

Safe waste and recycling collection services



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Summary

Waste and recycling collection services activities account for the largest proportion of accidents in the waste and recycling industry.

This guidance is about managing risks from collection services activities. It includes information on how to assess and control the main risks and provides advice on managing 'task and finish' (T&F) practices, where applicable.

The guidance is aimed at clients in control of contracts, those who specify contracts and employers who operate the services. It will also help managers and supervisors who design and operate collection services.

Introduction

- 1 This guidance was produced by the Health and Safety Executive (HSE) in consultation with the Waste Industry Safety and Health Forum (WISH). It is intended primarily for household (municipal) collection services, but the principles can be applied to all waste and recycling collection services, including commercial/trade collection services.
- 2 The guidance is aimed at clients in control of contracts, those who specify contracts and employers who operate the waste and recycling collection services. It will also help managers and supervisors design and operate collection services so that acceptable levels of safety are achieved and maintained.
- 3 Collection activities account for the largest proportion of accidents in the waste and recycling industries. Operating a vehicle-based collection service has the potential to expose collection crews, other road users and pedestrians to a range of hazards. This guidance identifies the main hazards during vehicle operation. It describes reasonably practicable measures for controlling the risks those hazards generate and mitigating the risks that may be outside the operator's control (for an explanation of 'so far as is reasonably practicable', see www.hse.gov.uk/risk/theory/alarplance.htm). It incorporates guidance previously found in the HSE information sheet *Managing 'task and finish' to reduce safety risks* (Waste 17), now withdrawn.
- 4 This information sheet provides additional advice on reducing the risks associated with work on the highway. **Dutyholders, including employers, drivers and collection crews should also take account of other relevant regulatory requirements, particularly road traffic legislation and the standards set out in the Highway Code.**¹

Managing waste and recycling collection services risks

- 5 Waste and recycling collection services can be operated by the public, private and community sectors. They may be contracted out by local authorities and public/private waste producers. Whichever system is in operation, clients and contractors each have duties to ensure that the service is suitable and safe, before and during the life of the contract.

6 Collection services operate in environments and circumstances that are diverse and change rapidly. Defining prescriptive rules is not appropriate or effective given the range of circumstances that can occur, but by identifying hazards and assessing risks, it is possible to introduce control strategies that will significantly reduce the risk of injury.

7 Similar hazards are found throughout collection services, enabling assessments and control measures to be made at a generic level. However, some hazards will be specific to individual locations and environments. These need to be identified, assessed, controlled and communicated on a case-by-case basis. Examples of risk control measures for specific hazards are outlined in Appendix 1.

8 Further information on sensible risk management can be found at:

- www.hse.gov.uk/risk/principles.htm;
- www.hse.gov.uk/simple-health-safety/manage.htm;
- www.hse.gov.uk/risk/index.htm.

9 If properly managed and controlled, 'Task and finish' (T&F) practices, where applicable, should not adversely impact on the health and safety of collection services. Appendix 2 advises how to manage such T&F practices.

Designing the service

10 Local authorities operating their own collection service should take account of the health, safety and welfare of collection crews and others at the initial design stage. This includes identifying and deciding how to control the risks. Important aspects to consider include:

- the collection process, collection bins/bags etc and collection areas (ie rural, high-rise, dense urban etc);
- the overall collection route;
- the size and specification of collection vehicles in relation to the geography, street layout and width of roads, such as rural lanes;
- eliminating or reducing the need to reverse;
- tailoring collection services within certain time restrictions to minimise the number of pedestrians in the area during the collection process;
- collection crews' exposure to noise and the requirement for adequate hearing protection, particularly in glass collection;
- the competence of collection crews (eg waste industry NVQs);
- the ability to alter contracts during their life to reflect changes in legislation, improvements in vehicle standards and industry practice;
- determining whether single or double-sided collection methods provide the safer option, so far as is reasonably practicable (see Appendix 1).

11 The systems and arrangements adopted should be kept under review and will need to be amended from time to time in the light of experience.

Tendering process

12 At the **pre-tender** stage of a contract, clients are accountable for the impact their approach has on the health and safety of those working on, or affected by, the collection activities.

13 Local authorities and others who contract out services should ensure that the systems they specify and the tenders received make suitable

allowance for managing for health and safety and that the considerations listed above are included.

14 **Tender assessment** should include the health and safety provisions. Those assessing tenders should ensure:

- suitable and sufficient information about the collection service is supplied;
- the collection system design takes account of the reasonably foreseeable hazards and minimises the risks to which all those involved can be exposed;
- the operational team are competent and have clearly defined information, instruction and training;
- time, money and other resources are available to run the contract efficiently and safely.

15 At the appointment stage (**awarding the contract**), the partnership arrangements should include a robust framework for monitoring and reviewing the health and safety of the collection service. In particular, the following processes should be covered:

- establishing a contract safety review committee with representatives from the client, the contractor and other parties affected by the contract;
- devising a monitoring process, either independently or in conjunction with the appointed contractor, to ensure that those engaged in the contract are actually working to prescribed methods and to review the suitability of the working methods;
- formally auditing the health, safety and welfare standards of the appointed contractor or other person responsible for the collection service periodically;
- recognising additional resources may be required by the service providers during mobilisation to ensure that dynamic risks are addressed.

16 For further information on procuring, managing and monitoring waste services visit www.hse.gov.uk/waste/services/index.htm.

Assessing collection route risks

17 The Management of Health and Safety at Work Regulations 1999 require employers and self-employed people to suitably and sufficiently assess and control the risks their activities present to their employees and others. The assessment should identify:

- the hazards that can cause harm, what kind of harm and how likely it is to happen;
- who is at risk (such as workers, contractors, subcontractors, agency or temporary workers, members of the public or visitors);
- the appropriate control measures needed to eliminate or reduce the risks so far as is reasonably practicable.

18 Risk assessment is about identifying and taking sensible and proportionate measures to control the risks in your workplace, not creating huge amounts of paperwork.

19 In assessing collection route risks you should think about:

- the effect of strategic decisions, such as choice of vehicle design, receptacle type and material-specific issues (eg noise and glass collections);
- common (generic) issues such as manual handling, slips and trips, violence to staff, dealing with hung-up bins and sharps across your collection activities. Advice on controlling the most common hazards can be found in *The health and safety toolbox: How to control risks at work*;²
- route and location-specific hazards, such as: reversing, single side or double side collection, high-risk pedestrianised areas (eg schools), low overhead cables, staircases/steps, poor lighting and aggressive dogs;
- the ability and authority of drivers and collection staff to react to changing (dynamic) conditions, taking action to ensure the health and safety of themselves and others. Examples may include changing weather conditions, temporary road works and mechanical breakdowns. Crews will need to be adequately trained to respond to such circumstances, or identify the need to seek advice before proceeding.

20 Your risk assessment should be reviewed regularly to ensure that the control measures remain effective. The impact of changes to service arrangements made during the course of the contract/service term should also be assessed before and during implementation.

21 For further information about assessing risks, visit www.hse.gov.uk/risk/index.htm.

Collection route hazards

22 Anyone carrying out hazard identification should have the knowledge, experience and ability to do so and understand the route from the perspective of a driver, collection worker and other road/footpath user. Drivers, collection staff, managers and clients should be consulted to help ensure that hazards are identified.

23 Permanent hazards should be recognised and controlled as part of the crew's formal instructions. Some permanent hazards may be variable due to changing conditions and other hazards may recur frequently or appear only occasionally and some hazards can be quite unpredictable, especially weather effects.

Route hazard examples:

Permanent hazards	Permanent but variable hazards	Frequent and variable hazards	Occasional hazards	Unpredictable hazards
Blind bends	Schools	Reversing	Working/crossing on the highway	High winds/rain
Overhead obstructions	Community centres	Rush-hour traffic	Crossing a highway	Snow/ice/mud
Road width	Road speed and usage	Road works	Construction sites	Local flooding
Inclines and adverse cambers	Pedestrian areas	Parked cars	School holidays	Poor visibility – fog etc
Concealed entrances	Loose/poor surfaces			
Poor visibility due to features etc				

Those at risk of harm

24 Apart from drivers and collection staff, pedestrians and other road users are at risk. Consider the unexpected or the unusual. For instance, those who may not be able to appreciate danger or be able to take appropriate action (such as the elderly, very young or disabled) and during school holidays there are likely to be children playing outdoors.



Potential results of poor collection route planning

Collection took place during the morning rush hour on a busy, suburban ‘rat run’ with double-parked cars in a residential street. This resulted in gridlocked traffic, angry road users, parked cars obstructing carriage of waste/recycling containers to the vehicle, very slow collection times and commuters attempting to weave past the collection vehicle as the collection crew worked in the road.

Scheduling collection points and good route planning between points is critical. If route optimisation software has been used in the collection round design, it is important to ensure that known problems, including the desirable timing of collection, one-way streets, low bridges and traffic patterns, have been fully integrated and properly prioritised.

Control measures

25 Determine what sensible measures are required to deal with the risks identified. The following approaches should be considered:

- Can the hazard be eliminated altogether (eg removing the need to reverse or the flow of traffic)?
- If not, how can the risks be controlled (eg carrying out the task at a less busy time of day)?
- Taking into account the control measures above, have the risks been reduced to a reasonably practicable minimum?

26 See Appendices 1 and 2 for examples of controls.

27 Controls for waste and recycling collection services should address four key areas:

- crew competence;
- vehicle safety;
- safe procedures;
- safe environment.

Crew competence

28 Drivers and collection crews, including relief and agency workers, new and existing staff, and those in supervision and management, should be competent to work safely in the street collection environment. Training can provide the foundations of competence, but it does not necessarily result in a competent worker.

29 All crew must be trained in the safe systems of work, specific collection services and agreed manoeuvring signals. Records of training should be kept. The effectiveness of training should be reviewed and its implementation actively monitored to ensure the training provided is relevant and effective in helping develop competent staff.

30 Competence in waste collection involves:

- carrying out collection activities safely and efficiently;
- recognising dangers, and putting into practice the risk control measures;
- reacting appropriately to unplanned events and conditions;
- understanding the consequences of not doing something as well as doing it.

31 Crews should be able to identify hazards and take appropriate action, as they will often encounter new circumstances and unplanned/unknown hazards. This is an essential part of the day-to-day management of safety in collection services when there are changed circumstances, such as minor road works, other vehicles poorly parked (eg removal lorries) etc.

32 Drivers are expected to use their professional judgement at all times but must contact the depot if they are unsure how to proceed. Any additional controls should be within an agreed framework of guidance. For example, drivers could decide not to collect/proceed in a particular situation if there are unexpectedly high numbers of pedestrians or vehicle movements in a certain area.

33 Pre-employment assessment is recommended to help ensure staff are competent to undertake the tasks required.

34 LGV Driver Certificate of Professional Competence (CPC) training will assist individuals to maintain a level of competence.

35 For further information on competence, visit www.hse.gov.uk/competence/index. Further guidance on training in waste and recycling can be found in *Waste and recycling vehicles in street collection*³ and *Health and safety training: Guidelines for the waste management and*

recycling industry,⁴ which give specific guidance on training drivers and crews.

Vehicle safety

36 Choosing the right vehicle for each route is essential. For example smaller vehicles will be better suited to narrow lanes and some modern estates.

37 Waste and recycling collection service organisations should work with clients, vehicle manufacturers and suppliers and seek the views of collection crews to improve vehicle specifications.

38 Further advice is available in *Waste and recycling vehicles in street collection*.

Safe procedures

39 Safe systems of work should be designed that eliminate or reduce exposure to risk, so far as is reasonably practicable. See Appendix 1 for examples of control measures that can be applied to specific hazards and can form part of a safe system of work. See also *Waste and recycling vehicles in street collection* for guidance on safe procedures for reversing and single/double-sided collection.

Safe environment

40 Collection organisations usually do not have direct control over the environment in which they operate. Therefore steps should be taken to work with clients, other dutyholders and organisations to ensure the safety of crews, road users and pedestrians. These steps may include short-term (eg a car towed away) or longer-term (eg working with planners on a housing estate layout). For example:

- work with planners to reduce the need for reversing and build in turning circles and roads that are wide enough;
- work with other departments to co-ordinate LGV access (eg mobile libraries, roadworks);
- consult with highways departments over speed limits, one-way systems and no parking zones;
- advise highways departments when surface conditions deteriorate (eg potholes) or pavements are in poor condition;
- work with enforcement authorities where illegal parking affects safe access;
- provide clear advice to householders on where to place bins, bags, boxes etc.

Communicating the risks and control measures

41 The identified risks and control measures devised can only be effectively implemented if they are properly communicated to drivers and collection staff. Details of routes and specific control measures can amount to a significant level of information, so robust channels of communication should be put in place.

42 Control measures for issues common across the collection activity (eg manual handling, slips and trips, violence to staff) may be communicated to collection staff in general instructions and training.

43 Crews should be given route maps and clear, unambiguous route-specific instructions and other relevant information.

44 For route-specific issues, clear, unambiguous route-specific instructions and other information about control measures can be communicated to drivers and staff on daily route cards, maps or other route information systems within the vehicle. Route cards/sheets are already widely used to provide staff with details of 'assisted collections' and 'previously missed bins'.

45 It is recommended that this data is displayed on in-cab devices, such as satellite navigation/route information systems. This ensures that drivers and staff new to a round will have clear instructions and can be given other important information about assisted collections, trade collections and missed bins etc.

46 See Appendix 3 for an example route sheet.

Supervision, monitoring and review

47 Effective supervision and monitoring arrangements for crews and individual workers should be in place to ensure that:

- training has been effective;
- risk control measures are being followed;
- the controls are effective.

48 Supervision and monitoring should be routine parts of normal work activities for managers and supervisors. The level of supervision and monitoring should be based on:

- the risks associated with the job;
- the level of competence and experience of the collection crew;
- whether an employee works as part of a team or is a lone worker.

49 Supervisors with an appropriate, positive approach to health, safety and welfare can have a significant influence in disseminating and maintaining a high standard of health and safety in the teams that they have contact with. All levels of the management chain (including crew leaders) have a vital role to play in setting an example and in promoting and enforcing safe working practices. Avoid 'turning a blind eye'.

50 Other key considerations:

- the job role of 'on-the-street' supervisors should include health and safety supervision duties – this role should be properly understood and supervisors trained to perform these duties;
- all layers of management should be made aware of the importance of leading by example and of making sure that the working environment positively encourages poor practices to be identified and rectified;
- monitor and review policies and procedures regularly to ensure that what should happen does happen – pay particular attention to the role of individuals in the management chain, from senior executives to those at risk;
- records of monitoring should be kept to help the periodic reviews. An example of a monitoring checklist is given in *Waste and recycling vehicles in street collection*.

51 For further information on monitoring and reviewing as part of managing for health and safety, visit www.hse.gov.uk/managing/index.htm.

Worker consultation and engagement

52 Involving and consulting your workers is essential in ensuring safe working practices in waste and recycling activities. Further information on worker involvement is available at www.hse.gov.uk/involvement/index.htm and in the HSE leaflet *Consulting employees on health and safety: A brief guide to the law*.⁵

Accidents, incidents and near hits/near misses

53 All employers, the self-employed and people in control of work premises have duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). You must report certain work-related injuries, cases of ill health and dangerous occurrences. See www.hse.gov.uk/riddor/ and *Reporting accidents and incidents at work*.⁶

54 Important lessons may be learned from thoroughly investigating accidents and near misses, not least to prevent recurrence. A system for gathering, investigating, analysing and recording accident and near-miss information should be established.

Appendix 1: Control measures for specific hazards

1 These are examples of risk control measures for specific hazards. They are not exhaustive and control measures relevant to the specific circumstances encountered in individual collection services should be identified.

Single/double-sided working

2 Collection workers may cross the flow of traffic several hundred times a day, exposing them to the risk of being struck by moving vehicles. Where vehicles capable of causing injury to pedestrians can pass the collection vehicle on the carriageway, a single-sided collection would normally be appropriate.

3 Double-sided working may be appropriate where the design of the collection route ensures that the overall risks are not significantly greater than those from single-sided working.

4 When deciding between single or double-sided collection, the following factors (among others) should be considered:

- width of the road;
- speed limit and actual speed of traffic;
- the number and size of vehicles using the road;
- defensive positioning of vehicle (Note: compliance with relevant road traffic law and the Highway Code must take priority);
- congestion caused by the collection vehicle;
- vulnerable locations (schools, care homes etc);
- housing density;
- distance loads have to be moved;
- visibility and distances to bends;
- street parking and offloading of goods vehicles;
- previous accidents, incidents, near hits/misses;
- whether slave bins are being used.

5 It is also important to ensure the following, so far as is reasonably practicable (see www.hse.gov.uk/risk/theory/alarplance.htm):

- rounds/vehicles should be designed to ensure that vehicles are loaded from the kerbside/nearside or rear (when stationed against the kerb and in the direction of the flow of traffic);
- routes and methods of collection should be designed and operated to eliminate or reduce the need for collection workers to cross the flow of traffic – walkthrough cabs can reduce the need for drivers to exit a vehicle into the flow of traffic;
- rounds should be designed and vehicles selected to ensure that collection workers get in and out of cabs and working areas on the kerbside/nearside and not into the flow of traffic.

6 Training for all collection workers, including drivers, should highlight the hazards and clearly define the precautions to take if there are no alternatives to getting in or out of a vehicle into the flow of traffic.

7 It is important to remember that reducing/eliminating one risk may generate others (such as additional vehicle reversing or increased carrying distances), so they should not be considered in isolation.

Off-side (driver's side) collection

8 In some circumstances it may be safer to collect on the off-side of the collection vehicle, eg in:

- a one-way street where properties are on the off-side and the collection vehicle is able to stop on that side of the road;
- a multi-lane, one-way street in which crossing live traffic can be avoided by two passes, one on the nearside, one on the off-side;
- narrow roads where properties are on the driver's side, and other vehicles cannot pass;
- roads where properties are on the driver's side and unavoidable vehicle positioning in the road does not allow other vehicles to pass.

High-risk pedestrian areas (eg schools, community centres, shopping areas)

Hazard

9 Vehicle collision with pedestrians, including vulnerable people (children, elderly, visual/hearing impaired etc).

Control measures

- Plan routes to avoid times of pedestrian activity (eg school opening and closing times).
- Liaise with the site owner to position the collection point in a safe position and/or collect at quiet times.
- Identify high-risk areas on route cards/maps.
- Access pedestrianised areas, such as shopping areas, during quiet hours.
- Use reversing assistants (see *Waste and recycling vehicles in street collection*).
- Make the crew aware of how children and other vulnerable people behave.
- Ensure staff are aware of school holiday dates, carnivals etc, and the need for added vigilance.

Reversing

Hazard

10 Collision with vehicles, pedestrians and property (reversing causes a disproportionately large number of moving vehicle accidents in the waste/recycling industry).

Control measures

- Route planning to eliminate/reduce reversing.
- Safe systems of work adopted for reversing activities, including using reversing assistants as appropriate.
- For extensive advice on the control measures for reversing, see *Waste and recycling vehicles in street collection*.

Working in/adjacent to the highway and crossing the highway

Hazard

11 Collection staff struck by collection vehicle and other road users.

Control measures

- Reduce risk of injury by collecting from nearside so far as is reasonably practicable; other risks must be taken into account at the same time to ensure that the risks are reduced and not transferred.

- Select vehicles and have procedures that reduce the need to work close to the flow of traffic, or access/exit the cab into the flow of traffic.
- Identify roads where single/double-sided collection is appropriate on the route card/map, (eg one-way streets, heavily trafficked routes or streets where the collection vehicle unavoidably blocks the traffic flow). Note: where necessary consider whether congestion and traffic building up behind a collection vehicle may be increased or decreased by single-sided collection.
- Wear high-visibility clothing with reflective material.
- If hearing protection is required (eg during glass collection), ensure it is appropriate and removed when not required.

Loose/poor surfaces (eg potholes/gravel/mud on road, grass banks, verges)

Hazard

12 Loss of traction, reduced braking action, damage to vehicle, slips and trips.

Control measures

- Identify on the route plan where a situation is permanent, ie a site entrance or where there are long-term road works.
- Drive at speeds appropriate to the conditions.
- Wear footwear with good grip and ankle support.
- When on foot, avoid taking shortcuts across loose or slippery surfaces such as grass or mud.
- Report potholes, loose surfaces and mud on road to highways department or site owner.
- Ensure that the chosen collection point is the safest available.

Concealed entrances

Hazard

13 Collision with plant, vehicles and pedestrians.

Control measures

- Identify on route plan.
- Use reversing assistants (see *Waste and recycling vehicles in street collection*).
- Position the vehicle to provide impact protection for collection staff (Note: maintain compliance with the relevant Road Traffic law).
- Investigate whether improvements can be made with the highways department or site owner.

Blind bends

Hazard

14 Collision with other vehicles and pedestrians, overturning.

Control measures

- Identify on route plan.
- Position vehicle to provide impact protection for collection staff (Note: compliance with relevant Road Traffic law).

- Position a look-out in a safe position on the apex of the bend to warn crew of approaching vehicles, and/or to warn approaching vehicles.
- Drive at speeds appropriate to conditions.
- Single-sided working.

Restricted access and congestion (eg parked cars and rush hours, narrow lanes)

Hazard

15 Collision with vehicles, plant and pedestrians.

Control measures

- Avoid congested areas by careful timing.
- Select vehicles appropriate to road width and foreseeable conditions.
- Ensure that drivers are aware of the location of any suitable passing points and turning points on narrow lanes.
- Use reversing assistants.
- Consider whether congestion and traffic building up behind a collection vehicle may be increased or decreased by single-sided collection, where appropriate.
- Report illegal parking to the depot (they should forward the report on to the appropriate authorities).
- Train staff to handle aggressive behaviour appropriately.

Poor visibility

Hazard

16 Collision with vehicles and pedestrians.

Control measures

- Drive at speeds appropriate to the conditions.
- Use vehicle and working lights.
- Staff to wear high-visibility clothing with reflective material built in.
- Use reversing assistants.
- Report damaged and poor lighting to the depot (they should forward the report to the appropriate authorities).

Overhead obstructions (low bridges, overhanging branches, overhead powerlines)

Hazard

17 Vehicle collision and electrocution.

Control measures

- Identify low bridges and other obstructions that prevent vehicle access.
- Ensure collection staff have training and instruction in positioning vehicles to avoid overhead obstructions, eg during the operation of bin lifts and trough lifts.
- Display the height of the vehicle in the cab.
- Report new obstructions to the depot (they should forward the report to the relevant authority).

Road/street works (long-term)

Hazard

18 Collision with vehicles and pedestrians, slips/trips and falls.

Control measures

- Determine the duration of road/streetwork activities with clients, local authorities and/or utility companies.
- Re-route if necessary.
- Identify significant road/streetworks on route cards/maps.

Appendix 2: Managing T&F practices

1 T&F practices are not necessarily dangerous or unsafe. However, in collecting municipal waste, material for recycling and in closely related activities (such as street cleaning), practising T&F has the potential to adversely affect the health and safety of workers. Quantifiable evidence of the impact of T&F on operational safety is not available. However, there is anecdotal evidence that, when not properly managed, T&F may encourage workers to rush the job and take potentially dangerous short cuts.

2 T&F operations can be as safe as non T&F operations when appropriate control measures are provided, used and maintained, But they are likely to require more management and supervisory control. Therefore, the potential impact of T&F practices, if applicable, on the health and safety of collection services should be taken into account.

Assessing risks

3 Where operations take place within a T&F framework, assessment should consider the potential effects of T&F. Identify the controls necessary to ensure that the system operates safely. Identify and implement appropriate and specific control measures.

General management issues

4 For advice on management issues, see HSE's website on managing for health and safety at www.hse.gov.uk/managing/index.htm. General practices that should be considered when managing T&F activities include:

- communicating and consulting with collection crews so that working practices can be designed to ensure their health and safety – if change is necessary staff and their representatives should be given the opportunity to contribute;
- day-to-day communication with crews during their working day is important – establish effective radio, mobile phone or other means of electronic communication;
- designing collection rounds to eliminate or minimise running, loading into moving vehicles and the need to take shortcuts across grassy banks and slippery or uneven surfaces;
- monitoring start and finish times for collection crews so that workloads can be evenly distributed between collection rounds and emerging poor practice can be identified and investigated;
- monitoring accident rates, particularly minor road accidents and slips, trips and falls;
- monitoring vehicle payloads/tipping weights, particularly where seasonal changes are expected;
- encouraging drivers and collection operatives to take regular breaks to recuperate and replenish themselves;
- monitoring breaks taken through tachograph and other similar mechanisms;
- proactively identifying periods when there may be particular problems (eg extremely hot or cold weather) and adopting suitable measures to control the risks that result.

Specific issues

5 The following issues are potential contributors to, or the result of, poorly managed T&F operations. Appropriate management controls that should be considered are given for each issue. This is not an exhaustive list.

'Individual team' versus 'group' T&F

6 There are two types of T&F operation:

- 'individual team' T&F, where the working day is over for the members of a particular working team (typically a single collection crew) when it has completed its individual task;
- 'group' T&F where the working day is over when all working teams from the depot have completed all the tasks (eg when all of the day's collection activities are complete).

7 Group T&F operations can promote good team spirit and are less likely to lead to rushing and shortcuts (as there is less perceived personal gain from doing so).

8 Both types of T&F operations can impact on sites receiving waste where a significant proportion of an operating fleet arrive nearly simultaneously to tip off or park up. Where that location has limited traffic capacity or existing traffic management issues, a sudden rush can significantly increase the risk of collision or injury. Identify such issues and put in place suitable controls to reduce the risk (eg by staggering vehicle returns).

Control measures

- Use group T&F rather than individual team T&F operations.
- Identify and address potential knock-on effects to waste receiving sites.

Start and finish points

9 Sometimes it is both necessary and desirable for staff to begin work in widely dispersed locations, eg in rural districts with centres of population that are widely separated. Even in urban locations, team members do not always start and finish work at a depot or similar facility. For example, team members are picked up en route to a collection round and dropped off when the collection round is complete.

10 Having collection or drop-off points that are away from the depot can reduce the level of contact the organisation has with individuals. In particular, this practice can reduce an employee's access to information, training, personal protective equipment (PPE) stores, equipment and good hygiene facilities. It also reduces management awareness of day-to-day problems and field operatives' concerns.

11 While operational systems that result in field operatives having limited access to depot facilities are not inherently less safe, greater efforts need to be made to address the issues that might arise.

Control measures

12 To ensure effective communication and control, the following hierarchy should be applied in designing and maintaining waste/recycling operations:

- require the operatives to start and finish their shifts at the depot every working day; or
- where this cannot be achieved, ensure that operatives start and finish their shift at the depot on a regular basis (eg on one day each week); or
- ensure that crews/individual workers who cannot attend the depot are provided with the same quality and quantity of training,

information and supervision as those who go to the depot every working day.

Driving practices

13 Driving operations are the subject of separate guidance – see *Waste and recycling vehicles in street collection*.

14 Bad driving practices may have a significant impact on health and safety and may be aggravated and encouraged by poorly managed T&F operations. For example the desire to complete the collection round at the earliest possible time may encourage drivers to skimp or skip essential drivers' checks, to speed, to attempt difficult manoeuvres too quickly or without adequate assistance, and to encourage loading while moving.

Control measures

- Closely monitor driving-related incidents and near hits.
- Carry out regular driving competency assessments (both announced and unannounced).
- Carry out appropriate retraining and specialist training for drivers where necessary.
- Promote and encourage good driving, while deterring and discouraging bad driving, by using appropriate campaigns, promotions and incentive schemes.

Overloading trucks

15 Even where vehicles are equipped with weighing devices, badly managed T&F practices can contribute to or substantially worsen vehicle overloading.

16 A high standard of monitoring vehicle weight tickets for overloading, coupled with good supervision and management, can be effective in ensuring that vehicles are not overloaded.

17 T&F practices are only a contributor to overloading: other major factors, such as weather conditions, seasonal changes in waste volume or density and waste/recycling collection round design also contribute. Application of good management practices can reduce the risk of overloading.

Control measures

- Maintain a high standard of monitoring vehicle weights, including effective systems to feed results back to drivers and manage any overloading issues identified.
- Correctly use appropriate weighing devices to ensure collection rounds are 'balanced'.

Pulling out in advance

18 Collection crews often split into two groups, one that 'pulls out' (going in front of the vehicle and pulling the waste and recyclables out on the kerbside) for the second group to load into the vehicle.

19 Where the first group 'pulls out' beyond the line of sight of the vehicle, the danger is increased to:

- the public (due for example to bags blocking pavements and forcing pedestrians into the road);
- the pulling-out crew (due to increased lone working);

- the loading crew (their workload increases, leading to increased risks of manual handling injury).

Control measures

- Working practices should only permit 'pulling out' in sight of the vehicle – where appropriate stipulate this in the collection contract and collection round design statements.
- Where 'pulling out' is undertaken, there should be frequent rotation of crew members between pulling out and loading to reduce manual handling risks.
- Effective and frequent field supervision.

Loading bins onto vehicle

20 Many modern collection vehicles feature multiple bin lifts or emptying devices that can be operated independently. Whenever bins or other collection receptacles are lifted to be emptied there is a danger of waste or a collection receptacle falling from height onto anyone nearby, or striking someone as it completes its cycle.

21 Operating controls are typically placed in locations away from or protected from falling bins or debris. Where the correct practice of the operative loading the bin into the emptying mechanism and then moving to and operating the controls is observed, the operative should not be exposed to falling items or entrapment in the lifting device.

Control measures:

- Timesaving practices that involve one operative putting the bin onto the vehicle while another operates the loading mechanism should be avoided and actively discouraged – the same person who puts the bin onto the vehicle should operate the loading mechanism.
- Frequent and effective field supervision.

Loading reversing vehicles

22 Vehicles should never be loaded when reversing. For additional guidance on reversing operations see *Waste and recycling vehicles in street collection*.

Control measures:

- A strict ban on loading when a vehicle is reversing.
- Frequent and effective field supervision.

Safety mechanisms

23 Safety devices on refuse collection vehicles should not be bypassed to speed up collection.

24 Typical examples include overriding safety controls to reduce collection vehicle packing cycle times or to increase packing cycle pressures. Serious safety issues can result, from the obvious (operatives will have less time to avoid machinery which moves more quickly), to the indirect (overriding safety interlocks can disable apparently unrelated emergency stops and other safety controls).

Control measures

- Have effective, regular procedures to check that safety mechanisms are working properly.
- Ensure that operatives are aware of the function and importance of safety controls, as well as the potential dangers of interfering with them.
- Investigate the root cause where safety mechanisms are bypassed

and identify if 'time saving' is encouraging workers to bypass safety mechanisms.

Slips and trips

25 Slips, trips and falls are the largest source of injury in the waste industry. Rushing, running and other similar 'time-saving' practices that T&F operations can encourage are likely to result in an increase in both the number and severity of injuries.

26 A well-designed collection round and careful supervision in the field can reduce the incentive to rush, and can act as a control to prevent unsafe practices developing.

Control measures

- Ensure collection rounds are balanced.
- Give clear messages about expected behaviour in respect of running, rushing etc.
- Make sure operatives know about the potential severity of injuries that can result from running or rushing collection rounds.
- Have effective and frequent field supervision.

Manual handling and overloading collection operatives

27 Manual handling is one of the major sources of accidents in the waste/recycling industry and can be responsible for debilitating long-term injuries.

28 Collection operatives lift, carry, pull and empty hundreds of bags, bins, wheelie bins and boxes each working day. These receptacles vary in weight and contents and may need to be carried or pulled significant distances and/or across/around obstacles (other vehicles, steps, kerbs etc).

29 There is significant potential for musculoskeletal injuries from lifting, carrying and emptying these receptacles, particularly as changing waste/recycling management practices can affect the size, design, weight or frequency of collection of receptacles at each residence.

30 When collection staff carry as much as possible in an attempt to save time, (eg four or six bags), or push/pull more than one wheelie bin at once this may save time, but is likely to increase the overall risk of injury.

Control measures

- Have frequent and effective field supervision.
- Ensure that material for collection is easily accessible, placed at the property boundary where possible.
- Ensure that the collection method used is the most appropriate for the collection round and will ensure the health and safety of workers, so far as is reasonably practicable.
- Use appropriately designed receptacles and vehicles.
- Collection operatives should be able to undertake all manual handling operations competently – training and assessment can be used to ensure competence.
- Discourage direct manual loading of bagged 'side' waste into bin-lift equipped vehicles, (which are not suited or designed for this) – such waste should first be placed into a wheelie bin for loading.
- Skepping and similar practices should not be permitted.

Hygiene

31 Working with municipal waste/recyclates has the potential for exposure to a significant range of hazardous substances, including rotting food, blood-contaminated products, faeces and various household chemicals.

32 Poorly managed T&F operations may encourage workers to neglect good hygiene practices or fail to wear and adequately maintain appropriate PPE.

33 Employees and others may suffer adverse health effects as a result of employees taking contamination into the home or other clean areas by, eg:

- eating and smoking on the collection round;
- not washing before and after visiting the toilet;
- not washing appropriately during and after shifts.

34 Where workers do not return to a depot (or other place) with suitable welfare facilities and supervision, the potential for poor hygiene practices to develop, and health impacts, is significantly increased.

Control measures

- Provide a detailed programme of information, education and training for good hygiene practices, which is regularly reviewed and repeated.
- Ensure all employees have access to suitable welfare facilities and that those facilities are maintained in a high standard of cleanliness at all times.
- Ensure that all employees wear appropriate PPE at all times, and that PPE is properly cared for and maintained.
- Make hygiene practices a frequent matter of inspection, or review when supervising crews and individual workers.

Noise

35 Evidence is emerging that some practices aimed at improving collection speed in kerbside glass collection may substantially increase noise, to which operatives are then exposed. How working practices affect noise should be considered when glass collection processes are being designed and during regular reviews of noise control measures.

Control measures

- Ensure that working practices do not increase noise in the kerbside glass collection.
- Ensure that all employees wear appropriate PPE at all times, and that PPE is properly cared for and maintained

New and temporary crew members

36 If poorly managed, T&F operations can lead to new crew members being 'pushed' to compete with their more experienced team mates, leading to fatigue or exhaustion and an increased likelihood of misjudgement or injury.

37 New, temporary and agency staff within any crew may need time to build up their strength and stamina. This can affect a team's speed and effectiveness. Crews should be encouraged and able to make adjustments to support the introduction of new team members.

Control measures

- Closely supervise new crew members.
- Follow up on induction training and monitoring during probationary periods.
- Give team members a mentoring role to provide support for new crew members.
- Where there are team or supervisory concerns that the worker and the crew are unsuited, consider an early review of alternative options.
- Provide a visibly effective whistle-blowing policy or mechanism for collection crews to identify health and safety concerns.
- Train supervisors to engage in open dialogue with frontline operatives, to recognise the signs of peer pressure, and to build trust with the workforce to deal with difficult situations.
- Encourage frontline operatives to talk openly and without fear to supervisory staff.

Summary of good practice guidance	General management	Type of T&F operation	Point of start and finish	Potential health impact	Enforcing safe working	Driving practices	Collection round design and management	Vehicle overloading	Slips and trips	Manual handling	Safety mechanisms	Loading bins and reversing	New crew members	Pulling out	Single and double-sided working
Effective two-way communication with crews, including access to crews at start and finish of collection rounds	X		X				X		X		X		X		
Make safety a key feature of collection round design	X		X				X							X	X
Monitor start and finish times of crews	X						X								
Monitor accident rates	X								X						
Monitor payloads and tipping weights	X						X	X							
Encourage staff to take regular breaks, monitor through tachograph or other mechanisms	X														
Proactively identify and prepare for problem periods	X														
Use group T&F practices in preference to individual team T&F		X													

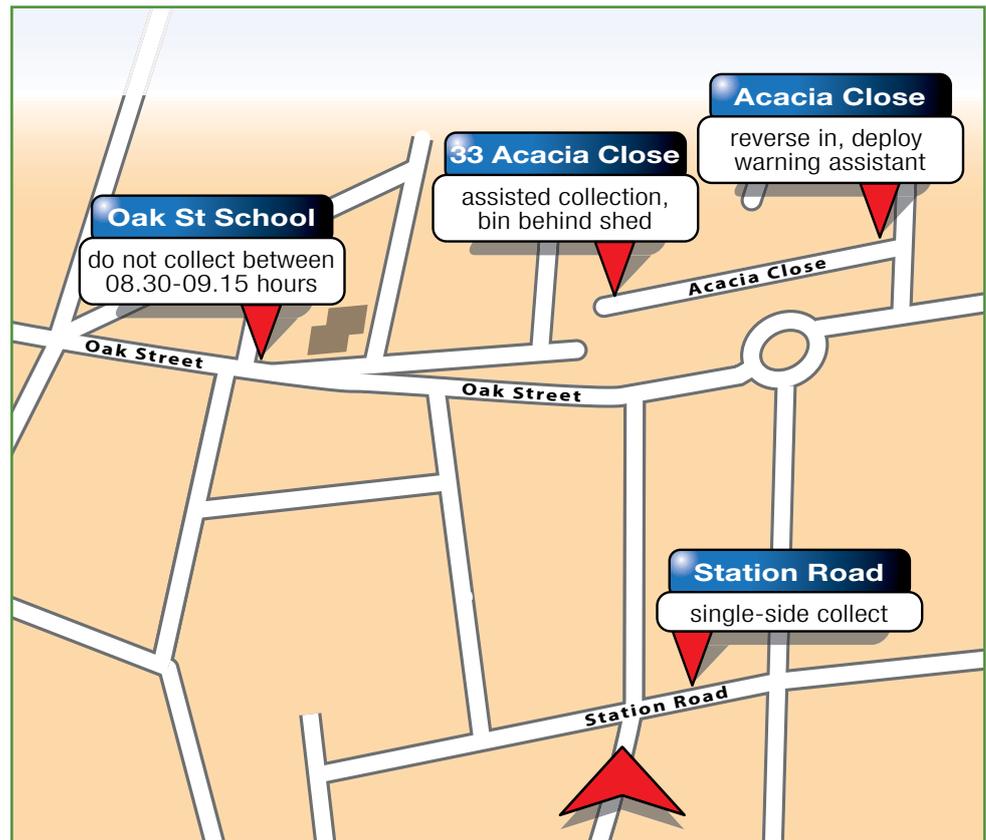
Summary of good practice guidance	General management	Type of T&F operation	Point of start and finish	Potential health impact	Enforcing safe working	Driving practices	Collection round design and management	Vehicle overloading	Slips and trips	Manual handling	Safety mechanisms	Loading bins and reversing	New crew members	Pulling out	Single and double-sided working
Identify and address knock-on effects of T&F to waste receiving sites		X													
Adopt a training and education programme on good hygiene practices				X											
Ensure all employees have access to suitable welfare facilities, and that welfare facilities are suitably maintained				X									X		
Monitor and control noise levels in kerbside glass collection				X											
Ensure effective supervision of crews and compliance with safe working practices (including PPE wearing)				X	X				X	X	X	X	X	X	X
Ensure all layers of supervision and management lead by example and tackle poor practices				X	X				X	X					
Regularly review policies and procedures					X										
Monitor driving related incidents and near hits	X					X									
Have a regime to assess driver competency						X									

Summary of good practice guidance	General management	Type of T&F operation	Point of start and finish	Potential health impact	Enforcing safe working	Driving practices	Collection round design and management	Vehicle overloading	Slips and trips	Manual handling	Safety mechanisms	Loading bins and reversing	New crew members	Pulling out	Single and double-sided working
Promote and encourage good driving while deterring and discouraging bad driving						X									
Ensure that material for collection is accessible and that the collection method is the most appropriate for safety							X		X	X		X			
Ensure that operatives, including new workers, agency staff and temporary workers, are suitably trained and monitored													X	X	X
Assign a mentoring role to a team member to support new (etc) crew members													X		
Ensure that a visibly effective whistle-blowing policy is in place													X		
Only permit 'pulling out' in the line of sight of the vehicle														X	
Ensure that 'pulling out' is regularly rotated between crew members														X	
Ensure that procedures and training emphasise the need to avoid crossing public roads so far as is practicable															X

Appendix 3: Example route sheet

In-cab route information systems can be used to ensure drivers follow the assessed route and provide information on that route, such as where hazards exist and how to react to them. For example, 'required to reverse into Acacia Close: School (do not collect during playtimes; 10.30–10.45, 12.00–13.00 and 14.30–14.45)'.

Example route sheet



References, further reading and useful links

References

1 *The Highway Code* Department for Transport www.gov.uk/highway-code

2 *The health and safety toolbox: How to control risks at work* HSG268
HSE Books 2013 ISBN 978 0 7176 6447 4 www.hse.gov.uk/pubns/books/hsg268.htm Microsite: www.hse.gov.uk/toolbox

3 *Waste and recycling vehicles in street collection* Waste04(rev1) HSE
Books 2014 www.hse.gov.uk/pubns/waste04.htm

4 *Health and safety training: Guidelines for the waste management and recycling sector* Waste21(rev1) HSE Books 2013
www.hse.gov.uk/pubns/waste21.pdf

5 *Consulting employees on health and safety: A brief guide to the law*
Leaflet INDG232(rev2) HSE Books 2013 www.hse.gov.uk/pubns/indg232.htm

6 *Reporting accidents and incidents at work: A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)* Leaflet INDG453(rev1) HSE Books 2013
www.hse.gov.uk/pubns/indg453.htm

Further reading

The safe use of refuse collection vehicle hoists and bins Waste05 HSE
2006 www.hse.gov.uk/pubns/waste05.pdf

Reducing noise risks from 'kerbside' glass collection Waste16(rev1)
HSE Books 2013 www.hse.gov.uk/pubns/waste16.htm

Pinder, Dr A *Manual handling in refuse collection* Health and Safety
Laboratory report HSL/2002/21 www.hse.gov.uk/research/hsl

Pinder, Dr A *Manual handling in kerbside collection and sorting of recyclables* Health and Safety Laboratory report HSL/2006/25
www.hse.gov.uk/research/hsl

Useful links

HSE website: www.hse.gov.uk

HSE's waste website: www.hse.gov.uk/waste

Further information

For information about health and safety, or to report inconsistencies or inaccuracies in this guidance, visit www.hse.gov.uk/. You can view HSE guidance online and order priced publications from the website. HSE priced publications are also available from bookshops.

This guidance is issued by the Health and Safety Executive. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and safety inspectors seek to secure compliance with the law and may refer to this guidance.

This leaflet is available at www.hse.gov.uk/pubns/waste23.htm.

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The Waste Industry Safety and Health (WISH) forum exists to communicate and consult with key stakeholders, including local and national government bodies, equipment manufacturers, trade associations, professional associations and trade unions. The aim of WISH is to identify, devise and promote activities that can improve industry health and safety performance.

www.hse.gov.uk/waste/wish.htm

Health and safety training in waste management and recycling



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Summary

This guidance is about training in the waste and recycling industry. It focuses on key areas of training which relate to significant causes of accidents and ill health in the industry.

It is aimed primarily at employers, managers and those who organise and deliver training within the industry.

Introduction

This guidance was produced by the Health and Safety Executive in consultation with Waste Industry Safety and Health (WISH) Forum.

It covers the legal requirements for training and sets out guidelines on general training requirements. It also focuses on the basic requirements for training in a number of key areas which relate to significant causes of accidents and ill health in the industry:

- workplace transport;
- slips, trips and falls;
- manual handling;
- personal protective equipment (PPE).

This guidance is not comprehensive. It does not cover training requirements for all health and safety topics likely to be relevant to the waste and recycling industry but it does refer to sources of further information which may assist you.

Legal requirements and responsibilities

Trainers

Trainers should be aware of the appropriate legislation and guidance relevant to the specific subject matter and should also be aware of general requirements under:

- the Health and Safety at Work etc Act 1974;
- the Management of Health and Safety at Work Regulations 1999.

Employers

The Health and Safety at Work etc Act 1974 requires employers to provide whatever information, instruction, training and supervision is necessary to ensure, so far as reasonably practicable, the health and safety at work of employees.

This is expanded by the Management of Health and Safety at Work Regulations 1999, which identify situations where health and safety training is particularly important, eg when people start work, are exposed to new or increased risks or where their existing skills may have become rusty or need updating.

Employers must provide adequate information, instruction and training for employees, including temporary/agency workers, on:

- the risks they may face;

- measures in place to control the risks;
- how to get first aid and follow any emergency procedures.

It is particularly important to consider the training needs of:

- new recruits and trainees, including temporary/agency workers;
- young people who are particularly vulnerable to accidents;
- people changing jobs, or taking on new responsibilities;
- health and safety representatives, who have particular laws relating to them.

Any new workers, including temporary/agency workers, should be properly inducted and trained before being allowed to start work. All workers will need to be informed/retrained as appropriate when risks and/or controls are updated and may need to be reminded periodically.

Information, instruction and training provided to workers may need to reflect situations where English is not the first language or where there are literacy difficulties.

All employees, including managers and supervisors, should be trained on their general responsibilities, which should include:

- taking reasonable care of their own and other people's health and safety;
- co-operating with their employer on health and safety;
- their individual responsibility to report any physical conditions that may affect their ability to participate in training or in work activities, eg hearing problems, pregnancy or back problems (past or current);
- using work items provided by the employer correctly, including PPE, and not misusing anything provided for their health, safety or welfare.

Employers should also train managers and supervisors to understand:

- the company's health and safety policy;
- the company's approach to managing for successful health and safety;
- the specific hazards of the waste industry;
- how the risks should be controlled.

Additional environmental requirements

There are also specific requirements for some sites licensed under the Environmental Permitting Regulations 2010 that require staff at permitted waste management facilities to be competent and for the employer to demonstrate technical competence by a scheme recognised and approved by Defra (the Department for Environmental, Food and Rural Affairs).

You can find more guidance at:

www.environment-agency.gov.uk/business/sectors/120296.aspx

Training standards

National Occupational Standards (NOS) have been developed for the waste management and recycling industry. NOS are statements of the standards of performance individuals must achieve when carrying out

functions in the workplace, together with specifications of the underpinning knowledge and understanding. Further information can be found at: www.nos.ukces.org.uk/about-nos/Pages/About-NOS.aspx.

It is recommended that you use these standards, or other equally effective means, to ensure that employees are competent.

General training requirements

Within a company or organisation:

- there should be management commitment and support for the training/competence strategy and service delivery;
- management should allocate sufficient time and resources to implement, develop, deliver and review the service;
- a 'training needs analysis' can help you to identify what is required. This may be informed by analysing the causes of accidents, a formal health and safety audit process and/or risk assessment;
- training should be carried out by someone with an appropriate knowledge of health and safety, who is competent to train and is familiar with the tasks to be performed. It can be useful if the trainer also has some management and organisational skills to enable them to organise a training session successfully and they should be familiar with the organisation's policy and arrangements for health and safety.

A training regime may incorporate the following:

- induction training;
- on-the-job training;
- additional training when changing jobs;
- refresher training;
- assessment to verify competence;
- periodic review of training needs.

Planning training

When planning training, trainers should:

- take account of legislation, Codes of Practice, relevant guidance and information sources such as the Health and Safety Executive's (HSE's) website (www.hse.gov.uk/) and, where appropriate, elements should be incorporated into the training programme;
- make the training applicable to the trainee and their job;
- make sure the length of training is sufficient to encourage and develop knowledge, behaviours and skills. Demonstrations alone may not be sufficient – employees may need time to practice and develop practical skills under adequate supervision;
- consider using visual aids for training where appropriate, eg PowerPoint presentations, videos, interactive DVDs etc, which will enable interactive learning;
- consider the training delivery methods used for those with limited English language skills.

To help you decide on training needs for your business, a good start is HSE's 'Health and safety made simple' (www.hse.gov.uk/simple-health-safety/) and you can find more guidance on managing workplace risks in 'The health and safety toolbox' (www.hse.gov.uk/toolbox/).

Delivering training

When delivering training, trainers should consider the following:

- staff at all levels should receive appropriate training;
- training may need to be delivered on a regular basis;
- all training should be conducted safely and be sufficiently supervised. Practical training should allow the trainer to identify and correct anything the trainee is not doing safely;
- a suitably equipped venue should be used;
- classroom training or demonstrations may be supported by on-the-job training under the supervision of a competent team member;
- it is essential that training is appropriate to all employees, taking into account various levels of literacy, understanding, language barriers etc;
- assessors should be trained and competent to carry out and record suitable assessments;
- training should include risk identification where appropriate;
- all staff should be able to recognise and report hazardous situations.

Standard elements of training

Standard elements of training will usually include:

- guidance and Codes of Practice where relevant. Current relevant legislation should be included where appropriate;
- assessment of risks, including where appropriate:
 - tasks (including unplanned but foreseeable occurrences);
 - loads;
 - working environment/terrain;
 - the importance of good housekeeping.

Other standard elements include:

- the limits of individual capability (their own and that of others);
- any special circumstances that may exist at certain sites or certain times;
- importance of ergonomic design;
- dealing with unpredictable occurrences;
- the employee's authority and ability to take remedial action and/or report incidents;
- appropriate and safe use of equipment;
- problem solving;
- staff welfare.

Training records

It can help you manage training if you keep records (in hard copy and/or electronically), including:

- names/signatures of trainer/trainee;
- date and place of training;
- duration;
- content of training course;
- handouts;
- full/partial participation;
- refusal/inability to attend;
- equipment/aids used;
- clear proof of understanding, eg quizzes, exams, multiple choice, oral, practical etc;
- confirmation of training received, which may include certificates or statements of training.

Training review

Trainers should evaluate training programmes before, during and after training to ensure they are appropriate to the activity being carried out.

Feedback should be provided to management on attendance, the ability of delegates to participate and any ongoing training needs. A plan for recall and regular refresher training should be in place.

It is important that line managers conduct evaluation assessments with their staff before and after training.

Trainers should also regularly review training programmes to ensure that the training is:

- appropriate to the activity being carried out;
- consistent with legislation and guidance (where appropriate);
- delivering the training standards required and that the skills level achieved meets the criteria set for each programme.

Find out more

HSE websites on general health and safety training:

- Worker involvement: www.hse.gov.uk/involvement/hsrepresentatives.htm
- Training in waste management: www.hse.gov.uk/waste/training.htm
- Agency workers: www.hse.gov.uk/workers/agencyworkers.htm

Health and safety training: A brief guide to employers INDG345(rev1) HSE Books 2013 www.hse.gov.uk/pubns/indg345.htm

Your health, your safety: A brief guide for workers Leaflet INDG450 HSE Books 2012 www.hse.gov.uk/pubns/indg450.htm

Ensuring training has been effective

Competence can be described as the combination of training, skills, experience and knowledge that a person has and their ability to apply them to perform a task safely. Training can provide the foundations of competence but it does not necessarily result in a competent worker. So it is essential to assess staff competence to ensure that the training provided is relevant and effective.

Arrangements for supervision, monitoring and periodic assessment should be in place to ensure that training has been effective and the worker is competent at their job. The level of supervision and monitoring required is a management decision that should be based on the risks associated with the job, the level of competence required, the experience of the individual and whether they work as part of a team or are a lone worker.

While employees may be competent initially, they may not necessary remain so over time for a number of reasons, including changes to operating procedures etc. Continual assessment ensures that any training has been sufficient in ensuring competent performance.

Further guidance on competency can be found at www.hse.gov.uk/competence/.

Key areas of training

The following represent some of the key areas that may be covered during training as they relate to significant causes of accidents and ill health in the waste management and recycling industry:

- workplace transport;
- slips, trips and falls;
- manual handling;
- use of PPE.

Workplace transport

The following risk factors (including risks to workers and the public) should form part of the training:

- reversing vehicles;
- sheeting and unsheeting activities;
- working in a public environment;
- poor visibility, including darkness;
- other traffic – moving and stationary;
- loading and unloading vehicles, including bin lifts;
- working at height.

Training should include:

- information on how injuries occur;
- use of PPE;
- how to get in and out of the vehicles safely;
- use of reversing assistants or banksmen (signallers) where appropriate;
- monitoring the vehicles' working environment, including areas where workers or the public might enter;
- loading and unloading the vehicle;
- knowledge of any special methods of work;
- any site-specific elements.

Driver-specific training should include:

- safe and legal driving, eg maintaining the speed limit, wearing seat belts etc, and holding the appropriate driving licence;
- daily/weekly checks and regular vehicle maintenance, including brakes, lights, tyres, steering and all-round vision etc;
- recording information, eg daily and weekly checks, driving hours etc;
- reporting defects;
- traffic movement controls on sites, eg one-way systems, traffic lights etc;
- reversing operations, including:
 - identifying situations where reversing is not appropriate;
 - reversing assistance (reversing assistants or banksmen/signallers) where appropriate;
 - use of visual displays, cameras, reversing alarms etc;
- driver-controlled vehicle loading and unloading;
- safe parking of vehicle and trailer (where relevant);
- how to ensure the vehicle does not exceed its loading capacity.

Find out more

HSE workplace transport websites:

- www.hse.gov.uk/toolbox/transport.htm
- www.hse.gov.uk/workplacetransport/
- www.hse.gov.uk/waste/transport.htm

Workplace transport safety: An employers' guide HSG136 HSE Books 2005 ISBN 978 0 7176 6154 1 www.hse.gov.uk/pubns/books/hsg136.htm

Safe transport in waste management and recycling facilities Waste09 HSE Books 2007 www.hse.gov.uk/pubns/waste09.pdf

Waste and recycling vehicles in street collection Waste04 HSE Books 2006 www.hse.gov.uk/pubns/waste04.pdf

Safe use of skip loaders INDG378(rev1) HSE Books 2013 www.hse.gov.uk/pubns/indg378.htm

Use lift trucks safely: Advice for operators INDG457 HSE Books 2013 www.hse.gov.uk/pubns/indg457.htm

Lift-truck training: Advice for employers Leaflet INDG462 HSE Books 2012 www.hse.gov.uk/pubns/indg462.htm

Rider-operated lift trucks: Operator training and safe use. Approved Code of Practice and guidance L117 (Third edition) HSE Books 2013 ISBN 978 0 7176 6441 2 www.hse.gov.uk/pubns/books/l117.htm

Slips and trips

Training should include:

- basic information and key risk factors for slip and trip injuries;
- how to avoid slips, trips and falls, for example:
 - stopping floors becoming contaminated;
 - using the right cleaning methods;
 - considering the type of flooring and work environment;
 - wearing the right footwear;
- practical work to allow the trainer to identify and put right anything the trainee is not doing safely;
- safe working at height, including use of appropriate equipment.

Find out more

HSE websites on slips and trips:

- www.hse.gov.uk/slips/
- www.hse.gov.uk/waste/slipsandtrips.htm

Preventing slips and trips at work: A brief guide Leaflet INDG225(rev2) HSE Books 2012 www.hse.gov.uk/pubns/indg225.htm

Slips and Trips eLearning Package (STEP): www.hse.gov.uk/slips/

Working at height safely: A brief guide Leaflet INDG401(rev2) HSE Books 2012 www.hse.gov.uk/pubns/indg401.htm

Manual handling

Training should include:

- manual handling risk factors and how injuries occur;
- how to carry out safe manual handling, including good handling techniques. This needs to be relevant to the tasks people will actually do;
- appropriate systems of work for the tasks and the environment (eg dealing with broken glass, sharps, heavy objects, bulky waste, items that are difficult to hold);
- how and when to use mechanical aids;
- use of appropriate PPE when handling;
- practical work in pulling, pushing, lifting, carrying and throwing etc so that the trainer can observe the trainee carrying out relevant manual handling tasks and ensure they know how to work safely.

Training on good handling techniques for lifting should include:

- planning the lift, including the use of handling aids and identifying if help is required;
- advice on getting a good grasp on the different types of load;
- identifying suitable places for lifting and setting down items;
- avoiding/dealing with obstructions and poor surfaces when carrying items;
- selecting and using suitable handling devices provided, including simple checks and dealing with faults.

Training on good handling techniques for pushing and pulling should include:

- planning and selecting suitable routes for pushing and pulling (taking account of obstacles, uneven surfaces, slopes etc);
- selecting and using suitable handling devices, including simple checks and dealing with faults;
- good techniques for applying forces and identifying when help is required.

Remember, although training is important, it should not be used as a substitute for providing suitable handling aids, or dealing with bad working conditions or unsuitable loads.

Find out more

HSE websites on manual handling:

- www.hse.gov.uk/pubns/manlinde.htm
- www.hse.gov.uk/contact/faqs/manualhandling.htm
- www.hse.gov.uk/msd/mac/
- www.hse.gov.uk/waste/msd.htm

Manual handling at work: A brief guide Leaflet INDG143(rev3) HSE Books 2012 www.hse.gov.uk/pubns/indg143.htm

Manual handling. Manual Handling Operations Regulations 1992 (as amended). Guidance on Regulations L23 (Third edition) HSE Books 2004 ISBN 978 0 7176 2823 0 www.hse.gov.uk/pubns/books/l23.htm

Personal protective equipment (PPE)

A systematic approach to training is needed to ensure everyone involved in the use or maintenance of PPE (including respiratory protective equipment (RPE)) is trained appropriately. This training may include:

- an explanation of the risks present and why PPE is needed;
- the operation, performance and limitations of the equipment;
- factors which can affect the protection provided by the PPE, such as using it with other PPE, personal factors, working conditions, inadequate fitting, and defects, damage and wear;
- instructions on the selection, use and storage of PPE;
- testing of the PPE before use;
- inspecting and recognising defects in PPE and how to report loss or defects;
- maintenance, eg who has responsibility, what can be done by the user, such as cleaning, replacing certain components etc.

Training should be carried out in accordance with any recommendations and instructions supplied by the PPE manufacturer.

Managers and supervisors should receive training to ensure they understand why PPE is used and how to use it properly. People involved in maintaining, repairing and testing the equipment, and in its selection for use, may also need training.

Find out more

HSE websites on PPE:

- www.hse.gov.uk/coshh/basics/ppe.htm
- www.hse.gov.uk/noise/

Personal protective equipment (PPE) at work: A brief guide Leaflet INDG174(rev2) HSE Books 2012 www.hse.gov.uk/pubns/indg174.htm

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Further information

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The Waste Industry Safety and Health (WISH) forum exists to communicate and consult with key stakeholders, including local and national government bodies, equipment manufacturers, trade associations, professional associations and trade unions. The aim of WISH is to identify, devise and promote activities that can improve industry health and safety performance.

www.hse.gov.uk/waste/wish.htm