

**Introduction**

This notice is to share learning from an event that took place at one of the treatment facilities contracted under LLWR's metallic waste treatment framework.

**Event details**

A consignment of heat exchangers was received at a metallic waste treatment facility for smelting. During the size reduction cold-cutting operations of the first heat exchanger, free liquid (rusty coloured water) was released to the immediate work environment from the heat exchanger.

The spillage was contained and managed effectively by local radiation protection arrangements. No workers were injured and monitoring revealed minor contamination of their gloves and contact clothing. All other heat exchangers were drained appropriately prior to processing, clean-up works were undertaken and cold-cutting operations recommenced.

**Investigation**

In response to this event LLWR has initiated a Management Investigation into the arrangements and responses of all its suppliers who handle similar items. The site which consigned the waste has also initiated its own investigation.

LLWR would like to remind Customers, before any items such as heat exchangers which have been exposed to free liquid are consigned for waste treatment/disposal; customers must ensure they have been drained appropriately prior to consignment. If you require any advice on this please contact your Service Delivery Coordinator/Manager who will be able to provide guidance on best practice.

**Further Information and Questions**

If you require any further information or have any queries relating to this Customer Notice, please send an e-mail to: [customerteam@llwrsite.com](mailto:customerteam@llwrsite.com) Craig Ashton on 019467 70292.

***Distribution List***

We have issued this Notice to the following people from your Company's Contact Details Form (Reference: WSC-FOR-CON):

- All nominated representatives

If you need to update these details, please submit a revised Form: <http://www.llwrsite.com/customer-portal/>