

Public Authority	WasteServ Malta Limited
Description of the department/directorate/entity's structure	WasteServ has its own Board of Directors. The Company's Senior Management team consists of the Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Officer Compliance and Communications (COCC), Chief Operations Officer (COO) and Chief Projects Manager (CPM).
Description of the department/directorate/entity's functions and responsibilities	<p>Finance</p> <p>This department is responsible for the following:</p> <p><i>Human Resources</i> - responsible for all issues related to human resources including recruitment, daily attendances, leave records and training of employees.</p> <p><i>Health and Safety</i> – responsible to oversee all matters relevant to the health and safety of personnel employed by the Company.</p> <p><i>Estate and Administration</i> - responsible for estates management, Company inventory and file movement registry.</p> <p><i>Finance</i> - responsible for the book keeping and financial reporting of the Company.</p> <p><i>Information Technology</i> - responsible for management and support of the technology architecture, hardware, software, and the respective resources throughout the Company.</p> <p><i>Data</i> - responsible for co-ordinating data collection related to waste processing within the Company's facilities, data analysis and report generation. This office also plays an important role in the Company's waste acceptance procedures.</p> <p>Operations</p> <p>The Operations department is responsible for the operation of all the company's facilities in Malta and Gozo. This includes the day to day running of facilities [HPC1] focusing primarily on the implementation of the relevant procurement procedures, maintenance and monitoring of operations (including environmental monitoring). The department is also responsible for the sale of recyclable materials received at the Company's facilities. The Operations department also oversees and co-ordinates the Company's Quality and Environmental Management systems.</p> <p>Projects</p> <p>This department is responsible for the development and monitoring of all the Company's projects whether locally or EU</p>

	<p>funded. Crucial tasks conducted by this department include drafting of project tenders, evaluation of submissions, contract monitoring and project management up to final conclusion and hand over to the relevant Company department.</p> <p>Compliance and Public Relations</p> <p>This department is responsible for the following:</p> <p><i>Compliance</i> - responsible for ensuring the Company's compliance with applicable local and EU legal instruments and permits governing the operation of the facilities operated by the Company.</p> <p><i>Legal Office</i> - responsible for providing the Company with general legal advice, the drafting of contracts and agreements, litigation and expropriation procedures. The legal office is also responsible for issues related to Freedom of Information.</p> <p><i>Public Relations & Communications</i> - responsible to communicate in an effective manner the Company's policies on sustainable waste management and information about the operation of the Company's facilities.</p> <p><i>Customer Care</i> - responsible for all customer care related issues including answering of calls received through the Company's Freephone and queries received through the Company's general email address.</p> <p><i>Research</i> - responsible for spearheading the Company's research initiatives.</p>
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>General Documents</p> <ul style="list-style-type: none"> · Company policies and procedures · Quality manuals · Environment manuals <p><u>Department Specific Documents</u></p> <p><u>Finance</u></p> <p><i>Human Resources</i> – Employment records and employee training Documentation</p> <p>Health & Safety – Health and safety related documentation</p> <p><i>Estate and Administration</i> – Company assets register</p> <p><i>Finance</i> – Procurement related documentation (local and EU funded), audited accounts, VAT returns, management accounts</p>

	<p>and creditors' statements.</p> <p>Information Technology - User manuals and IT related documentation.</p> <p>Data - Records of all waste movements (in/out) of Company facilities, reports issued and consignment notes (deposit copy) and waste transfer notes as applicable.</p> <p><u>Operations</u></p> <ul style="list-style-type: none"> · Operations records · Maintenance records · Purchase order forms, bids and awards documents related to sale of materials · Recycling certificates · Monitoring data · Quality and Environmental Management audit documentation · Inspection reports <p><u>Projects</u></p> <ul style="list-style-type: none"> · Design Oriented Reports · Reports required for planning purposes · Procurement documentation <p><u>Compliance & Communications</u></p> <p>Compliance - Communications with MEPA and other authorities including permits and WasteServ's position on various EU and local waste related issues.</p> <p>Legal Office – Signed documents and agreements, legal records and documentation pertaining to the FOIA.</p> <p>Public Relations & Communications - press releases issued and relevant publicity material.</p> <p>Customer Care – Periodical records of all incoming telephone calls and records of queries submitted by the general public.</p>
<p>Description of all manuals and similar types of documents which contain policies, Regulations principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal</p>	<p>Documents held are as indicated above.</p>

capacity)	
Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent.	Requests for information can be submitted on: foi-ps.msdec@gov.mt
Details of Internal Complaints Procedure	An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Ministry. The complaint should be addressed to the Ministry's Principal FOI Officer, MSDEC Offices, 6 Triq Hal Qormi, Santa Venera SVR 1301 who shall bring the complaint to the attention of the officer responsible (i.e. the most senior official within the Ministry). The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta). The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Ministry, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed. An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications.
Other Information	Request and Complaint Forms may be downloaded from the Ministry's website: http://msdec.gov.mt/en/Pages/Freedom%20of%20Information/Freedom-of-Information.aspx Payments in cash can be made at the Accounts Section of the Ministry at MSDEC Offices, 6 Triq Hal Qormi, Santa Venera SVR 1301. Payments can also be made by cheque payable to the Ministry for Sustainable Development, the Environment and Climate Change.
Public Authority Contact Details	Head Office

	WasteServ Malta Limited EkoCentre Triq il-Latmija Marsaskala (Wied il-Ghajn) Tel no: 23858 000
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