



Local People. Global Experience.

Operating Procedures for Waste Transfer Trailers

for East Gippsland Shire Council

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ABBREVIATIONS AND ACRONYMS

APS	Annual Performance Statement
AS	Australian Standard
BPEM	Best Practice Environmental Management, Siting, Design, Operation and Rehabilitation of Landfills
COAG	Council of Australian Governments
EGSC	East Gippsland Shire Council
EIP	Environment Improvement Plan
WMC	Waste Management Coordinator
EMS	Environmental Management System
EPA	Environment Protection Authority
IWRG	Industrial Waste Resource Guidelines
PPE	Personal Protective Equipment
SWO	Supervisor Waste Operations
SA	Site Attendant / EGSC Staff
WMP	Waste Management Policy (Siting, Design, Operation and Rehabilitation of Landfills)
CO	Contractor

1. INTRODUCTION

1.1 Scope of this Document

SMEC Australia Pty Ltd (SMEC) was commissioned by East Gippsland Shire Council (EGSC) to develop a set of operating and emergency procedures for their waste management operations. EGSC has recently assumed responsibility for all waste operations including:

- Operating Licensed Landfills;
- Closed Licensed Landfills;
- Unlicensed Landfills;
- Transfer stations;
- Transfer trailers; and
- Tip shops.

This “Operations Manual” intends to provide guidelines, procedures and forms for the operations of the Transfer Trailers under EGSC’s jurisdiction.

This document shall be regarded as a draft that the manual and procedures contained herewith should be reviewed and updated biennially by EGSC with changes from all lessons learned included in the updates during the previous years.

1.2 Background

SMEC visited EGSC in November 2013 to discuss the specifics of their requirements and to view examples of current operations to ensure that the procedures, as far as possible within the limitations of current legislation and guidelines, are consistent with current operations to minimise unnecessary change and consequent disruption to EGSC operations.

Since different legislation applies to different facilities, SMEC has developed set of procedures for each operation identified above. The procedures are then customised to each site by reference to a site details form contained in Appendix A of each document.

This document applies to Transfer Trailers.

1.2.1 Federal Legislation

The National Waste Policy¹ evolved from the 1992 *National Strategy for Ecologically Sustainable Development*² by the Council of Australian Governments which aimed to improve the efficiency with which resources are used, reduce the impact on the environment of waste disposal and improve the management of hazardous wastes.

The aims of the National Waste Policy are to:

- avoid the generation of waste: reduce the amount of waste (including hazardous waste) for disposal;
- manage waste as a resource;
- ensure that waste treatment, disposal, recovery and re-use is undertaken in a safe, scientific and environmentally sound manner; and
- contribute to the reduction in greenhouse gas emissions, energy conservation and production, water efficiency and the productivity of the land.

¹ Environment Protection and Heritage Council 2009. *National Waste Policy: Less waste, more resources*. ISBN 1-921173-55-6 November 2009

² Department of the Environment 1992 *National Strategy for Ecologically Sustainable Development*

The policy sets directions in **six key areas** and identifies 16 priority strategies. The six key areas are:

1. **Taking responsibility** - Shared responsibility for reducing the environmental, health and safety footprint of products and materials across the manufacture-supply-consumption chain and at end-of-life.
2. **Improving the market** - Efficient and effective Australian markets operate for waste and recovered resources, with local technology and innovation being sought after internationally.
3. **Pursuing sustainability** - Less waste and improved use of waste to achieve broader environmental, social and economic benefits.
4. **Reducing hazard and risk** - Reduction of potentially hazardous content of wastes with consistent, safe and accountable waste recovery, handling and disposal.
5. **Tailoring solutions** - Increased capacity in regional, remote and Indigenous communities to manage waste and recover and re-use resources.
6. **Providing the evidence** - Access by decision makers to meaningful, accurate and current national waste and resource recovery data and information to measure progress and educate and inform the behaviour and the choices of the community.

The policy contains sixteen strategies and the role of relevant jurisdictions:

1. Product stewardship framework legislation to allow the impacts of a product to be responsibly managed during and at end-of-life.
2. Sustainable procurement principles and practices across and within government operations.
3. Better packaging management.
4. National definition and classification system for wastes (including hazardous and clinical wastes) that aligns with international conventions and has provision for items that have ceased to be classed as waste.
5. National principles, specifications, best practice guidelines and standards to remove impediments to effective markets for potential wastes.
6. Access to knowledge and expertise in sustainable procurement and business practices.
7. Continued government focus to reduce the amount of biodegradable material sent to landfill.
8. Management of safety and health risks arising from landfill gas emissions.
9. Strategy for emissions from landfills and other waste activities not covered by the operation of a future Carbon Pollution Reduction Scheme.
10. Improvements in waste avoidance and re-use of materials in the commercial and industrial waste stream.
11. Continued government encouragement of best practice waste management and resource recovery for construction and demolition projects.
12. Responsibility to meet international obligations; reduce hazardous materials entering the waste stream; dispose of and move transboundary waste in an environmentally sound manner in appropriate facilities.
13. Adoption of a system that aligns with international approaches to reduce hazardous substances in products and articles sold in Australia.
14. Identify actions to build capacity and ensure an appropriate suite of services is available to regional and remote communities.
15. Audit of existing waste infrastructure and local capability in selected remote Indigenous communities as part of essential services audit under the Council of Australian Governments (COAG) National Indigenous Housing Partnership.
16. Publish a three yearly waste and resource recovery report, underpinned by a system that provides access to integrated national core data on waste and resource recovery.

The Federal Legislation provides the strategic policy directions which dictate the objectives for the State Legislation addressing the requirements more specifically.

1.2.2 State Legislation

The State legislation is the framework through which landfills are managed and licenced. The legislation has specific requirements that must be met at each site.

Over-arching Legislation

1. Environment Protection Act 19703, (“the Act”) includes definition of the roles and responsibilities of EPA and Environmental Auditors appointed pursuant to the Act.
2. *Waste Management Policy (Siting, Design, Operation and Rehabilitation of Landfills)*⁴, referred to as the WMP. This is a statutory document declared under the Act and specifically identifies the *Best Practice Environmental Management, Siting, Design, Operation and Rehabilitation of Landfills* (BPEM) as subsidiary legislation. The WMP also identifies the policy objectives and framework for landfill related activities. Specifically, the principles and intent of the policy which are intended to guide operations are identified. Roles and responsibilities for other agencies (such as Regional Waste Management Groups) are listed together with key siting and planning requirements.

Transfer Trailers

The following documents are relevant to the development of operating procedures for waste transfer stations, and are therefore also relevant to Transfer Trailers and 30m³ Skip bins:

- Guide to Best Practice at Resource Recovery Centres (the Guide) was developed in 2009 by Sustainability Victoria following a review and update of the 2004 version of the guidelines. The Guide is intended to promote best practice in the establishment and operation of resource recovery centres (including transfer stations,) and also provides direction to existing facilities towards reaching best practice standards. No documents specifically address issues at transfer trailers and resale shops but the Guide is the most relevant. The Guide generally contains details of what should be done to achieve best practice in the form of recommended and preferred approaches;
- Design Standards & Maintenance Schedules for the Operation of Bulk Bins in the Waste Industry (VWMA, 2008);
- Using Hooklifts - Bin Design and Maintenance (Worksafe Victoria, 2008);
- In-service safety inspection and testing - Second-hand equipment prior to sale (AS 5761);
- In-service safety inspection and testing - Repaired electrical equipment (AS 5762:2011); and
- Composts, Soil conditioners and mulches (AS 4454:2012).

Supporting legislation relevant to all operations:

- State Environment Protection Policy (Groundwaters of Victoria) Victoria Government Gazette No S 160 17 December 1997;
- State Environment Protection Policy (Waters of Victoria) Victoria Government Gazette No S 107 4 June 2003;
- State Environment Protection Policy (Air Quality Management) Victoria Government Gazette No S 240 21 December 2001;
- State Environment Protection Policy (Ambient Air Quality) Victoria Government Gazette No S 19 9 February 1999;
- State Environment Protection Policy (Prevention and Management of Contamination of Land) Victoria Government Gazette No S 95 4 June 2002;
- Noise from Industry in Regional Victoria December 2010 (EPA Publication 1306);

³ Environment Protection Act 1970

⁴ Victoria Government Gazette no S264 14 December 2004

- Environmental Guidelines for Reducing Greenhouse Gas Emissions from Landfills and Wastewater Treatment Facilities (EPA Publication 722);
- Protocol for Environmental Management Greenhouse Gas Emissions and Energy Efficiency in Industry (EPA Publication 824);
- Protocol for Environmental Management (Minimum control requirements for stationary sources) (EPA publication 829);
- Protocol for Environmental Management: Mining and extractive industries (EPA Publication 1191);
- Bunding Guidelines (EPA Publication 347);
- Waste Transport Certificates (EPA Publication IWRG821);
- Environment Protection (Industrial Waste Resource) Regulations 2009;
- Calculating the landfill levy and recycling rebates (EPA Publication 332);
- Environmental guidelines for major construction sites (EPA Publication 480);
- Farm Waste Management (IWRG641);
- Asbestos Transport and Disposal (IWRG611.1);
- The storage and handling of flammable and combustible liquids (AS 1940-2004); and
- Construction techniques for sediment pollution control (EPA Publication 275).

1.3 Reference Documents

In addition the State and Federal Legislation listed in Section 1.2 the following documents are also relevant:

- Gippsland Regional Waste Management Plan⁵
- East Gippsland Environmental Sustainability Strategy 2008-2013

Council's vision:

That East Gippsland will retain its unique environment. We are all learning how we can tread a little more lightly in our environment. We want to make changes that will help us do our job in the best way we can. By doing this, Council aspires to help all East Gippslanders to live more sustainably.

Together we can make a difference.

Specific objectives in the East Gippsland Environmental Sustainability Strategy relating to waste management include:

- Demonstrate efficient waste management practices; and
- Promote Shire-wide reductions in waste generation and adoption of reuse technology.

1.4 Operations Manual Format

This Operations Manual is intended to provide guidance for Council staff and contractor's to operate and maintain the waste transfer trailers in East Gippsland Shire Council's jurisdiction.

⁵ Gippsland Regional Waste Management Group 1998 *Gippsland Regional Waste Management Plan*

Below is a brief description of subsequent sections of this report to explain its function and provide a reference to the use of this manual.

Section 2 - Roles and Responsibilities

Provides a description of the personnel required to manage and operate the transfer trailer and their respective roles and responsibilities. It also provides a description of reporting requirements for each level of responsibility.

Section 3 – Transfer Trailer Operations Procedures

Provides a detailed description of the procedures for waste handling.

Section 4 – Environmental Management Procedures

Provides detailed procedures for the management of specific aspects which have the potential to generate environmental impacts.

Section 5 – Human Resource Management Procedures

Addresses issues required to ensure safety of staff and human resource management.

Section 6 – Contingency and Emergency Management Procedures.

Presents procedures for unexpected events and emergency situations.

2. ROLES AND RESPONSIBILITIES

2.1 Introduction

This section outlines staffing and responsibilities of personnel involved in operating the transfer trailer(s). Each staff category that is listed is not necessarily intended to require a separate person to fulfil that category. A single staff member might fill multiple categories, or the responsibilities of a staff category might be shared with one or more staff members of different category. The titles given should simply represent that particular tasks are assigned to relevant and qualified persons.

The important issue in fulfilling the requirements of the transfer trailer operation is to ensure that all of the relevant responsibilities are assigned to competent staff members, regardless of the staff category.

Table 2-1 presents the various roles and the corresponding job title. Position descriptions are contained in Appendix B.

Table 2-1 *Transfer Trailer Roles*

ROLE	JOB TITLE
Waste Management Coordinator	Waste Management Coordinator
Supervisor Waste Operations	Supervisor Waste Operations
Driver	Driver

The following table outlines staffing titles and personnel responsible:

Table 2-2 *Transfer Trailer Staffing*

INITIALS	TITLE AND GENERAL DESCRIPTION	RECOMMENDED QUALIFICATIONS
WMC	Waste Management Coordinator - The officer is responsible for managing all environmental aspects of the site, including transfer station operations.	Bachelors Degree in environmental science or management or approved equivalent. Minimum 7 to 10 years work experience in the waste management / environmental industry.
SWO	Supervisor Waste Operations – The officer is responsible for managing the day to day operation of the transfer trailer and monitoring of the site. The SWO reports to the EM.	Minimum 2 years experience in the operation of a waste transfer station and health & safety training as required by Council. Current licences to operate site machinery as required.
Driver	Driver	Valid drivers licence, proven ability to reverse trailers.

Note: - Minimum qualifications listed in Table 2-2 are considered the appropriate level of experience for these positions. While any licence and health and safety training requirements are mandatory, staff may be appointed to these positions with a different or lesser experience where the actual experience is relevant and explicit Council approval is gained.

Table 2-3 Staff Responsibilities

ROLE	TASK AND DESCRIPTIONS
Waste Management Coordinator (WMC)	<p>Quality Assurance – The WMC shall have administrative responsibility for ensuring;</p> <ul style="list-style-type: none"> • All works undertaken to the transfer trailer shall be conducted in accordance with the quality guidelines set forth; and • Appropriately qualified individuals are assigned responsibilities for site tasks.
	<p>Site Safety – The WMC shall ensure that appropriate health and safety plans are approved and implemented on the site.</p>
	<p>Site Security – The WMC shall ensure that appropriate mechanisms are in place and being implemented to maintain a secure site.</p>
	<p>Engineering Management – The WMC shall ensure all relevant engineering works are developed by professionals qualified to produce waste management facilities and plans that will allow the site to properly manage waste handling and/or processing operations in a safe and environmentally sound manner.</p>
	<p>Environmental Management – The WMC shall ensure that an environmental management program is developed to assist waste management staff with safe environmental operation and management on-site.</p>
	<p>Incident Reporting – The WMC shall ensure that appropriate authorities are notified of any relevant incident as soon as practicable after the incident is first being identified. All reporting and notifications should be completed in accordance with the requirements of the agency/authority to which the information is being submitted. Incident reporting shall be in accordance with the approved Council plans.</p>
	<p>Reporting – The WMC shall ensure that all periodic reporting is completed in accordance with respective reporting requirements for operational, environmental, health and safety, financial, community and the Council's requirements.</p>
Supervisor Waste Operations (SWO)	<p>Daily Management – The SWO is responsible for overseeing the contractors, conducting inspections, including maintenance of site equipment and preventative maintenance. The SWO shall report maintenance issues to the WMC and request assistance for maintenance issues, as necessary.</p>
	<p>Training – Site induction and training of staff (SAs and any labourers onsite) is undertaken by the SWO. Training involves the detailed review and acceptance of documented procedures relevant to each staff member.</p>
	<p>Complaints Management – The SWO is responsible for recording and responding to any complaints or observations as soon as practicable. If such issues are beyond the capacity of the SWO, the SWO shall inform the WMC of the issue at the earliest opportunity.</p>
	<p>Complaints Register – The SWO shall maintain a written record of all complaints lodged against the operation of the transfer trailer, whether the complaint is verbal or in writing. WMC to be notified of any complaints within 4 hours.</p> <p>The SWO shall report the complaints register to the WMC on a weekly basis.</p>
	<p>Traffic Control - The SWO is responsible for</p> <ul style="list-style-type: none"> • Ensuring that safe traffic patterns are set up, maintained and revised as necessary for a safe driving environment for all vehicles visiting the trailer; • Taking corrective action in the event of significant traffic incidents or accidents, the cause of which is the traffic flow setup on the site; and • The SWO shall seek advice on traffic issues from the WMC, as necessary to resolve traffic issues. <p>Significant traffic issues shall be recorded on the weekly activity form and incident forms when necessary.</p>
	<p>Emergency situations – the SWO shall ensure trucks are appropriately equipped with equipment to deal with emergency situations as would reasonably be expected to occur at a</p>

Driver (D)	<p>Waste Material Screening - The Driver is responsible for:</p> <ul style="list-style-type: none"> • Visually screening wastes deposited at the trailer for disposal; • Notifying the SWO of unacceptable waste loads that have been deposited; and • Report record of volumes and types of materials to the SWO on a regular periodic basis (typically, weekly).
	<ul style="list-style-type: none"> • Site Housekeeping - The Driver is responsible for maintaining good housekeeping in all areas of the site where such equipment can assist.
	<p>Machinery Maintenance – The Driver is responsible for inspecting plant and equipment such as waste receptacles on a weekly basis and ensuring regular maintenance and/or repairs are undertaken. Any faults shall be recorded on site maintenance records and reported each day to the SWO. Faults that could potentially pose a risk to human health or the environment must be reported immediately to the SWO or to the WMC, if the SWO is not available.</p>
	<p>Emergency Situations – In the event of an emergency situation at the transfer trailer site, the Driver shall assess the issue and act in accordance with the OHS plan, the Driver's experience and training to contain/control the situation. In no case should the Driver take any action that might endanger human health or safety.</p> <p>The Driver will liaise with emergency services and arrange for availability of plant or equipment, as required to assist with the emergency situation.</p> <p>The Driver will contact the SWO to advise of events and actions taken.</p> <p>If necessary, the Driver will close the transfer trailer site during the emergency and reopen the site when it is safe again, as agreed between the SWO and WMC.</p> <p>Details of the incident will be recorded on the Incident report form (and EPA notification form if necessary).</p>
	<p>Entrance/Exit Road - The Driver is responsible for conducting the visual check of the site entrance/exit road and recording the condition on the weekly activity report and other relevant forms. Dangerous/unsafe conditions should be reported to the SWO immediately.</p>

3 TRANSFER TRAILER OPERATIONS PROCEDURES

This section describes transfer trailer operations that shall be performed.

3.1 Definitions

The following terms relating to transfer trailer operations are defined for use in this Operations Manual as follows:

Amenity	The quality of a local environment in relation to health and pleasantness.
Bulk Bin	A generic term for all bins and skips greater than 1 cubic metre that are lifted off the back of a truck either by a hook, cable or arm.
Contamination	Materials and items within a recycling process that are not readily recycled by that process.
Hard waste	Large waste items such as old furniture, white goods or other household items too large for the kerbside collection service.
Litter	Waste material left where it is not appropriate.
Recyclables	Materials suitable for reuse or recycling.
Residual waste	Waste material unsuitable for recycling or reuse.
Unacceptable waste	Waste that is not acceptable for disposal at the facility.

3.2 Public Access / Traffic Control

3.2.1 Instructions and Signage

Signage at the transfer trailer should be maintained to ensure that all safety instructions are clear and legible to facility users.

Signage at the trailer should indicate:

- Wastes accepted and unacceptable wastes; and
- Location of waste receptacles for each material type (if collected separately).

Areas that are particularly hazardous (e.g. elevated bins) are to have signs indicating the danger posed.

3.3 Waste Acceptance, Storage and Transfer

3.3.1 Unacceptable Materials

Accepted materials should be clearly listed on the trailer to inform members of the public of what is acceptable and not acceptable waste.

For unmanned trailers the waste should be visually inspected prior to trailer collection.

Staff and contractors should be trained to identify contaminated loads and recognise unacceptable materials (e.g. asbestos, chemical liquids) and should know what to do should they find them. This may require training in materials recognition as well as communication.

Wastes not permitted to be disposed at the transfer trailer require a higher level of containment and management than is able to be provided at the site. These wastes must be disposed at an alternative facility.

If hazardous material is identified when a trailer is to be picked up the waste should be contained/secured providing it is safe to do so. Advice on removal of the waste should be sought from the WMC before any attempt is made to move the trailer.

3.3.2 Waste Collection and Transfer

A waste collection and transfer schedule should be developed by the WMC to ensure that the frequency of collections adequately services the community. The waste transfer trailer should be collected by the driver or contractor using an appropriate vehicle fitted with a tow bar. Trailer pick up should occur when members of the public are not present on site if possible. For safe attachment of the transfer trailer to the collection vehicle please refer to Procedure 2 – Trailer Hook-up Procedure.

3.4 Use and Maintenance of Plant and Equipment

3.4.1 Trailer cleaning

A regular cleaning schedule should be established to minimise vermin, litter, dust and odours. It is recommended that the trailer be washed down following emptying, prior to returning to the transfer trailer site.

3.4.2 Trailer Hook-up

Trailer hook-up should always occur away from road traffic and members of the public.

3.4.3 Machinery and Equipment Maintenance

Plant, equipment, vehicles and tools should be properly certified, maintained and inspected on a regular basis. Staff responsible for these tasks should be appropriately qualified with the necessary licences or certificates. A maintenance program should be developed in accordance with manufacturers' guidelines, together with a maintenance register that links to the defective plant/equipment reports. Maintenance records and faulty equipment reports must be maintained, and where feasible a maintenance history file for each item of plant and equipment should be kept (refer to Maintenance and works register – **Form 1**).

4 ENVIRONMENTAL MANAGEMENT PROCEDURES

4.1 Amenity Management

A visually appealing transfer trailer site can assist in site user compliance. Regular cleaning and maintenance will increase the aesthetic appearance of the transfer trailer and minimise the number of user complaints received.

4.2 Complaint management

Feedback from the public is an integral part of the environmental performance monitoring for the site. Typically this feedback is received through the lodgement of complaints. Absence of complaints indicates the public consider the site is being operated appropriately.

4.2.1 Response to Complaints

Every complaint should be logged and investigated. The SWO should telephone the complainant soon after receiving the complaint to discuss the nature of the issue and to confirm details of the complaint provided at the time. The opportunity should be taken to describe the actions that will be taken to address the complaint and any actions planned or under way to reduce future occurrences. Ideally the SWO will agree with the complainant for them to provide the SWO with any alerts of future occurrences.

If the SWO is sure that the issue did not arise from the site or that the SWO does not agree with the complainant about the impact of the issue then the SWO should advise the complainant to contact WMC.

4.2.2 Reporting

Records should include a description of activities occurring on site at the time and any details about the incident.

5 HUMAN RESOURCE MANAGEMENT PROCEDURES

5.1 Site Health and Safety

Operations undertaken at the transfer trailer site shall conform to the Council's Occupational Health and Safety requirements. Operations shall be audited at a minimum of once a year.

5.2 Staff Inductions and Training

The Council will maintain records of all staff training including:

- Details of licenses and certificates held by machinery operators; and
- Any other relevant training (eg Drivers education).

Records of staff inductions for each site shall be maintained by Council (**Form 7**)

6 CONTINGENCY AND EMERGENCY MANAGEMENT PROCEDURES

6.1 Weather Related Incidents

Inclement weather can impact site operations and hence also potentially cause environmental impacts. Examples from high intensity rainfall events include:

- generation of sediment laden stormwater;
- transport of waste to the surrounding environment;
- site access issues.

It shall be the responsibility of the SWO to be aware of forecasted weather changes, particularly rain storms and strong wind events.

Following a period of high rainfall or strong winds the SWO/Driver should inspect the skip and surrounding area for damage and litter. Necessary repairs and/or clean-up activities should be undertaken as soon as it is safe to do so.

6.2 Fire prevention

The only occurrence of fire that should be dealt with as a part of the transfer trailer operations is the potential for fire within the trailer which should be identified prior to hook up and transportation. Should a 'hot load' be identified within the trailer or a fire be identified the following actions should be put into place as a minimum:

- If identified prior to hook up of trailer do not hook up trailer and notify emergency services and SWO;
- Close the transfer trailer site to all persons except for the SWO and Council as required;
- Immediately following the assessment that the site is safe to access the transfer trailer should be inspected for:
 - Damage to trailer and/or waste receptacles;
 - Spread of waste to the surrounding environment; and
 - Damage and/or failure of the other site facilities.
- If identified during transport, pull up as soon as possible and try to contain the fire after calling emergency services;

6.3 Other Extreme Events

Where there is an occurrence of an extreme event there are a number of impacts which may occur which will affect the environmental performance of the transfer trailer. While it is not possible to define the exact measures which will need to be adopted in these events, in general the following actions should be put into place as a minimum:

- Halt all transfer trailer operations;
- Close the transfer trailer site to all persons except for the SWO and Council as required;
- Immediately following the assessment that the site is safe to access the transfer trailer should be inspected for:
 - Damage to trailer and/or waste receptacles;
 - Spread of waste to the surrounding environment; and
 - Damage and/or failure of the other site facilities.

Following assessment of the extent of damage a rectification plan should be prepared and no further activities should occur until all rectification works have been carried out and the transfer trailer has been deemed to be suitable for use again.

6.4 Emergency Response

Where an extreme event (such as described above) or an emergency occurs the Emergency Response procedure shall be implemented.

Procedure 1 - Public Instructions and Signage	
OBJECTIVES	<p>To ensure that:</p> <ul style="list-style-type: none"> Instructions are presented legibly and convey a message effectively in plain and simple language to all users of the transfer trailer.
SCOPE	<ul style="list-style-type: none"> Development, erection and maintenance of legible, consistent and simple informational and directional signs at the transfer trailer.
CONTROL MEASURES / MANAGEMENT STRATEGY	<ul style="list-style-type: none"> Supply and erect adequate numbers of relevant directional signs in appropriate places; Signage should comply with the relevant Australian Standards; Relocate and/or revise signs as necessary to accommodate changes in site operation. Signs shall be erected and moved as required to ensure that operational requirements at the transfer trailer are clearly communicated to the persons using the facility; Maintain signs in a clean and legible state; and The SWO shall undertake minor maintenance on signs and directional devices such as cleaning and adjusting.
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Number of complaints about the informational signs, and how they affect the transfer trailer operation. Number of accidents/incidents due to inadequate /inappropriate or misleading signs. For example, an incident could be the disposal of waste in incorrect location due to illegible signage.
RESPONSIBLE PARTIES	<ul style="list-style-type: none"> SWO to ensure signage is in place and located in the appropriate location.
FREQUENCY / MONITORING	<ul style="list-style-type: none"> As necessary to maintain informative directional signage to all members of the public.
REVIEW / AUDITING & REPORTING	<ul style="list-style-type: none"> Recording of details of incidents/accidents due to inadequate /inappropriate or misleading signs.
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> Maintain, repair, relocate and/or replace signs as necessary to maintain information continuity.
FORMS	<ul style="list-style-type: none"> Maintenance and works register (Form 1).

Procedure 2 – Trailer Hook-up Procedure	
OBJECTIVES	<ul style="list-style-type: none"> To ensure that transfer trailers are collected in a safe manner and do not present a hazard to staff and operators, members of the public and other road users.
SCOPE	<ul style="list-style-type: none"> Secure attachment of the transfer trailer to collection vehicle.
CONTROL MEASURES / MANAGEMENT STRATEGY	<p>Procedure to be followed:</p> <ul style="list-style-type: none"> Ensure all tail gates and doors are closed and secured; Ensure trailer coupling mechanism is raised above height of tow bar using jockey wheel; Line up trailer with collection vehicle and reverse slowly until the ball of the tow bar is directly below the tongue socket of the trailer's coupling mechanism (a second person should assist if possible the driver of the vehicle by guiding them); Once the ball and socket are correctly aligned turn off the engine and ensure that the vehicle's hand brake is on; Lower the socket onto the ball until the tow bar takes the full weight of the trailer; Close the coupling socket clamp securing the ball in the socket and lock the ball in place using the hitch pin; Attach the safety chains by running them beneath the socket and crossing each other; Plug in the trailer lights and electrical trailer brake (if applicable) to the vehicle; Raise the jockey wheel checking that the socket stays on the ball and then fully retract and secure the jack; turn the wheel diagonally to ensure that it does not interfere while driving. Drive the towing vehicle forward several metres and check that the coupling mechanism is still secure; and Check the trailer lights and brake lights are working before transporting the trailer.
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Number of incidents relating to transportation of waste transfer trailer.
RESPONSIBLE PARTIES	<ul style="list-style-type: none"> Driver to undertake safety check of trailer coupling mechanism at every collection and immediately report issues to SWO. WMC to ensure that any reported issues are acted upon.
FREQUENCY / MONITORING	<ul style="list-style-type: none"> At every collection to maintain fully operational trailer coupling mechanism and safe trailer transfer.
REVIEW / AUDITING & REPORTING	<ul style="list-style-type: none"> The SWO and/or WMC shall review the effectiveness of this procedure during regular periodic reviews of transfer trailer operations (e.g. – monthly, quarterly and/or annually).
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> Maintain, repair and/or replace trailer coupling mechanism as necessary to enable safe operation.
FORMS	<ul style="list-style-type: none"> Trailer safety checklist (Form 2) Maintenance and works register (Form 1)

Procedure 3 – Visual Amenity Management	
OBJECTIVES	<ul style="list-style-type: none"> Maintain visual amenity to levels such that site user compliance is high and complaints about visual amenity of the transfer trailer and surrounding area are not lodged.
SCOPE	<ul style="list-style-type: none"> Development of a program to manage visual amenity within levels that meet the objective of this procedure.
CONTROL MEASURES / MANAGEMENT STRATEGY	<ul style="list-style-type: none"> Inspection of the trailer site during scheduled pick-up and maintenance; Regular cleaning of waste receptacles; and Litter patrols around trailer to remove fugitive litter.
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Level of site user compliance measured through visual waste contamination; and Number of complaints about visual amenity of transfer trailer operations lodged with the SWO, Council and/or the relevant regulators.
RESPONSIBLE PARTIES	<p>WMC:</p> <ul style="list-style-type: none"> Ensure resources to maintain vegetation on site perimeter and in landscaped areas; Liaise with complainants; and Assist SWO with assessment of complaints, as necessary. <p>SWO:</p> <ul style="list-style-type: none"> Assess complaints as they occur; Ensure regular cleaning and litter patrols are undertaken; and Take corrective action as necessary to address complaints. <p>Driver:</p> <ul style="list-style-type: none"> Undertake regular cleaning of the trailer and litter patrols at the trailer location; and Report visual amenity issues to the SWO.
FREQUENCY / MONITORING	<ul style="list-style-type: none"> Biannual (6 monthly) inspections of site perimeter and landscaped areas.
REVIEW / AUDITING & REPORTING	<ul style="list-style-type: none"> SWO, WMC to review complaints; SWO to review visual amenity (objective basis) on an ongoing basis or as necessary to achieve the objectives of this procedure; and WMC to audit visual amenity management procedure annually, or as necessary to achieve the objectives of this procedure.
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> Investigate all complaints; and Take practical corrective actions to abate unacceptable visual amenity.
FORMS	<ul style="list-style-type: none"> Weekly Activity Record (Form 3) Complaint Report (Form 4)

Procedure 4 – Complaints Management	
OBJECTIVES	<ul style="list-style-type: none"> To provide a standard protocol for managing complaints received with regard to operations at the transfer station.
SCOPE	<ul style="list-style-type: none"> Development of a procedure for managing and responding to complaints.
CONTROL MEASURES / MANAGEMENT STRATEGY	<ul style="list-style-type: none"> Record relevant information with regard to complaints received; Investigate causes ; Initiate any required actions; Advise complainant of actions or results; and Maintain records.
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Speed of response; Effectiveness of response; and Documented recurrences of same event.
RESPONSIBLE PARTIES	<p>The WMC shall</p> <ul style="list-style-type: none"> Notify EPA if required; and Liaise with Council Communications Officer to manage media. <p>The SWO shall:</p> <ul style="list-style-type: none"> Record the required details of all complaints received; Initiate an investigation to determine the nature and cause of the complaint; Initiate action in consultation with the WMC to correct any procedure, work practice or condition, which resulted in the complaint being made. Any complaint that has a potential for significant adverse effect on the environment shall be dealt with immediately; Notify the WMC immediately of any complaint that has the potential to involve regulatory authorities or the media; Report back to the complainant within three working days of the complaint on the actions to be taken; Advise the complainant when all investigations and corrective actions are complete, and update the Complaint Record; Maintain records of all complaints received, those with outstanding actions and those that are complete; and Prepare a biannual summary of all complaints received, the resulting actions and outstanding actions from previous months for the WMC.
FREQUENCY / MONITORING	<ul style="list-style-type: none"> Records shall be made upon receipt of any relevant complaint; and The SWO shall monitor the frequency of complaints on a monthly basis.
REVIEW / AUDITING & REPORTING	<ul style="list-style-type: none"> The SWO and/or WMC shall review the effectiveness of this procedure during regular biannual reviews of transfer trailer operations.
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> Corrective action(s) will be implemented as required and with regard to the type of complaint received. Ultimate corrective actions should be suitable to abate the issue raised by the complaint, as determined suitable by the WMC.
FORMS	<ul style="list-style-type: none"> Weekly Activity Report (Form 3) Complaint Report (Form 4)

Procedure 5 – Fire Prevention	
OBJECTIVES	<ul style="list-style-type: none"> ▪ To limit the incidence of accidental and/or unauthorised fires at the transfer trailer; ▪ To control fires that occur; ▪ Minimise emissions to the atmosphere; and ▪ Ensure the safety of members of the public.
SCOPE	<ul style="list-style-type: none"> ▪ Development of a procedure to reduce the potential for an accidental and/or unauthorised fire, and to develop a set of control measures / management strategies to respond to such fires that occur at the transfer trailer in accordance with the requirements of this procedure.
CONTROL MEASURES / MANAGEMENT STRATEGY	<ul style="list-style-type: none"> ▪ Prohibition of hot or burning material; ▪ Instructional and safety signs at the transfer trailer; ▪ Availability of adequate fire-fighting equipment as advised by the local CFA.
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ▪ Number of fires detected and recorded at the transfer trailer.
RESPONSIBLE PARTIES	<p>WMC:</p> <ul style="list-style-type: none"> ▪ Provision of staff training. <p>SWO:</p> <ul style="list-style-type: none"> ▪ Safety of all persons on site; ▪ Erection and maintenance of informational signs; and ▪ Immediate contact of emergency services, as necessary.
FREQUENCY / MONITORING	<ul style="list-style-type: none"> ▪ On-going evaluation by the SWO of the operating conditions of the transfer trailer.
REVIEW / AUDITING & REPORTING	<ul style="list-style-type: none"> ▪ SWO to report incidents immediately to the WMC on an “as-occurs” basis; ▪ Fire management procedures/mechanisms should be audited annually.
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> ▪ Revise this procedure to the extent necessary to achieve the objectives of this procedure; <p>In the event of an on-site fire, the person discovering the fire should:</p> <ol style="list-style-type: none"> 1. Assess hazards/safety conditions; 2. Manage the situation to the practical extent of training/experience; 3. Act to protect self and other persons, to the extent practical; 4. Contact emergency services at the earliest practical opportunity, and as necessary; 5. Notify the WMC at the earliest practical opportunity; 6. Order immediate evacuation of all non-essential persons from the immediate vicinity of the fire; and 7. Order an immediate evacuation of all persons from the facility. <ul style="list-style-type: none"> ▪ Secure the immediate area around the fire, until competent persons deem the area safe.
FORMS	<ul style="list-style-type: none"> ▪ Weekly Activity Record (Form 3) ▪ Maintenance and Works Register (Form 1) ▪ Incident Report and EG Shire Incident report (Form 5 and 6)

Procedure 6 – Emergency Response	
SCOPE	<ul style="list-style-type: none"> Development of a program to manage emergency situations in a manner that meets the objectives of this procedure.
CONTROL MEASURES / MANAGEMENT STRATEGY	<ul style="list-style-type: none"> Contact numbers for relevant employees and emergency service personnel posted in a prominent location at the transfer trailer; Traffic management; Informational signs posted at the transfer trailer site; Safety Management Plan PPE requirements shall be met; Mandatory personal protective equipment (PPE) for all on-site staff and contractors as follows: <ol style="list-style-type: none"> Steel capped boots; Long pants and sleeves; Safety glasses; and Gloves. Emergency response training for designated staff; SWO is required to follow the minimum safety procedures for fire prevention, emergency preparedness and response.
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Number of emergency situations documented; Number of adverse environmental impacts attributed to emergency situations; Number of injuries documented and attributed to emergency situations; and Number of lost work days documented and attributed to emergency situations.
RESPONSIBLE PARTIES	<p>WMC:</p> <ul style="list-style-type: none"> Provision of adequate resources to meet the objectives of this procedure. <p>SWO:</p> <ul style="list-style-type: none"> Organise and assist with first aid and emergency response training for designated staff; Check compliance of contractors with contractors' emergency response plan; Supervision of work place health and safety protocol implementation on the site; Notify supervisory staff of emergency situations at the earliest practical opportunity; and Management of emergency responses on the site until professional emergency service providers (if required) arrive on the site.
FREQUENCY / MONITORING	<ul style="list-style-type: none"> All operations personnel on site are responsible for monitoring safety (and subsequently, emergency situations) on an ongoing basis; and All contractors' personnel on site are responsible for monitoring safety (and subsequently, emergency situations) on an ongoing basis in accordance with their companies' approved emergency response plans.
REVIEW / AUDITING & REPORTING	<ul style="list-style-type: none"> The WMC should review emergency procedures on a regular periodic basis (quarterly recommended) and after each emergency situation, or otherwise in accordance with their approved emergency response plan; The WMC should audit the emergency response procedure on an annual basis and after each emergency incident that results in injury or damage to/loss of property; The SWO shall report emergency situations to the WMC at the earliest opportunity after becoming aware of the situation; and The WMC shall report emergency situations to relevant authorities in accordance with regulations/legislation.

Procedure 6 – Emergency Response	
CORRECTIVE ACTIONS	<p>Any person encountering what is perceived as an emergency situation should:</p> <ul style="list-style-type: none"> ▪ First and foremost, ensure personal safety; ▪ Appraise situation and determine if conditions are safe to enter the area; ▪ Attend to persons in the immediate area of the emergency, if safe to do so; ▪ Contact emergency services at the earliest practical opportunity, as needed; and ▪ Contact supervisory personnel at the earliest opportunity to report the situation and request assistance, as needed. <p>In the event of an emergency at the site, the SWO shall:</p> <ul style="list-style-type: none"> ▪ Prevent further access to the site by members of the public, agents, personnel and any other person; ▪ Act to reduce the scale of the emergency within limitations of training and workplace health and safety guidelines; ▪ Review the events that lead to/caused the emergency situation; and ▪ Revise site operations to reduce the risk of/prevent recurrence of the same or similar emergency.
FORMS	<ul style="list-style-type: none"> ▪ Weekly Activity Report (Form 3) ▪ Incident Report and EG Shire Incident report (Form 5 and 6)

APPENDIX A TRANSFER TRAILER DETAILS AND SITE CONTROLS (FORM TO BE COMPLETED BY COUNCIL FOR EACH SITE)

A.1 Site Description

Site Name: _____

Operator: _____

Contact: _____

Location: _____

Approximate annual tonnage: _____

Nearest residence: _____

A.2 Environmental Controls

Tick if present / Cross if absent

Adequate signage		<input type="checkbox"/>
Periodic monitoring program		<input type="checkbox"/>
Visual Amenity		
Regular cleaning and maintenance		<input type="checkbox"/>
Litter patrols		<input type="checkbox"/>
Dust		
Roadways sealed	All <input type="checkbox"/> Some <input type="checkbox"/> None <input type="checkbox"/>	
Sediment and Stormwater		
Stormwater diversion around site		<input type="checkbox"/>
Bunding of trailer site		<input type="checkbox"/>
Roadway sealed (refer above)		
Odour		
Regular cleaning and maintenance (refer above)		
Lids on waste receptacles		<input type="checkbox"/>

APPENDIX B FORMS
