be structured to address one or more areas or issues, for example:

- Management policies, systems and procedures (ISO 9000 series/ISO 14001/EMAS)
- Operational structures, processes, methods and practices
- Process effluents and emissions
- Environmental hazards and risks
- Health and safety (OHSAS 18001)
- Regulatory compliance
- Contractual performance
- "Best Value" performance
- Asset management and performance
- Contingency planning

What does the ISL Performance Review involve?

The approach and methodology for conducting your ISL Performance Review will depend on your specific requirements. ISL works closely with your management team to determine the purpose and scope of the Review before it happens. A Review typically involves the following sequence of steps:



Stage 1: Initial Consultation and Scoping

- ◆ Define the scope and objectives
- ◆ Draw up Terms of Reference, including performance criteria
- ◆ Agree respective roles and responsibilities, and composition of Review Team
- ◆ Set a timetable and budget

Stage 2: Investigation

- This may involve a variety of activities, including:
- ◆ Data gathering and review
 - ◆ Examination of relevant documents and records
 - ◆ Site surveys
 - ◆ Interviews/discussions with key staff and, where appropriate, third parties such as customers and suppliers
 - ◆ In-depth audits of specific facilities/management systems/processes

Stage 3: Diagnostic Analysis and Assessment

ISL specialists carry out a diagnostic analysis to establish your current performance against agreed criteria, indicators or benchmarks, and assess the need/ potential for improvement in the targeted areas. A range of analytical techniques and tools are available to assist in this task including E-Quest®, a computer-based audit and environmental information management system.

Stage 4: Reporting

An interim report describing the detailed findings and conclusions of the ISL Performance Review is prepared. This report is then presented and discussed in a formal meeting. Based on these discussions and other feedback sessions, a final report is produced summarising findings, conclusions, and setting out mutually-agreed responses to the challenges and opportunities revealed by the Review.

Stage 5: Implementation and Monitoring

If required, on-going support with implementation and monitoring can be provided by ISL specialists.

Why work with ISL?

We draw upon a wealth of specialist technical expertise and management experience covering the complete spectrum of waste management needs and activities. Our track record in working closely with clients to improve performance and realise their objectives speaks for itself. For further information, visit our website at www.integrated-skills.com



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