

SSOW 01 - Safe System Of Work: General Requirements – Waste Collection

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1. Activity

This Safe System of Work covers all waste collection carried out by the Waste Collection Service. It sets out underlying arrangements for safety and is supplemented by Safe Systems of Work on specific tasks e.g. washing vehicles, using radios, care in the sun, manual handling, etc

2. Persons at Risk

Management, technical and administrative staff
Drivers
Loaders
Contractors
Public (especially children, persons visually / hearing impaired)

3. Hazards

Illness caused by poor hygiene or inadequate welfare facilities
Contact with moving vehicle
Contact with Lifting, Tipping and Compaction Equipment
Distraction by radio, mobile telephone or personal music player
Falls
Fire
Electric Shock or Electrocution
Hazardous Substances
Manual Handling
Display Screen Equipment
Inclement weather, ice, snow, rain, fog
Darkness during winter months
Parked vehicles
Other vehicles
Medication, alcohol and drugs
Stress
Cigarette smoke

4. Procedures

a) Welfare Facilities

- Employees will have access to toilets, washing, kitchen and rest room facilities at the location at which they are based
- Toilets and washing facilities will be cleaned and serviced daily. Hand driers are provided but if these break down paper towels and bins will be provided until they are repaired. Soap will be provided in dispensers
- Kitchen facilities will include kettle and microwave oven. Drinking water will be available. A drinks machine, or hot water, may be provided to enable employees to have hot drinks (drinks at employees' cost)
- Rest room facilities will include table, chairs, and lockers. Rest room and locker areas are heated to assist the drying of wet clothes and to provide proper storage for PPE. Employees will be required to sign a "Locker Agreement" (Document P12 "Locker Agreement") to ensure the proper management of lockers
- The designated Building Officer will ensure that cleaning staff / contractors properly clean the welfare facilities and will also ensure that any necessary repairs / replacement in the facilities are carried out
- The designated Building Officer will ensure that Portable Appliance Testing is carried out at appropriate frequencies, by the Council's corporate H&S team, on all portable equipment provided in the welfare facilities. Details of all equipment tested are held on the Council's intranet.
- The designated Building Officer will ensure that the water is inspected and tested monthly, in line with the Council's policy which is designed to minimise the risk of Legionella occurring within premises under the Council's control. Records of inspections and tests are kept in a log within the Building Officers section of the Intranet

b) Depot

- There is a speed limit of 5 mph in the depot. This is reinforced by signs and a speed bump
- Separation of vehicles from pedestrians is achieved wherever reasonably practicable by barriers, road markings and pedestrian walkways
- Vehicles are permitted to enter from, but not to exit onto the Upper Bristol Road, as access from Midland Road is sometimes impeded by a queue of vehicles for the Recycling Centre
- Employees and contractors are required to wear hi-viz clothing in the depot - the only exceptions being when leaving the office to cross the pavement area to enter a parked vehicle, or when employees have finished work and are leaving the depot using a designated walkway

- Lifting operations and lifting equipment are assessed, maintained and inspected in accordance with The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Work equipment is provided, maintained and inspected to ensure safe use in accordance with The Provision and Use of Work Equipment Regulation 1998 (PUWER)
- A Fire Risk Assessment for the depot has been carried out. Control measures have been put in place such as signage, fire extinguishers (including annual maintenance), evacuation procedure, and notices.
- Appropriate notices are displayed where all employees will see them. These include:
 - Health & Safety law – All you need to know poster
 - Environmental Services poster: General Statement and Policy Objectives
 - Fire Evacuation Procedure, including names of Fire Wardens
 - Location of First Aid facilities
 - Fire Extinguishers – intended purpose
 - Fire exit signs
 - No Smoking signs
- The Council operates an asbestos management process and code of practice relating to asbestos and suspect fibrous materials. The depots have been surveyed and an asbestos register detailing the location, extent and type of asbestos or suspect fibrous materials is maintained on the Council's intranet system - <http://asbestos.bathnes.gov.uk/>
- Where exposed Asbestos Cement Material (ACM) material is not considered vulnerable to damage it is monitored annually by Property Services and where accessible, once every six months by local management
- The Council's Property Services commission and manage works at the depots it will be their responsibility to consult the Council's asbestos register and Code of Practice. Property Services will instruct contractors accordingly
- The only works carried out at the depots by Collection service Supervisors, from time to time, is to drill holes in order to fix signs, racks, shelves, etc. Works e.g. drilling, cutting must not be carried out which may disturb any materials listed in the Asbestos Register. Prior to commencement of any work the Supervisor shall consult the Designated Building Officer and carry out a careful inspection of the Asbestos Register. If after reading the register, staff are in any doubt as to the location and/or condition of known asbestos or suspected fibrous materials work should not commence until Property Services have been consulted. Always err on the side of caution

c) Vehicles

- Vehicles will be procured in accordance with procedure set out in Document P13 "Vehicle Procurement Procedure". This procedure

includes consultation with Supervisors, Drivers and Loaders (or their representatives) and the Transport Manager to ensure that vehicles and additional equipment provided should be appropriate for the type and method of waste collection

- Vehicles will be fitted with a number of accessories and safety features including rear view camera systems, reversing beepers, lighting of the hopper area, and hand wash facilities (alternatively hand wipes will be provided)
- The mirrors of new vehicles and those on long term hire are checked for avoidance of blind spot in accordance with the procedures set out in Document P16 'Field of Vision Check' and thereafter tested at least annually
- Vehicles are maintained in a roadworthy condition by a suitably qualified maintenance contractor appointed by the Council. The service to be provided is set out in contract documents and meets the requirements of the Operator's Licence. Regular contract meetings take place (normally monthly) to ensure good communication, a good maintenance service and vehicle safety. The service includes planned maintenance and tests e.g. HGV Annual Test as well as a daily responsive repair service. LOLER tests are undertaken by a contractor (who will be independent from the maintenance contractor) and is appointed by the Collections Manager. (see Proforma D6 "Assessment of Equipment" and Proforma D7 "Work Equipment Risk Assessment")
- Specialist repairs e.g. windscreen replacement, installation of radios are carried out by contractors appointed directly by the Council, or as subcontractors of the main contractor
- All contractors and their employees are inducted to ensure the safety of the contractor and the Council's employees
- When vehicles are hired the Supervisor will check the vehicle and the plant fitted to it to ensure that it and any safety features are working properly and he/she will carry out crew familiarisation
- The maintenance of hired vehicles and any tests required may be carried out by the supplier. The standard of maintenance is as for the Council's own vehicles
- Drivers are required to carry out a daily check on their vehicle before leaving the depot and have been provided with training on how to carry out this check and guidance on operating vehicles safely (this SSOW should be read in conjunction with SSOW 02 'Driving of Waste Collection Vehicles')
- Vehicle defects are reported and managed in accordance with the procedures set out in Document P10 "Vehicle Defects Process"
- Vehicles will not be used for waste collection unless they have at least one amber hazard warning beacon operating at the front of the vehicle and another at the rear. If the vehicle is fitted with more than one

beacon at the front or rear then the target is to repair any defective beacon by the close of the next working day

- Vehicles are fitted with a Dry Powder fire extinguisher which is maintained annually
- Vehicles are washed by the Driver assisted by a crew member, in accordance with procedure set out in SSOW 03 'Waste Collection.

d) Employees

- Pre-employment: screening is carried out at interview and by the Council's Occupational Health Adviser: Employees must be fit enough to undertake the work for which they are employed. They must be physically fit, able to communicate effectively, have no history of back problems and have no other condition or disease that may affect their ability to work safely.
- The agencies used by the Council, when agency Drivers and Loaders are required, have been informed, in writing, of the above requirements for employees.
- Induction: All new employees, including those from agencies, will be given Induction training before starting work. This training will include the hazards associated with the job and appropriate SSOWs
- All new employees, including those from agencies, will be given a copy of the 'Waste Collections Staff Guidance and Information Pocketbook'. The Employee must sign one page which remains in the book and signs another page which is held by the Collections Manager as a record of issue.
- The Council has a number of corporate policies which apply to all employees and these are brought to the attention of new employees as part of induction training. Examples are: Verbal and Physical Abuse, Bullying, Stress. Employees are made aware that the Council has an Employees Confidential Advice Service. The service operated by PPC Worldwide is a gateway to confidential advice, information and counselling. They can provide guidance and support on a variety of issues that affect the employee and his/her family e.g. Bereavement, Legal Queries, Caring for

5. General Guidance

- H&S information is displayed on the Council's website. This information includes Risk Assessments, Procedures and Process maps, Safe Systems of Work and Safe Working Practices, Responsibilities and the Employee handbook. Paper copies of this information is provided to employees, or H&S Representative, in the Drivers Pack, for consultation and training purposes or on request
- Depots and welfare facilities are inspected every 6 months by the designated Building Manager, Supervisor, Senior H&S Adviser and H&S Representative. These inspections consider general

housekeeping, state of maintenance, compliance with good H&S practice and compliance with Fire Safety legislation.

- The Collections Manager will ensure that risk assessments for work plant and equipment are carried out and that inspections and statutory tests take place at the legally prescribed intervals e.g. LOLER, PUWER, DSE
- Accidents, and near misses, are investigated to reduce the chance of them happening again. Statistics are monitored on a corporate system and reviewed by the Collections Manager, at monthly Team Briefings, and at the Divisional Union Meeting (Health & Safety)
- Communication:
 - Daily contact between Supervisors and Drivers and Loaders. Supervisor deals with issues raised or refers to senior management
 - Team Briefing by the Collections Manager (normally monthly). H&S is a standing item and Toolbox Talks on H&S issues included
 - Performance Development & Reviews (PDR) - every member of staff should have an annual PDR with their Supervisor or Manager
 - Training – high quality training is provided using internal and external trainers
 - Safety Representative(s) – contact details are on the notice boards at the depot
 - Divisional Union Meeting (Health & Safety) – held quarterly. The Waste Services Manager normally chairs the meeting and its attendees include the Collections Manager, the Safety representative(s) and the Council's Senior H&S Adviser

6. Personal Protective Equipment

- All new employees, including those from agencies, will be required to wear Personal Protective Equipment (see SSOW 02 section 6). A record of PPE issued to each employee is maintained in a paper system. Document P 07 "Agency Staff PPE Issue" sets out the arrangements and standards relating to agency staff

7. Medical Requirements / Vaccinations

- As there is a risk of a needlestick injury, even though an employee is wearing gloves, new employees will be advised to consult their Doctor regarding a course of vaccines for Hepatitis B. As the risk of a needlestick injury is not high the need to have vaccines is advisory and not mandatory. Employees are sent for post incident vaccinations for Tetanus vaccinations & Hepatitis B
- The Supervisors are responsible for maintaining the stock from which First Aid boxes are replenished in accordance with Safe System of Work SSOW 12.
- The Council has an Alcohol and Drugs Policy. Employees are informed that they must not consume alcohol during the working day and that excessive consumption outside of work may influence performance at work on the following day. Drug misuse can also adversely affect judgement, behaviour, capability, productivity and

affect the health and safety of the employee, colleagues and the public. The Council aims to help employees affected by alcohol or substance abuse to acknowledge their problem and encourages them to seek advice and help. Further information is available on the Council's intranet

8. Training

- The Collections Manager will ensure that employees have the necessary competences to enable them to do their jobs safely. The training requirement for each post has been determined. Details of training and experience will be maintained for each employee on a database and copies of certificates will be retained. The Database also includes the dates when refresher training is due
- If the employee is expected to drive, a driving licence check will be made as part of the interview process. A copy of the licence will be retained on the individual's personal file. The Collections Manager will also ascertain from the applicant whether they hold a Certificate of Professional Competence (CPC) to drive, or what stage their training has reached.
- Drivers are required to report any convictions, including fixed penalty notices, as a result of driving, even if gained outside of work, to your Supervisor or Manager as soon as they occur. A copy of the driving licence will be taken every four months. Should an individual be unable to produce his/her licence, he/she will not be permitted to drive until able to prove they are legally able to do so
- Drivers have their driving skills assessed annually
- Drivers have a Visual Acuity test (using Occupational Health) every 2 years
- Drivers are informed that they have responsibilities for the vehicle and crew and these are set out in SSOW 02
- All Drivers and Loaders are trained in Manual Handling, Reversing procedures and hand signals
- All Drivers (including agency) are issued with a 'Driver's Handbook'

Related Documents	
	Reference:
Waste Services H&S Arrangements	
Intranet Site	http://www.bathnes.gov.uk:80/BathNES/environmentandplanning/recyclingandwaste/Health+and+Safety.htm
Responsibilities	
Waste Collection Manager	August 2009
Waste Collections Supervisor	August 2009
Risk Assessments	
Waste Collection	WC1
Vehicle Washing	WC2
Electrical Equipment	WC3
Fly Tipping	WC4
Two Way Radio	WC5
Reversing	WC6
Induction	WC7
Extremes of Weather	WC8
Operations within the depots	WC9
Lone Working	WC10
COSHH Assessment	
Transwash X	19.11.2008
Asbestos Register	http://asbestos.bathnes.gov.uk/
Portable Appliance Register	http://intranet/need to know/healthsafety/Pages/Portable%20Appliance%20Testing%20Register.aspx
Procedures	
Procedure for Managing Fly Tipped Waste	P03
Traffic Management Plan	P04
Issue of PPE	P18
Agency Staff: PPE issue	P07
Staff Induction – Waste Collections	P08
Agency Induction	P09
Locker Agreement	P12
Vehicle Procurement Procedure	P13
Field of Vision Check	P16
Process Maps	
Vehicle Hire process	P01
Overload process	P02
Vehicle Defect Process (Faun / B&NES – Driver daily vehicle check system)	P10
Proforma	
Assessment of Equipment	D6
Work Equipment Risk Assessment	D7
Safe Systems Of Work	

Driving of Waste Collection Vehicles	SSOW 02
Waste Collection	SSOW 03
Electrical Equipment	SSOW 14
Air Compressor	SSOW 16
Lifting Operations and Lifting Equipment	SSOW 17
Management of Contractors	SSOW 18
Asbestos Policy	http://intranet/need_to_know/healthsafety/Policy/Pages/Asbestos_Policy.aspx
Handbooks	
Waste Collections Staff Guidance and Information Pocketbook	April 2011
Driver's Handbook	January 2012