Neighbourhood Environmental Services

Health, Safety and Wellbeing at Work

Cleansing Operations

Staff Guidance and Information Pocketbook

I confirm that I have received the pocketbook from Bath & North East Somerset Council.

If I have any questions or concerns about anything not covered in this pocketbook or I don't understand something in it, I should ask my Supervisor or Manager as soon as possible.

If I lose this pocketbook or it gets damaged or worn, I need to ask for a replacement as soon as I can.

I have also been given a copy of an addendum call "Health & Safety - Corporate and Service Responsibilities" which I should read and understand once explained through a team briefing or one-to-one session.

Employee Name:
(Block capitals).....

Signature: .....

Issued by Supervisor/Manager Name:

.....

Signature: .....

Date:.....

Tear out page to be completed, signed and held as a record by the Supervisor/Manager.

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Section 1:

General Health, Safety and Wellbeing at Work

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General Statement and Policy Objectives

As Divisional Director of Environmental Services I recognise and accept responsibility for Occupational Health, Safety and Welfare matters, so far as is reasonably practicable, for all Environmental Services employees, and for the well-being of others whose health and safety may be affected by our activities. This statement supplements the Bath & North East Somerset Corporate Health, Safety and Welfare Policy adopted by the Council.

Our overall goal is continuous improvement of our health and safety performance leading to a reduction of work-related ill-health, incidents and accidents by the ongoing development of our proactive health and safety culture.

The promotion of health and safety measures is a mutual objective for Environmental Services and its employees at all levels and adequate resources will be provided, so far as is reasonably practicable, to achieve our goal through prioritised objectives set out in Environmental Services' health and safety plan.

It is the responsibility of all employees to ensure that safe working procedures are followed and all work activities are undertaken with health and safety in mind.

All managers are responsible for ensuring the provision and maintenance of safe working practices and for the overall safety performance of their team. This will be achieved through risk assessment, carried out by competent persons, the development and provision of safe working procedures and adequate information, instruction and training, identified and required by assessed workplace risks.

Risk assessments and service procedures will be regularly reviewed (at least annually) to ensure that we maintain a high standard of safety performance and a safe and healthy working environment for all employees, customers, service users and visitors.

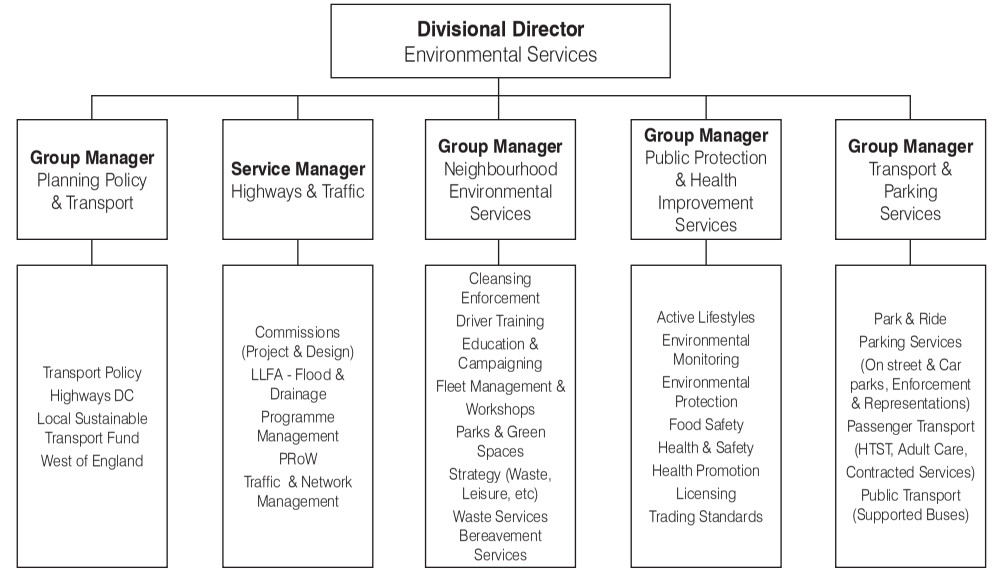
As Divisional Director of Environmental Services:

- I will monitor the safety performance of service management, ensuring our objectives are achieved through the implementation of service health and safety policies, procedures and plans.
- I will review this Policy Statement at least annually, and also take into consideration reorganisation, management change, new working methods, and the identification of new risks and hazards.
- I will produce documents which define the specific responsibilities of line managers within Environmental Services together with the operational arrangements for implementing this policy which are applicable to each section.

Our overall aim is for everyone working in Environmental Services to enjoy a safe and healthy workplace.

Matthew Smith
Divisional Director, Environmental Services
March 2015

ENVIRONMENTAL SERVICES - STRUCTURE CHART



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Introduction from your Group Manager

Our staff are vital in achieving our vision, priorities and core values. Health, Safety & Wellbeing are a top priority. It is our aim to:

- Prevent injury to any person
- Continuously reduce the number of accidents & near misses – with our ultimate aim being zero
- Ensure high standards of health and safety awareness
- Provide effective health and safety training
- Provide comprehensive health & welfare support programmes
- Ensure co-operation between all employees
- Prevent damage to equipment and machinery

This pocketbook is for your guidance. It contains both general information and some specific details about your area of work.

It does not identify every hazard that you will come across in your job, but it plays an important part in our efforts to create and maintain safe working places and practices with you.

It is a legal requirement that you follow safe systems of work & safe working practices. You may be open to investigation under the councils disciplinary procedure if you do not follow these.

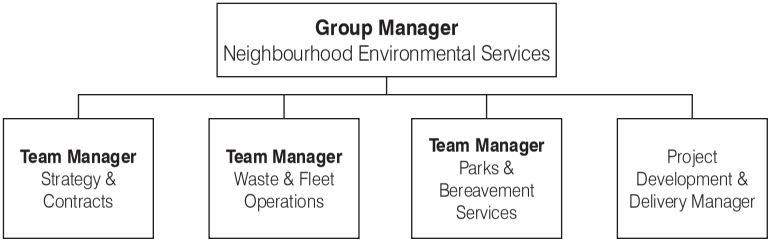
Please remember, you must always raise any concerns about Health & Safety immediately with your Supervisor or Manager.

Your skill and knowledge is valued in working for the Council, and we recognise and prioritise the importance to you and your family of your personal health, safety and wellbeing whilst

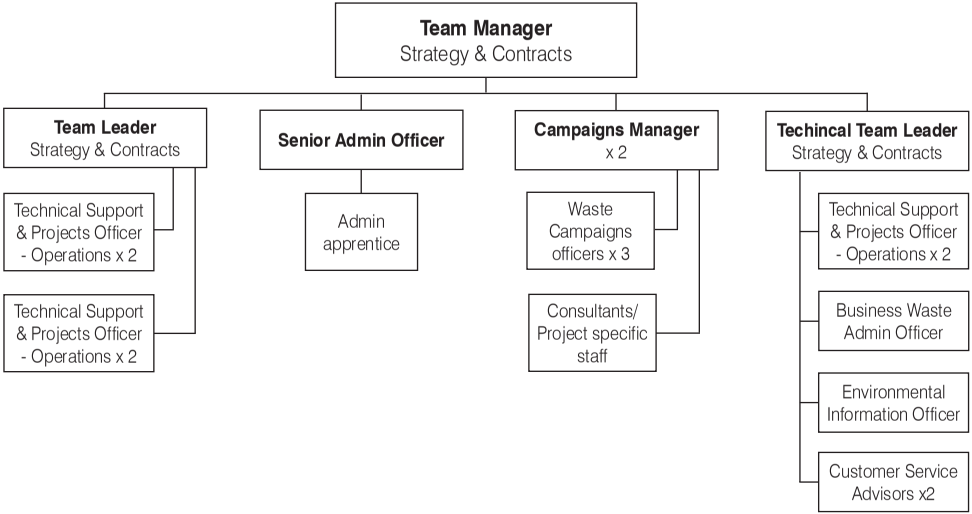
carrying out your work here.

Carol Maclellan
Group Manager
Neighbourhood Environmental Services
March 2015

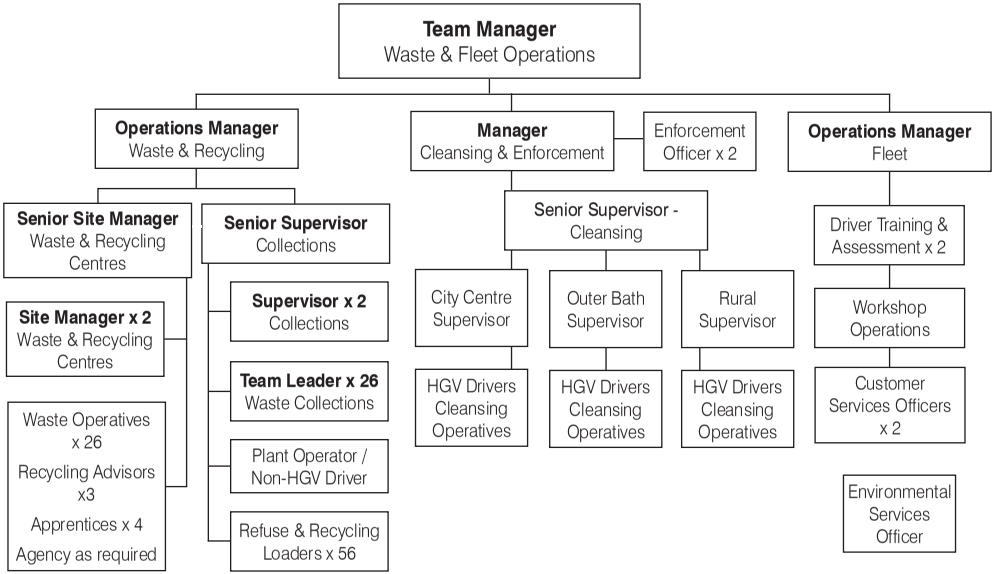
NEIGHBOURHOOD ENVIRONMENTAL - STRUCTURE CHART



STRATEGY & CONTRACTS - STRUCTURE CHART



WASTE & FLEET OPERATIONS - STRUCTURE CHART



General Management Policy

Health and Safety is seen as an integral part of the management function within the Council and as such must be managed by line Managers. To ensure this, there must be adequate arrangements to assess and manage risk associated with health and safety activities of the Council by:

Planning - to identify health and safety priorities through risk assessment;

Organising - to formulate a strategy, identify priorities and accountability

Control - to ensure adherence to the plan by setting and monitoring targets and performance indicators

Monitoring and Review - to measure performance and identify improvements in health and safety.

Managers/supervisors are required to undertake health and safety training and refresher training as necessary within their areas of responsibility in order to attain the required level of competence necessary to assess, evaluate, control and manage risk and ensure compliance with corporate policy and service health and safety policies and procedures.

Where a serious breach of duty is committed as a result of negligence, inaction, carelessness or by a deliberate failure to meet health & safety requirements, the individual may be subject to legal action (criminal and/or civil) and Council disciplinary or grievance procedures.

We promote a proactive health & safety culture where employees identify near misses to ensure corrective action can be taken. A near miss can be not wearing correct PPE eg gloves, a vehicle defect or someone not following a safe system of work.

Individual Responsibilities:

Group Manager, Neighbourhood Environmental Service and Team Manager, Waste & Fleet Operations

The Corporate and Service Health & Safety Responsibilities for these positions are detailed below.

Corporate Responsibilities:

Divisional Directors charge Senior Managers with the duty of ensuring that the routine health and safety functions are in place within their defined areas of responsibility.

- To establish policies and safe systems of work and procedures in line with the ethos of the Council's Corporate Health, Safety and Wellbeing Policy and ensure the routine health and safety functions are in place within their defined areas of responsibility.
- To ensure service risks are adequately managed and team Managers manage remaining risks, at as low a level as is reasonably practicable within the working environment and maintain safety standards.
- To prioritise and collate required service actions identified through risk assessment.
- To ensure all employees and others working within the division under their control receive adequate information and training on the assessment of risks and safe working practices, together with a means for accurately recording such training.
- To ensure that Managers and Supervisors within their

areas of responsibility plan, implement and monitor work programmes and projects with health and safety in mind ensuring the safety of all employees, contractors and others who may be affected by the Council's operations.

- To ensure safety standards are maintained where work is subcontracted or undertaken within a partnership.
- To produce, disseminate, implement and review a prioritised service health & safety action plan, which should form part of the overall service plan and risk register.

Service Responsibilities:

- To read, understand and implement the requirements of Environmental Services' Health, Safety and Wellbeing policy.
- To liaise with Enforcing Authorities in conjunction with the Council's Health & Safety Adviser for health and safety as appropriate.
- To ensure, in relation to premises, plant, vehicles, machinery and operations, that through line management all health and safety requirements, relevant legislation and Approved Code of Practices are implemented.
- To ensure that procedures are in place for implementing health and safety requirements in design, purchase and materials specifications.
- To ensure that effective arrangements and resources are in place for implementing health and safety requirements of the Construction (Design and Management) Regulations 2007.

- To institute effective arrangements for the promulgation of information, guidance and publications through line management.
- To ensure that all contractors employed are competent to discharge their general duties under health and safety, and such competence is assessed prior to contracts, orders, etc. being let and ensure safety standards are maintained where work is subcontracted or undertaken within a partnership.
  Standards for the control of contractors including contract evaluation, the maintenance of an approved list and monitoring safety performance is set out in the Environmental Services Contractors' Policy.
- To ensure that accident investigations are undertaken to identify the root causes of accidents and the means of preventing such re-occurrences.
- To ensure that management audits are carried out for the purpose of monitoring compliance for effective health and safety management.
- To regularly include health & safety matters in management meetings and promote and monitor safety management and accident prevention.
- To review health and safety performance with Managers & Team Leaders, and ensure that Health & Safety responsibilities are known, understood & acted upon throughout the Service.
- To arrange and chair Service Specific Divisional Union Meetings & the Service Health & Safety Forum.
- To produce, disseminate & implement the service Health & Safety action plan, linked to the QPR system.

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Health and Safety Law

Your basic responsibilities are to ensure that:

- You take care for the health, safety and welfare of yourself, colleagues and any other person affected by your work;
- You comply with all instructions and procedures that are issued to you for safe working;
- You take care of and make proper use of protective clothing and safety equipment provided;
- You report to your Supervisor:

- All incidents that have or might have led to injury or damage
- Any defects in equipment or machinery
- All accidents and near misses.

Members of the Public

For many of you, the work you do may involve members of the public. Bath & North East Somerset Council has a legal duty to protect members of the public and others.

If someone else is involved in an accident on a Council site or in the course of your work off-site, then you must immediately tell your Supervisor.

General Accident Procedures

- Request first aid assistance through a trained First Aider and / or call the emergency services.
- Before you try and give any help, check the area for any danger to yourself, especially where electricity is involved.
- NEVER move the casualty unless they are in immediate danger.
- Keep the casualty warm and reassured.
- Accidents and near misses must be reported so that they can be investigated to reduce the chance of them happening again.
- All accidents, near misses and incidents of violence must be reported to your Supervisor or Manager immediately, or as soon as practicably possible eg on return to your workplace.
- Your Manager / Supervisor has to complete an accident report using the council's online reporting system without delay and undertake a follow up investigation into the accident with 10 days

First Aid

Vehicles or staff, depots and offices will be provided with a First Aid kit.
This will be checked and items replenished. Trained First Aiders are listed on noticeboards at your place of work. Only trained First Aiders should give first aid and only to colleagues (but including agency staff).

The Accident & Emergency hospitals in this area are:

- Royal United Hospital,
  Combe Park,
  Bath BA1 3NG
- Paulton Memorial Hospital,
  Salisbury Rd,
  Paulton BS39 7SB

Some employees may receive training in basic life saving skills so that, in an emergency, they know what action to take to prevent any injured person's condition worsening, whilst waiting for the ambulance or other professional help to arrive.

Fire Procedures

- Read the Instruction notices within the place you work.
- Follow the instructions of your Fire Warden(s) who are listed on noticeboards where you work.

- If you discover a fire, raise the alarm and leave the building by the nearest exit.
- Go to the designated Assembly Point and do not re-enter the building until told it is safe to do so.

Housekeeping

Wherever you work, you should make sure that your work environment is kept in a tidy condition at all times to prevent slips, trips and falls. Make sure you clean up after yourself and keep welfare facilities in a tidy and hygienic condition for the benefit of everyone.

Lone Working

All lone workers will receive specific training and guidance so that they can carry out their work without significant risks to their health.

We also encourage you to be alert and trust your intuition, Do not ignore warnings. If you have any special concerns, please talk to your Supervisor.

Here are a few simple measures that you can take:

1. If you have a **mobile phone**, dial 112 in an emergency which will enable the emergency services to pinpoint where you are by satellite tracking. This will work via any network that has a signal where you are, even if your network does not.
2. For emergency situations dial 999, for non-emergency situatuions dial 101
3. Put an emergency contact under ICE (In Case of Emergency) in your mobile phone so the emergency services know who to get in touch with if necessary.

Safety Signs

Within your workplace you will see safety signs displayed. They are there to:

- Warn you of possible dangers
- Stop you doing certain activities
- Tell you things you must do

You MUST comply with instructions given on these signs.

Verbal and Physical Abuse

We believe that violence, harrassment, aggression, threatening or abusive behaviour towards our staff is unacceptable. No-one should have to accept it as a part of their job from a member of the public, service user or work colleague.

Any incidents should be reported in the same way as accidents and dangerous occurrences so support can be given and measures developed to minimise the risk of future similar incidents.

You are an ambassador for the Council and should try to continually increase customer satisfaction by always delivering what you promise in an efficient, effective and courteous way.

Smoking - Vapourisers & e-cigs

Employees are not permitted to smoke (including the use of electronic cigarettes) anywhere inside or immediately outside our buildings, vehicles and depots. They must also consider the impact of their smoking on building occupants and neighbouring properties and not smoke in doorways, on steps, ramps or near windows.

To comply with the law, smoking is prohibited:

- In any buildings and within the inner boundaries of buildings

- In all Council vehicles
- In any vehicle whilst on Council business.

Remember that smoking is also harmful to your health – the Council supports programmes to help people give up. Look on the intranet or ask your Supervisor for more information.

Alcohol and Drugs

You must not consume alcohol, or any substance that may impair your capability or judgement, during your working day. Remember that excessive alcohol consumption outside of work may also influence your performance the following day at work, and could lead to disciplinary action.

Drug misuse can adversely affect judgement, behaviour, capability, productivity and may affect your health and safety, and that of your colleagues and the public. The use of illegal drugs is a criminal act.

If you drive at work, or use tools or equipment that could be dangerous, you must tell your Supervisor or Manager if you have a drink or drug problem. Driving under the influence of alcohol or drugs is strictly prohibited and may lead to dismissal.

We aim to help any staff affected by alcohol or substance abuse to acknowledge their problem, and to encourage anyone who recognises they may have a problem to voluntarily seek advice and help. Ask your Supervisor for more information.

You must inform your Supervisor or Manager if you are taking prescribed medicines which could affect your ability to work safely. Your doctor will advise on this.

Protecting your Health

Some common forms of work-related ill-health are muscle and joint aches, pains in the back, arms, hands and shoulders. Skin disorders, particularly on the hands, respiratory and hearing difficulties may also be problems. Remember to tell your Supervisor if you start to have any of these or other problems that may affect your work.

Sometimes stomach upsets and viruses may be caused by poor personal hygiene, so remember to wash your hands before eating and after visiting the toilet. And try to avoid rubbing your nose, mouth and eyes if your hands are dirty.

Remember to follow any special training you have been given such as manual handling to prevent injuries and ill-health.

Use of Display Screen Equipment (DSE)

Risk assessments must be carried out by you and your Supervisor for Display Screen Equipment (eg computer screens) and workstations if you regularly use a DSE for a significant part of your normal Council work. This includes if you work from home, in different offices or on the move. These will identify how we can eliminate or control the risk of any detrimental effect upon your health.

The possible effects are mainly those leading to joint and muscle problems and eye fatigue or stress. You are most likely to experience these if you use a DSE/workstation for long periods of time without taking frequent short breaks.

Using Electrical and Electronic Equipment

- All electrical appliances including items like kettles used in staff kitchens, are subject to a Portable Appliance Test (PAT) annually by technicians from the Council's Health & Safety Team. You can find out the date of the next test by a sticker that's placed on the appliance.

- You can find records of all equipment PAT-inspected, by location, on the Council Intranet, in the Health & Safety section in the One Stop Shop - Pat Test results.

- Let the Health & Safety team know by email if any new equipment is bought. These items will be added to the Council inventory and PAT-inspected at the next visit.

- If existing equipment has not been PAT-inspected, this can be arranged through the Health & Safety team if the equipment needs to be used before the next annual routine visit.

- You must report any damage to electrical appliances/equipment to your Manager or Supervisor. Damaged appliances must not be used until checked or repaired by a competent person.

- Do not attempt any repairs to equipment yourself.

- Make sure you follow the instructions for use provided with equipment.

- Mains electrical systems will be checked every five to seven years by the Property Services department.

Stress

Stress is an increasing symptom of modern day life. The Health & Safety Executive has developed a Management Standards approach to help employers introduce a process of continuous improvement, which has been adopted by Neighbourhood Environmental Services.

The Management Standards demonstrates good practice through risk assessment, allows measurement of the current situation using surveys and other techniques, and promotes active discussion with employees to help decide upon the practical improvements that can be made.

The following tips may help you to avoid stress; however you should talk to your Supervisor if you consider that any element of your work is affecting your health. Arrangements can be made for the Council's Occupational Health Advisor to provide more detailed advice if required.

We encourage all members of staff to have a healthy diet and maintain good physical fitness. For any further information please refer to the NHS Choices website.

Tips

☑ Learn to relax	☑ Take time for exercise
☑ Get plenty of sleep	☑ Do relaxation exercises
☑ Learn special breathing techniques	☑ Eat a sensible and healthy diet
☑ Examine how you spend your time	☑ Develop an absorbing hobby
☑ Talk about problems with somebody close to you	☑ Avoid cigarettes, tranquillisers, alcohol and coffee
☑ Try to work out what makes you stressed and do something about it	

Sport and Active Leisure is aiming to encourage Bath & North East Somerset residents and staff to be active. To find out more information on the Get Active membership check the website or ask your Supervisor.

Employee Assistance Programme

Bupa Employee Assistance

We all face challenges in life that can take a lot of time to resolve and can even result in a great deal of worry, frustration and distress. It may be simply that you haven't encountered this situation before and need some specialist advice, or maybe it's something more serious, something that's affecting your personal life or your work and you need someone to talk to.

What Bupa Employee Assistance offers:

- A telephone service operating 24 hours a day, seven days a week, that gives you access to specialist information and advice at a time that suits you.
- Confidential telephone counselling for when you need someone to talk to.
- Assistance with face-to-face counselling when appropriate.
- The service is also available to your spouse/partner and any dependants living tn the same household.

Bupa Employee Assistance is a confidential and impartial service that provides advice and support, wherever it's needed.

Some issues they can help with:

money management	domestic matters	trauma
legal queries	anxiety/depression	bereavement
substance misuse	emotional problems	stress
phobias		

It's free, simple and confidential. Services are available 24 hours a day.

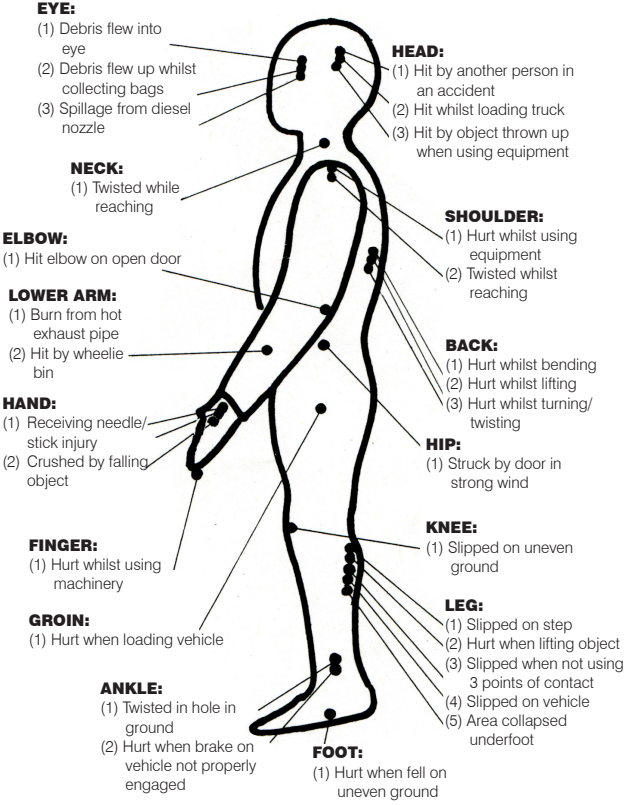
Contact Details

Telephone: **0800 269616**

Website: **http://www.bupa.co.uk/eaponline/**

Common Injuries

Remember: Put your whole mind on the task. Recall what your safety training has taught you. Assess the risks of what you're doing... every day, all the time.



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Individual Responsibilities

Team Manager Waste & Fleet Operations
Operations Manager
Senior Supervisor
Supervisor

The Corporate and Service Health & Safety Responsibilities for these positions have been provided as an Addendum to this pocketbook and explained through a Induction Team Briefing or a one-to-one session.

They can also be found via the following:

- Council website via the Bins, Rubbish and Recycling Quick Link to the Waste Health & Safety page

Communication

Communication on work issues is very important and particularly on health and safety issues. Please raise any concerns with your manager or supervisor immediately they arise.
Two way communication takes place in the following ways:

Daily Contact. The Supervisors have daily contact with staff and hold the 'Managing Safely' qualification. Any health and safety concerns should be raised with your Supervisor who will deal with it or refer it to senior management if necessary.

Team Briefing – A member of the management team will normally conduct a team briefing on a monthly basis. Health & Safety will be a standing item on the agenda. Team Briefings will include a programme of toolbox talks on various current issues.

Performance Development & Reviews (PDR) – Every member of staff should have an annual PDR with their Supervisor or Manager. This review concerns your performance and development.

Although health and safety issues can be raised it is more important that they be raised at the time of concern and not retained for the annual review.

Training – High quality training is provided using internal and external trainers.

Safety Representative(s). The names of Safety Representatives are on the noticeboards at the depots. These have been appointed by a recognised Trade Union to carry out their functions in accordance with the requirements of the Safety Representatives and Safety Committees Regulations.

Divisional Union Meeting (Health & Safety). These meetings are held quarterly. The Group Manager Neighbourhood Environmental Services

normally chairs the meeting and its attendees include the Team Manager Waste & Fleet Operations, the Operations Manager, Safety Representative(s), the Council's Senior Health and Safety Adviser and a human Resources Consultant.

We promote a proactive health & safety culture where employees identify near misses to ensure corrective action can be taken. A near miss can be not wearing correct PPE eg gloves, a vehicle defect or someone not following a safe system of work.

Risk Assessments

Risk Assessments are a process undertaken by the managment team into which you may have an input. You will be told the findings of the risk assessment process together with the measures taken to eliminate or reduce that risk. **You must follow the safety measures put in place.** Risk Assessments will be reviewed annually or when significant changes to working practices are introduced.

Procedures and Process Maps

In order to minimise some of the risks identified in the Risk Assessment process a number of Procedures and Process Maps have been established to ensure a continuity of required actions around a given task or job

sequence.

These Procedures and Process Maps are referred to on each Risk Assessment where applicable.

Safe Systems of Work (SSOWs)

You must be familiar with all the Safe Systems Of Work (SSOW) relating to your duties. These are issued at induction and re-issued after any revision. If you feel that an SSOW should be updated then please speak to your Supervisor or Manager immediately.

Copies of the Risk Assessments, Procedures and Process Maps and SSOWs are available in the depot or from your Supervisor or Manager.

Personal Protective Equipment

All employees, including agency staff, must wear their personal protective equipment. There is a requirement to wear PPE and there will be disciplinary action taken if you are found working without the correct protection.

You MUST wear at all times:

- safety footwear
- ballistic trousers
- hi-viz shirt, sweatshirt, coat or jacket

Other PPE to be worn as required:

- gloves
- eye protection
- ear protection

Your duties:

- ensure you have the correct PPE before starting work
- ensure this is clean and in good repair
- report any loss or defect to your PPE so it can be replaced (new for old)
- store PPE correctly

Hypodermic Needles

It is possible that you may come across discarded hypodermic needles. You will find a sharps box located in all vehicles. You will be trained in the safe removal of these.

Needle-stick injury

Should you receive an injury from a hypodermic needle:

- If the needle stick causes an injury, encourage the wound to bleed, do not suck the blood out.
- Clean the area with water; if this is not available use an antiseptic wipe from the first aid kit.
- You should always go to hospital as soon as possible after a needle stick injury taking the needle stick with you in an appropriate container.
- Your manager has to complete an accident report using the Council's online reporting system without delay and undertake a follow up investigation into the accident within 10 days.

Care in the Sun

As you may be working outside for long periods of time please be aware of your exposure to ultraviolet (UV) rays from the sunlight which can cause health problems.

Remember

- Keep your top on.
- Wear a hat.
- Stay in the shade whenever possible, including your breaks.
- Use sunscreen on exposed skin (this is available from your Manager/ Supervisor).
- Drink plenty of water to avoid dehydration.
- Check your skin regularly for any unusual moles or spots.
- Having a tan does not protect you!

Violence at Work

Violence is not just physical attacks.

Violence at work includes bullying, verbal abuse, racial and sexual harassment and threatening behaviour. Learn how to recognise aggressive behaviour and respond in the safest way.

Know how to deal with an aggressive person.

If a member of the public becomes angry and difficult to reason with, try to stop the situation becoming unmanagable by following these rules.

- Avoid confrontation.
- Stay calm. Don't be drawn into an argument.
- Speak clearly and slowly. Make sure your tone of voice is not threatening.

- Avoid aggressive body language - don't fold your arms, clench your fists, put your hands on your hips, jab your fingers or stare at the person.
- Don't touch the person, laugh at them, or use offensive names.
- If you feel threatened increase the distance between yourself and the aggressor.
- Call for help.

Manual Handling

Over a third of all accidents each year arise from manual handling. Most of the accidents cause back injury, although hands or feet are sometimes injured.

Manual handling is often required in the work you do and therefore to reduce the risk of injury to yourself you should follow these guidelines.

When manual handling cannot be avoided, make the job easier and safer by using the correct lifting techniques.

Place one foot forward
Unlock knees
Lift using legs

Turn by moving the feet
Only take what you can manage

STOP and THINK about

- **T - TASK**
  - How am I going to move the bag, bin or box?
  - Can I avoid twisting?
  - Distance to be moved?
- **I - INDIVIDUAL**
  - Everyone is different; know your limits. Do I need help?
- **L - LOAD**
  - Estimate weight and contents
  - Are there any sharp edges?

- Size, shape, awkward to hold?

- **E - ENVIRONMENT**
  - Uneven surface, steps, kerbs, limited access?
  - Weather conditions?
  - Obstructions?

Bad habits when lifting and carrying can lead to back injuries, slipped discs, sprains and hernias. STOP and THINK.

Training in Manual Handling is provided and refresher training will be provided at intervals of not more than every 2 years.

Your Supervisors are Manual Handling Champions - if in doubt about best practice, seek advice.

When lifting

To help prevent any injuries to your back you should carry out the following.

DO

☑ Place one foot forward

☑ Unlock the knees

☑ Turn by moving the feet

☑ Keep the load close

DON'T

- ☒ Lift with the feet in line
- ☒ Use the back to start the lift
- ☒ Twist
- ☒ Reach to lift

Drivers' Responsibilities

Licence: You must not drive any vehicle without the necessary licence. You must also 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. Driving Licences will be checked every 4 months and a driving assessment carried out every year.

Any medical condition/medication which may reduce your driving competence must be reported promptly to your manager / supervisor.

Vehicle Care: The vehicle is a mobile advertisement for our Council and it is important that it looks smart. You must wash the vehicle at least weekly.
Keep the cab tidy. Stow loose objects safely. The dashboard must be kept clear of clutter.

Items Carried: Every vehicle has been issued with a First Aid kit. The First Aid kit must be checked and replenished as necessary. Every vehicle has a fire extinguisher.

Drivers' Hours: You must comply with the law on drivers' hours and must complete records with the use of a tachograph if fitted, or a drivers' hours' book.

Traffic Offences: You are responsible for any offences committed while driving e.g. for parking, bus gate contraventions, speeding. In addition to any action taken by enforcing authorities, your actions will be investigated under the Council's disciplinary procedures.

Mobile Phones: You must not use a hand held mobile phone whilst driving; limit any "hands free" communications to essential emergency use only. Try not to ring someone or continue a call, if you know the other person is driving.

Drivers must not:

- ☒ Leave the vehicle unattended when the engine is running.
- ☒ Overload the vehicle – this is illegal and in the case of an accident you could be charged with dangerous driving.
- ☒ Use mobile phones, or radio handset, eat or drink while driving.
- ☒ Allow unauthorised persons to ride in the vehicle.
- ☒ Have hazard beacons operating whilst travelling to and from the depot / transfer station or composting site.

Drivers must:

- ☑ Comply with highway laws and the Highway Code.
- ☑ Refuel on a daily basis.
- ☑ Have at least one hazard beacon at the rear of the vehicle operating whilst working on site.
- ☑ Have a specialist eye test every 2 years (your Manager will arrange this).
- ☑ Wear seatbelts when travelling more than 50 metres.
- ☑ Only use beacons whilst loading and not travelling.

Remember!

The way you drive reflects upon the Council so at all times use good driving techniques and be courteous towards other road users.

Road Traffic Accidents

If your vehicle is involved in a road traffic accident, you must:

- ☑ Apply the handbrake and switch off the engine.
- ☑ Report the accident to the office immediately.
- ☑ Contact the emergency services if required.
- ☑ Not move the vehicle (unless it is in an unsafe position or instructed by Police officer to do so).
- ☑ Keep members of the public away unless they can help eg a doctor or qualified First Aider.
- ☑ Only tackle a fire if it is safe to do so with the equipment provided.

If visiting higher risk operational depots

Wear Personal Protective Equipment (PPE) particularly high visibility jackets at all times in the depots.

Adhere to any traffic management/parking plans.

Be aware of moving vehicles – use designated walkways.

Observe all safety signs and any site safety rules.

Smoke in designated areas only.

Be aware that operations vehicles may be refuelling on sites.

Follow the instructions of the site personnel in the event of a fire.

Vehicles must not obstruct designated walkways.

Vehicles should not exceed the speed limit.

No drugs (except prescribed drugs) permitted on site.

No alcohol permitted on site.

Storing & Use of Chemicals and Hazardous Substances

Using chemicals or other hazardous substances at work can put people's

health at risk, causing diseases including asthma, dermatitis or cancer. It is therefore important that you make sure you know what the controls are for safe use, application, storage, transportation and disposal of products used during work. Hazardous chemicals can affect you through a number of ways;

- **Inhalation -** breathing harmful dust or fumes
- **Absorption -** chemicals entering through cuts or through the skin etc.
- **Ingestion -** eating contaminated food
- **Direct contact -** burns from contact with acidic or alkaline substances

You should:

☑ be trained in the risks, use and storage of chemicals.

☑ read the chemical data label.

☑ have wash and wipe facilities stored in your vehicle along with a first aid kit.

☑ use correct PPE.

☑ Immediately report any health issues you are experiencing that may have resulted from contact with chemicals or hazardous substances.

- ☑ ensure COSHH assessments have been carried out
- ☑ ensure all chemicals are stored according to current legislation
- ☑ store chemicals in a suitable and secure container
- ☑ dispose of any hazardous substance and their containers in accordance with the manufacturer's recommendations.

Pesticide Management Policy

All staff involved in the application of pesticides must possess, the appropriate certificate of competence for the operation they are undertaking e.g. PA1/PA6 for herbicide application using hand-held applicators.

Noise at Work

Noise can be defined as unwanted sound. If you are exposed to noise levels for any period of time it can in some cases cause permanent damage to the delicate mechanisms of the inner ear.

In order to protect your hearing from damage it is important you carry out the following:

☑ In some cases you might be required to wear hearing protection i.e. ear defenders, ear plugs or both.

☑ Personal Protective Equipment must be worn when operating noisy equipment or when working in noisy areas.

HEARING IS INVALUABLE; ONCE IT IS DAMAGED IT CANNOT BE REPLACED OR REPAIRED!

Working On or Next to the Highway – litter picking etc…

Working on or next to the highway can be extremely hazardous and it is essential that the all staff observe the following rules:

- Full PPE for working next to the highway must be worn at all times
- Where required, Chapter 8 signing and guarding requirements must be in place and staff that have received Chapter 8 training must be present
- A job specific risk assessment must be undertaken by a manager for all non-regular work on or next to the highway – risk assessments are held by the Cleansing Manager
- Where feasible, risks should be reduced by timing works to take place during less busy times
- Never exit a vehicle whilst it is moving

- Do not mess about / play tricks or engage in any horseplay at any time

Use of Specialist Equipment

Specialist equipment includes pedestrian street sweeping machinery. It does not include handheld equipment such as blowers.

To use specialist equipment operators must have received certificated training from the equipment manufacturer or a specialist training provider.

Specialist equipment must only be operated in accordance with the manufacturers operating instructions and risk assessments / safe systems of work for the equipment and work undertaken. Equipment must be switched off / isolated before undertaking any maintenance or adjustment e.g. clearing blockages.

Use of Hand Held Machinery

Hand held equipment includes blowers and other small powered equipment. To use hand held equipment staff are to have received certificated training from a training provider. Hand held equipment must only be operated in accordance with the manufacturers operating instructions and risk assessments / safe systems of work

for the equipment and work undertaken. Machinery must be switched off / isolated before undertaking any maintenance or adjustment e.g. clearing blockages.

Premises - housekeeping, water testing, asbestos, reporting defects etc.

Each of our Cleansing operational premises has a designated Buildings Officer; this is usually the Supervisor for the part of the service using the premises. In smaller premises the day to day duties of the Buildings Officer may be undertaken by a local member of staff with overall responsibility still resting with the Supervisor.

For safety and efficiency it is essential that all premises are kept clean and tidy and at the very minimum each location must be thoroughly cleaned and tidied once a year and all surplus materials and other unwanted items disposed. All premises will be formally inspected once a year by the Cleansing Manager, the Senior Health & Safety Advisor and a representative from Property Services.

The Buildings Officer will arrange monthly water testing at all locations, maintain the location asbestos log and will be the co-ordinator for any contractor's works at the location. Any defects or damage to premises

are to be reported to the Buildings Officer who will liaise with Property Services to ensure repairs are undertaken.

Adverse Weather

In adverse weather, the council expects its staff to carry out normal contractual hours.

If you are unable to attend your place of work then you may report for duty at the depot nearest to your home. In the event that you are unable to attend work you must inform a supervisor in the usual way. This may either be taken as annual leave or unpaid leave.

If normal operations are suspended, staff will be expected to carry out alternative work. If staff are 'stood down' by the management, they will be paid for their usual contractual hours.

Useful Telephone Numbers:

Midland Road Transfer Station/Weighbridge	01225 396422
Site Manager Office, Midland Road	01225 396347
Pixash Lane Recycling Centre	01225 477667
Old Welton Recycling Centre/Weighbridge	01761 415694
Midland Road Collections depot	01225 396391
Waste Services, Keynsham	01225 394204
Council Connect	01225 394041
Switchboard	01225 477000

Add your own here:

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