

# Waste and recycling vehicles in street collection



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## Introduction

1 This 'good practice' document was produced in consultation with the Waste Industry Safety and Health Forum (WISH) and the Health and Safety Executive based on a guidance note produced by the Northamptonshire Local Authority Safety Advisors Group. It does not aim to be comprehensive but gives examples of good practice within the industry.

2 It is written for employers, managers, supervisors and workers to help them remove or reduce the risk of injury caused by waste/recycling collection vehicles operating in the street. It is deliberately restricted to:

- vehicle issues (but comments on other issues); and
- activities in public access areas (eg street collection, car parks).

**Separate guidance on transport safety in other waste/recycling premises is given in *Safe transport in waste management and recycling facilities*. See 'Further information'.**

3 Many of these issues will require good liaison and co-operation between those involved (eg clients, contractors, employees, unions, recruitment agencies).

4 This guidance does not intend to interpret the law, nor does it aim to be comprehensive. It contains notes on good practice, which you may find helpful in considering what you need to do. The risks associated with your particular activities, and the methods of reducing those risks, should be identified during your risk assessment.

## Risk assessment

5 It is a legal requirement for employers to carry out a risk assessment of their specific activities to identify the measures they need to have in place to comply with their duties under health and safety law.

6 Risk assessments aim to help you:

- identify the hazards;
- identify those potentially at risk, eg:
  - your workers;
  - the public (other road users and pedestrians); and
  - contractors, subcontractors, agency workers, temporary workers etc;
- assess the risks from those hazards, remembering that special consideration may be needed for people with disabilities, young people etc; and
- eliminate or at least reduce the risks from those hazards so far as is reasonably practicable.

7 It is important that work is monitored and reviewed regularly. This will help identify potential flaws in your systems. You should ask questions such as:

- Is the design and layout (of vehicles, depots, collection rounds etc) the best that is reasonably practicable to minimise the risks?
- Is the hardware (bins, receptacles, compactors etc) suitably situated and sufficiently maintained in order to minimise risks?
- Do employees follow your agreed systems of work? If not, why not?
- Are your systems adequate to control the risk? Do they need revising?
- Are the procedures and checks you have put in place sufficient? Do you need to do certain tasks more (or less) frequently?

- Are there any changes to the environment?
- Can other collection vehicles or different methods be used to reduce the hazard?

8 Staff should be consulted regarding health and safety arrangements in their work. Their support is essential. Safety representatives and other staff can contribute positively in achieving the desired outcomes by:

- identifying problems;
- indicating whether activities can be carried out safely; and
- generating sound practical ideas and solutions.

Make sure staff are given enough support and training to carry out their duties safely and effectively.

## Managing the risk

### Safe vehicle

9 The following should be read in conjunction with guidance enforced by other authorities such as police and Vehicle and Operator Services Agency (VOSA).

10 The vehicle operator should ensure that vehicles used for the collection of waste and recyclables are fit for purpose, roadworthy, and incorporate essential safety features. Daily condition checks should be carried out on the vehicle. See Appendix A and the examples in paragraph 11.

#### *Periodic vehicle checks*

11 Daily checks and tasks may include:

- ravel rail heights;
- fluid levels and leaks (fuel, oil, water, washer and radiator);
- hydraulic systems (levels and leaks);
- tyres (condition and pressure) and wheel security;
- lights, indicators, beacons and reflectors;
- speedometer;
- CCTV, audible reversing warning and reversing aids;
- emergency stop devices;
- hand cleaning provision;
- instruments, horn, washers, wipers, windscreen, mirrors and communications equipment, where fitted;
- extinguisher and first-aid box;
- steering and brakes;
- exterior signage (eg number plates);
- exhaust (for smoke);
- display of tax and licence disk;
- safe operation of fitted equipment; and
- condition of the vehicle's body.

12 Other periodic checks and tasks may include:

- wash vehicle to remove contaminants;
- clean cab;
- clear debris from interior of body, hopper and rams;
- clean lifting equipment; and
- lubricate lifting equipment.

13 All defects should be reported to management, and any safety-critical defects repaired before the vehicle leaves the depot.

14 Adequate records relating to the vehicle should be kept. These may include:

- tachograph or other working time records;
- daily and periodic check records;
- maintenance and repair records; and
- staff training records and training programme.

### *Driver's vision*

15 Drivers should have effective vision from the collection vehicle. The driver's direct vision through the windscreen (area swept by the wipers) should not be obstructed by items such as stickers, clothing, newspapers or additional equipment such as CCTV monitors.

16 When reversing, the drivers indirect vision is provided by mirrors and other reversing aids. These include the following features:

Mirrors should be:

- designed and positioned correctly to provide the optimum field of vision (eg wide angle) - see [www.dft.gov.uk/stellent/groups/dft\\_roads/documents/pdf/dft\\_roads\\_pdf\\_039605.pdf](http://www.dft.gov.uk/stellent/groups/dft_roads/documents/pdf/dft_roads_pdf_039605.pdf) for further information;
- undamaged; and
- clear of dirt and condensation.

CCTV camera lenses should:

- be clean, fitted, positioned and adjusted to provide optimum vision during reversing;
- provide a good view of the working zone (it is recommended the field of view extends at least 5 metres behind the vehicle); and
- cater for low light levels.

A review of your current aids may indicate that an additional CCTV camera would improve the field of vision. Operators and drivers should be aware of the potential for blindspots (eg close to the vehicle and immediately behind the rave rail) in which pedestrians can disappear from view.

CCTV monitors should:

- give a clear view of the rear working and pedestrian zone (colour monitors provide a clearer visual display than monochrome);
- display a mirror image when the monitor is positioned to function in the same way as a rear-view mirror; and
- not 'blank-out' in sunlight (this can be achieved by fitting adjustable monitors, monitor shrouds etc).

### *Other visibility equipment*

17 High-visibility warning lights/beacons should be fitted to the front and rear of refuse collection vehicles (RCVs) and other vehicles that operate in a similar way. They should be fitted so that they can be:

- clearly seen;
- capable of warning pedestrians; and
- easily and properly maintained.

18 Reversing alarms should be fitted and be clearly audible at the side and rear of the vehicles. They should work at all times when the vehicle is reversing (during permitted hours).

19 Reversing detectors can provide additional warning of objects or people entering the reversing zone.

20 It is recommended that buyers research and assess available products for best performance as technological advances have been rapid in this area.

### *Lifting equipment*

21 The Waste Industry Safety and Health (WISH) Forum have produced guidance on lifting equipment which can be found at [www.hse.gov.uk/waste/wish.htm](http://www.hse.gov.uk/waste/wish.htm).

22 Rave rails should be set according to the mode of operation (see BS EN 1501) to:

- avoid contact with moving hopper mechanisms; and
- minimise musculoskeletal disorders (MSDs).

23 Bin hoists at the rear or side of collection vehicles and equipment that lifts recycling vehicle troughs and hoppers, should be robust, fit for purpose and adequately maintained.

24 Under the Lifting Equipment and Lifting Operations Regulations 1998, there is a statutory requirement for thorough examination of certain equipment such as tail lifts, lifting slings and rams on a regular basis and for records of those examinations to be kept. See 'Further information'.

25 All equipment deteriorates over time. The purpose of thorough examination by a competent person is to detect deterioration so that remedial action can be taken before the equipment fails.

26 Equipment should be adequately maintained between thorough examinations.

27 The vehicle operator should:

- devise a servicing and maintenance program;
- ensure thorough examinations of the lifting equipment are carried out regularly;
- arrange for any identified problems to be remedied;
- monitor the equipment's performance;
- ensure co-ordination between those involved in pre-use checks, daily/weekly inspections, breakdowns, repairs, servicing, parts replacement, and thorough examinations; and
- monitor records to establish an overall picture of the equipment's performance.

28 Deteriorating performance may have safety implications. See [www.hse.gov.uk/waste/wish.htm](http://www.hse.gov.uk/waste/wish.htm) for a sample collection team/supervisor checklist and risk assessment template.

### **Load**

29 Vehicles should not be overloaded. This is particularly important when loading recyclables of different weights. Consider fitting weight sensors (preferably with automatic compactor cut-off to prevent overloading). Check weighbridge tickets to establish trends.

30 Drivers should know:

- the gross vehicle weight (GVW);
- the vehicle's payload; and
- how to operate weighing equipment (if fitted).

### **In-cab features**

31 Vehicles should have the following in-cab features:

- The height of the vehicle should be prominently displayed in the cab.
- Seats should be adjustable to achieve a comfortable driving position, and fitted with a headrest.
- Drivers and the crew riding in the cab should wear seat belts (if fitted) when travelling more than 50 metres between stops. Seatbelts made of high-visibility material can help management check they are being worn.
- Suitable communication equipment (eg two-way radios or mobile phones) should be provided. See [www.dft.gov.uk/stellent/groups/dft\\_rdsafety/documents/page/dft\\_rdsafety\\_025216.hcsp](http://www.dft.gov.uk/stellent/groups/dft_rdsafety/documents/page/dft_rdsafety_025216.hcsp) for guidance on their use.
- BSEN 1501 advises on communications between the cab and loading zone for rear end loaders (RELs) and refuse collection vehicles (RCVs).
- Cabs should be kept clear of clutter and other loose material that may interfere with driving controls or a driver's concentration.

### **Ancillary equipment**

32 First-aid boxes should be provided and kept adequately stocked. See 'Further information'.

33 Safe working practices should be devised for dealing with fires in the vehicle. Fire-fighting equipment should be suitable, maintained, easily accessible and should be clearly marked for its appropriate use. Drivers and crew should be instructed and trained when and how to use it correctly. The primary consideration should always be to protect life!

34 Hand-washing provision should be provided where there is a risk of contact with corrosives, acids, biohazards etc. This may include warm water, mild soap and towels. Cleansing wipes alone should only be provided on vehicles where there is a minimal health risk and no hand washing facilities. Avoid strong cleansers that can cause irritant dermatitis. Good personal hygiene will reduce the risk of ill health.

## Safe places and safe systems of work

35 Containers for waste and recyclables should be placed in locations that minimise the need for difficult vehicle manoeuvres. This will require liaison with customers and householders.

36 Make collections, so far as is reasonably practicable, at suitable times to reduce risks to crews and the public. Examples include:

- collect at less busy times or before traffic builds up on major roads;
- avoid shopping areas during opening hours;
- avoid school start and finish times; and
- identify all high-risk areas (eg steep slopes) and areas affected by adverse weather conditions (eg ice, snow, flood, sunshine).

37 Identify locations where vehicles are required to manoeuvre and reverse, identify who is at risk, and take action to minimise the risk. Appendix B contains a *Refuse/recycling collection round data sheet* which may help you complete your risk assessment. Things to consider include, but are not restricted to:

- locations and distances involved;
- the presence of members of the public, especially vulnerable groups (eg the young and people with impaired sight, hearing, or limited mobility);
- loaders working at the rear of the vehicle;
- manoeuvres on steep slopes;
- narrow lanes; and
- restricted access (eg parked cars or other obstructions).

The issue of reversing is addressed more fully later in this document. See paragraphs 76-99.

## Safe worker

### *Driver selection and ability*

38 Employers should ensure that drivers, including agency drivers, are selected who are fit and capable of operating vehicles safely. They should assess drivers to determine their fitness, ability, and attitude to do their work competently. See also paragraph 44 about induction training.

39 Employers should provide all employees with sufficient health and safety training to ensure that they are competent to carry out their work safely and control the risk to themselves or others.

40 Employers will need to assess driver fitness and health. See below:

- Ensure eyesight is adequate to drive (industry best practice recommends testing every five years). Drivers should be able to read a car number plate from 20.5 metres. See the DVLA's website at [www.dvla.gov.uk](http://www.dvla.gov.uk).
- Check drivers applying for an LGV licence for the first time have a medical examination by a doctor. LGV drivers over 45 need medicals every five years to keep their licence.
- Confirm details of vaccinations and ensure they conform to the organisation's policy. Periodic reviews may be required to ensure this.

41 For more information contact The Employment Medical Advisory Service (EMAS). See [www.hse.gov.uk/pubns/hse5.pdf](http://www.hse.gov.uk/pubns/hse5.pdf).

42 Drivers are required to present themselves in a fit state for work. They should not be excessively tired, or suffering adversely from drugs (prescription or otherwise), alcohol, or any other factor which could reduce their ability to drive safely.

43 Assessing the work undertaken by drivers and the risks associated with their work will influence decisions including the following:

- offering appropriate vaccinations. Employers may need to seek advice from a suitably qualified clinician or occupational health practitioner;
- whether confirmation of vaccinations should be checked and recorded;
- provision of health education and advice given. For further information about specific health risks see the following links:
  - *Leptospirosis: Are you at risk?* Pocket card INDG84 HSE Books 1990 (single copy free or priced packs of 20 ISBN 978 0 7176 2546 8) Web version: [www.hse.gov.uk/pubns/indg84.htm](http://www.hse.gov.uk/pubns/indg84.htm);
  - *Working with sewage: The health hazards - A guide for employees* Pocket card INDG197 HSE Books 1995 Web only: [www.hse.gov.uk/pubns/indg197.pdf](http://www.hse.gov.uk/pubns/indg197.pdf); and
  - *Blood-borne viruses in the workplace: Guidance for employers and employees* Leaflet INDG342 HSE Books 2001 (single copy free or priced packs of 10 ISBN 978 0 7176 2062 3) Web version: [www.hse.gov.uk/pubns/indg342.pdf](http://www.hse.gov.uk/pubns/indg342.pdf).

44 Induction training should be provided. This should include:

- how the job should be carried out, when to start the job, what to do, in what order, and who is in charge;
- familiarisation with hazards and safe working practices including vehicle maintenance and daily/weekly checks (see Appendix A and examples in paragraph 11);
- specific guidance for reversing operations (see paragraphs 76-99);
- vehicle settings (eg raven rail height to be set to prevent contact with dangerous parts);
- defect and hazard reporting arrangements;
- instructions for tipping/unloading at landfill sites, transfer stations or bulking stations;
- PPE and how to use, clean and store it;
- what to do in case of a fire, an accident or other emergency;
- basic first-aid procedures; and
- appropriate advice on how to minimise the risks of musculoskeletal disorders (MSDs) associated with the work - causes of MSDs include:
  - repetitive and heavy lifting;
  - bending and twisting;
  - repeating an action too frequently;
  - an uncomfortable working position;
  - exerting too much force;
  - working without adequate recovery time;
  - adverse working environment (eg hot or cold); and
  - psychosocial factors (eg high job demands, time pressures and lack of control).

More information can be found on HSE's MSD website at [www.hse.gov.uk/msd](http://www.hse.gov.uk/msd).

### Driver assessment

45 Employers should appoint a competent or qualified 'driver assessor' who can routinely review and reassess drivers' skills. They can be recruited from external organisations or from within the company if suitably competent employees can be identified.

46 The assessor should:

- use theory and practical tests to establish competence and suitability (see Appendix D);
- take pre-employment details of driving licence, endorsements and accident history (see Appendix E); and
- carry out and record periodic driving licence checks (see appendix F).

### Standby and agency drivers

47 Using in-house standby drivers may reduce the resource needed to check, induct, assess and supervise agency drivers. When agency drivers are required the vehicle operator should ensure, with the agency, that potential drivers are medically fit and meet their competence criteria.

Specific requirements relating to hirers and employment agencies are set out in *Guidance on the Conduct of Employment Agencies and Employment Businesses Regulations 2003*. See regulations 18-22. This document can be found at [www.dti.gov.uk/files/file24248.pdf](http://www.dti.gov.uk/files/file24248.pdf).

### Ongoing employment

48 Employers should ensure the ongoing competency and ability of their drivers to carry out the job safely. This can be achieved by regular assessments including the following:

- Check driving licences for validity and endorsements at least annually (see Appendix F).
- Drivers should be required to report any alterations or endorsements to their licences to management immediately.
- Provide refresher training and consultation to ensure that drivers maintain a level of competence to carry out their responsibilities safely, especially where changes to equipment or procedures have occurred.
- Conduct physical fitness, vision and colour-blindness tests appropriate for the class of vehicle driven.

49 Typically, one week's training every five years provides an opportunity to update skills and assess a driver's practical ability (this works out at one day per year). See [www.dsa.gov.uk/Documents/consult/CPC/response\\_to\\_consultation\\_report\\_publ\\_v1-1.doc](http://www.dsa.gov.uk/Documents/consult/CPC/response_to_consultation_report_publ_v1-1.doc) for further guidance on this.

### Secondary employment

50 Drivers should comply with their company's written rules and legislation regarding working excessive hours. Drivers wishing to pursue additional work should notify their employer.

51 Employers should consider the effects of secondary employment, especially if the proposed additional work involves shifts or excessive hours that could adversely affect concentration and physical condition to drive. Managers should remind drivers periodically of the company's rules regarding secondary employment.

52 The Freight Transport Association provides guidance on this at [www.fta.co.uk/information/keycampaigns/workingtime](http://www.fta.co.uk/information/keycampaigns/workingtime).

### **Training**

53 Employers should ensure all employees have adequate information, instruction and training to be able to carry out their job safely. They should tell employees what can go wrong if they don't follow systems, and what to do if things do go wrong.

54 Periodic reviews will be needed, especially when changes are made.

55 Employers should consider:

- any legal requirements for specific job training;
- the standards of competence required for the tasks;
- the special needs of new recruits, young people and trainees;
- any need for refresher training for existing workers and those changing job;
- whether any monitoring or incident investigations have revealed staff training needs; and
- whether you can deliver the training yourself or need external help.

56 The training needs of staff will differ depending on the individual, their competency and the job they are expected to do. Remember, staff can be a danger to themselves and others if they cannot do their job properly.

57 Training needs may include the following:

- induction training beginning the first day of employment. On-the-job training can continue over a number of days under the control of a competent person. These programmes should include safe working practices. See induction checklist in Appendix C;
- general health and safety awareness training. This should be completed as soon as possible after a new employee starts;
- periodic refresher training;
- safe working practices, general road safety, and reversing assistant responsibilities. Detailed information about reversing techniques can be found in paragraphs 76-99;
- specialist training. This should be concluded at least within three months (eg HIAB and chemicals collection training);
- how to carry out simple vehicles safety checks. See Appendix A and paragraph 11.

58 Until training can be completed, new starters should work under the close supervision of a competent person.

59 Employers and managers should carry out checks to ensure that employees have received adequate training. The following are examples of what may be included in that checklist. Not all of these will be appropriate to the duties of each individual, and this list is not exhaustive:

- use of vehicles/controls/lifting equipment;
- competency assessments;
- dealing with needles/hazardous waste;
- dealing with overweight/overfilled bins/bags/boxes, and prohibited material;
- roles and responsibilities;
- correct use of personal protective equipment (PPE);
- use of seatbelts;
- correct use of reversing assistant(s) - includes signals and appropriate positioning;
- reversing vehicles;
- speed limits and restrictions;
- what to do in an emergency (eg road accident, vehicle fire);
- basic first-aid procedures;
- how to report defects;
- vehicle checks, breakdown and accident procedures;
- hazards associated with specific rounds (eg narrow lanes, schools);
- how to avoid overloading the vehicle;
- drug and alcohol policy;
- violence and aggression policy; and
- customer care policy.

60 In addition to your training programme, supplementary written information may be provided on appropriate procedures in an understandable and accessible format. Reference information can be provided following training or after any changes in equipment and operational procedures.

### ***Personal Protective Equipment (PPE)***

61 This guidance does not provide extensive information on PPE as this can be found in other HSE publications. See 'Further information'.

62 However, when considering the provision of PPE, your risk assessment should address the issues of:

- visibility;
- weatherproofing;
- cut resistance;
- slip resistance;
- maintenance, storage;
- replacement arrangements; and
- training.

63 PPE should be fit for purpose (eg high-visibility clothing) and manufactured to a recognised standard (where appropriate). See [www.dft.gov.uk/stellent/groups/dft\\_roads/documents/page/dft\\_roads\\_508112-05.hcsp](http://www.dft.gov.uk/stellent/groups/dft_roads/documents/page/dft_roads_508112-05.hcsp).

64 PPE should be provided free by employers and worn by employees and agency staff where risks cannot be controlled by other methods.

65 Employees should wear appropriate PPE correctly when required and employers should make sure this procedure is followed.

# Management

## Supervision and monitoring

66 Periodic checks at every level should be carried out to see whether the agreed systems of work are followed in practice, and to make sure that collection activities are effective and safe.

67 Deviations from agreed safe working procedures may lead management to consider the following:

- Is the method established appropriate or are changes needed?
- Have all reasonably foreseeable circumstances and risks been anticipated?
- How effective is the current training?
- Is there a need for further or refresher training?
- Is improved supervision, or disciplinary action needed?

68 Reviews of incidents, accidents, ill-health reports and near misses can help you identify potential flaws in your systems.

69 To be effective, risk assessments and safe working practices should be reviewed at least annually, or following an accident or change in procedures.

70 The following checks might be suitable:

- Check vehicle inspection sheets.
- Carry out periodic on site inspections of working practices (eg reversing practices, wearing of PPE). See Appendix G.
- Check weighbridge tickets for overloaded vehicles.
- Monitor rest periods, hours worked, speeding and break periods.
- Review route planning.

## Record keeping

71 Records of checks should be kept to help evaluate the effectiveness of systems. How long records have to be kept will depend on the legal requirements and internal procedures. Advice on this should be obtained from your safety advisor or other appropriate person. Records may include:

- vehicle inspection sheets;
- time sheets and daily check sheets;
- receipts for the issue of information on safe working practices;
- training records;
- risk assessments;
- vaccinations;
- on-site inspection reports;
- incident records;
- other monitoring reports; and
- PPE issued to collection workers.



Street geography, pedestrians and parked vehicles all add to the difficulties encountered during reversing operations.

## Agency workers

72 If agency workers are used, the vehicle operator and the agency have a shared duty to protect their health and safety.

73 Practical arrangements should be agreed at the start of contracts for accident reporting, PPE provision, day-to-day supervision, direction and control of the work carried out by agency workers, regardless of who is, legally, their employer.

74 Continued co-operation during placements will help make sure that responsibilities are clear and understood. It also allows everyone involved to co-ordinate health and safety issues such as risk assessment, giving information, instruction or training, provision of PPE, and medical assessments.

75 Do not assume that someone else is doing all these things. Who takes care of what should be made clear in contractual arrangements. Remember that the legal responsibility as employer cannot be passed on. For further information see [www.businesslink.gov.uk/agencyworkers](http://www.businesslink.gov.uk/agencyworkers).

## Reversing

76 Reversing causes a disproportionately large number of moving vehicle accidents in the waste/recycling industry. Injuries to collection workers or members of the public by moving collection vehicles are invariably severe or fatal.

77 Unlike many other workplaces complete control often cannot be exercised over the environment during collection because of factors such as:

- street geography;
- street furniture;
- other vehicles;
- pedestrians; and
- weather.

Your risk assessment should be used to identify the most appropriate control measures for each set of circumstances.

78 People at risk of being struck by reversing vehicles include the following:

- loaders working at the vehicle;
- pedestrians, including:
  - children (who might not understand the risks); and
  - people with impaired sight, hearing, or limited mobility, (who might be unaware of the activity and its risks, or may not be able to avoid the moving vehicle); and
- other road users such as motorists, cyclists and horse riders who might unexpectedly appear during reversing operations.



The reversing assistant should stand 5-10 m back and 1 m out from the side of the vehicle, on the pavement wherever possible, so that the driver can see them during reversing.

## Reducing the risks

79 Wherever possible you should control the risks by:

- eliminating reversing; and
- reducing distances reversed.

80 Examples of risk reduction measures include the following:

- Liaise with householders and customers to re-locate waste and recycling collection points.
- Use more appropriate vehicles.
- Change collection methods.
- Plan collection times, to avoid:
  - busy times on major roads;
  - shopping areas during opening hours;
  - school start and finish times; and
  - reversing into the sun.

## Safe systems of work

81 Reversing during street collections presents unique circumstances:

- Control cannot be exercised over the street environment.
- Direct control cannot be exercised over members of the public, who have an equal right to be present on the street, and may not recognise the risks or be able to take evasive action.

82 Information to make collection vehicles as safe as possible, including the use of reversing aids, has already been given in paragraphs 9-34. However, your risk assessment is likely to indicate that use of reversing aids alone is insufficient to adequately control the risks during reversing. In these circumstances, trained reversing assistants should be used.

83 Many organisations have concluded that they will always use reversing assistants unless it is not safe to do so. This is due to the constantly changing circumstances during street collections and the unpredictability of members of the public, who are often not aware of the dangers of working vehicles reversing on the street.

## Reversing assistants

84 Reversing assistants are defined as trained employees who play an active part in reversing manoeuvres by giving prearranged hand signals to the driver. Their role is to:

- signal the collection vehicle driver to stop when necessary to prevent the vehicle colliding with pedestrians and other road users;
- warn approaching vehicles or pedestrians; and
- assist trained and competent drivers safely manoeuvre the vehicle. They do not take responsibility for the manoeuvre.

Additional training is essential for reversing assistants wherever they are expected to indicate clearance distances between the vehicle and obstructions on the street.

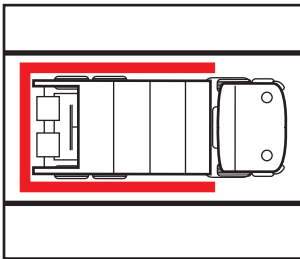


One of the roles of a reversing assistant is to signal the collection vehicle driver to stop when necessary.

Key to symbols

**RA1** First reversing assistant

**RA2** Second reversing assistant



Crush zone

Reversing procedure

85 Only trained reversing assistants should assist reversing vehicles.

86 The reversing assistant should stand 5-10 m back and 1 m out from the side of the vehicle, on the pavement wherever possible, so that the driver can see them at all times. Paragraphs 90-94 give examples of some systems of work that can be used to manage the risk.

87 Reversing assistants should **never** stand directly behind the vehicle.

88 If the driver loses sight of the reversing assistant they should stop the vehicle at once.

89 Things to remember when reversing are:

- The driver should not reverse until the reversing assistant(s) are in position and have signalled that it is ok to start reversing.
- Loading should never take place while the vehicle is reversing.
- Reversing assistants should never walk backwards while giving signals (this poses a slip/trip risk) and should be sure the driver can see them at all times.
- All collection workers should remain vigilant and observant while the vehicle is reversing.
- Avoid distractions.
- People should not be in the crush zone during reversing, ie between the rear/sides of the vehicle and fixed objects such as walls, lamp posts or cars.

**Before making the manoeuvre the driver and reversing assistant(s) should agree who will stand where. This will vary depending on the local situation. Each location is different, and the following examples are only a guideline.**

Reversing at a standard junction

90 This reversing procedure may vary depending on whether the side road is on the left or right.

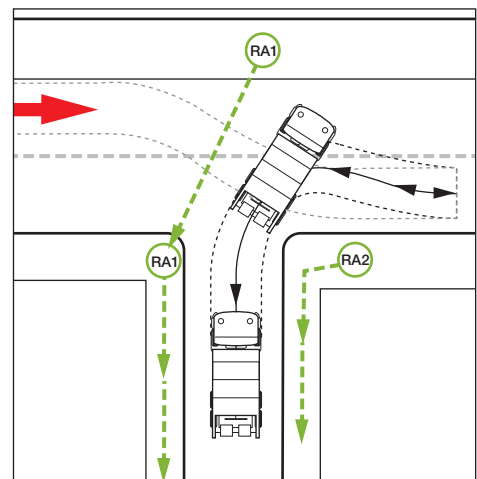
In the right-hand option, the first reversing assistant (RA1) may need to position themselves on the pavement opposite the turning, to warn traffic travelling behind the collection vehicle on it's nearside (see large arrow).

Once the traffic has stopped and the manoeuvre has begun, RA1 can move to the corner opposite RA2, remaining at a safe distance on the vehicles nearside, and then down the side road in preparation for reversing in a straight line as described in paragraph 91.

The second reversing assistant (RA2) should stand on the corner being reversed around to watch for pedestrians approaching the junction. Once the collection vehicle is in position to reverse down the side road (position shown), RA2 can move into a staggered position with RA1 and the straight reversing procedure can be adopted (see paragraph 91).



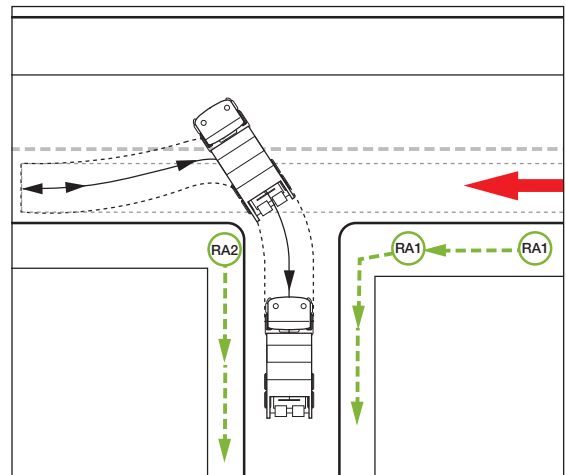
Once the vehicle is in position, RA1 can move to the corner opposite RA2 ready to assist with the straight reverse down the side road





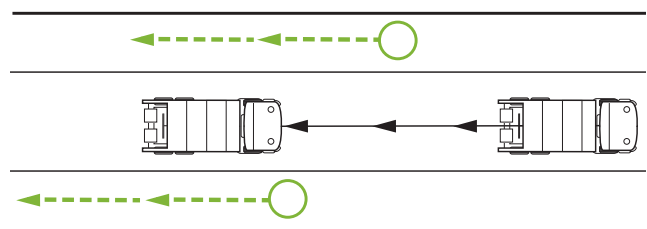
When aiding the driver reverse in a straight line, the reversing assistants should be positioned in a staggered pattern.

In the left-hand option, RA1 is usually better positioned on the corner opposite RA2. In this position, RA1 can again warn traffic coming up behind the collection vehicle (see large arrow). The driver can see oncoming traffic and time his swing out across the other lane when it is clear to do so. Once the manoeuvre has begun, both reversing assistants can move into their staggered positions to help with the straight line part of the reverse (see paragraph 91).



### Reversing in a straight line

91 When the vehicle has to make a straight reverse, the reversing assistants should be positioned in a staggered pattern to make



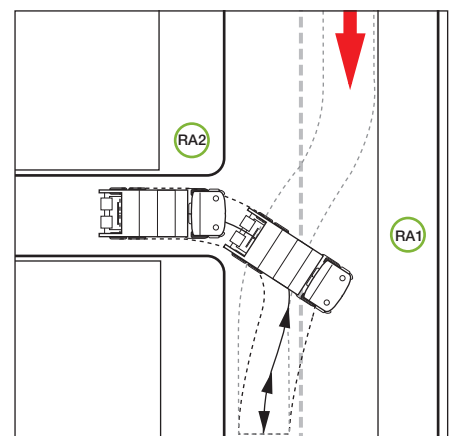
sure no-one enters the crush zone. The reversing assistants may need to progressively move as the vehicle reverses, but should remember to do so with extreme care, and not to walk backwards while signalling.

### Reversing into a tight lane: Option 1

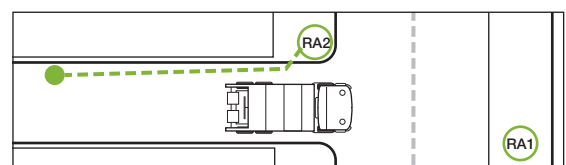
92 The first reversing assistant (RA1) is positioned to observe the vehicle from the front.

The second reversing assistant (RA2) is positioned to warn traffic and pedestrians and observe the 'lane.'

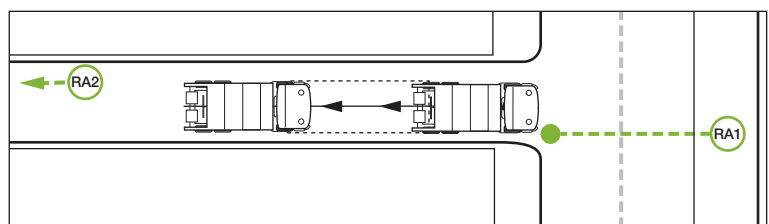
When the vehicle is lined up ready to reverse (straight) down the lane it stops. If it is safe to do so, RA2 moves down the lane to observe from behind.



When the reversing area is clear RA2 signals to the driver that it is ok to reverse, keeping a safe distance and remaining in view of the driver at all times.



As the vehicle reverses straight down the lane RA1 may follow the vehicle, aiding the driver by observing the tight side of the vehicle from its front offside.



**Never stand directly behind the reversing vehicle.**

**Never stand at the side of the vehicle in a possible crush/trap zone.**

**Never load a moving vehicle.**



The driver should not reverse until the reversing assistant(s) are in position and have signalled to start reversing.

### Reversing into a tight lane: Option 2

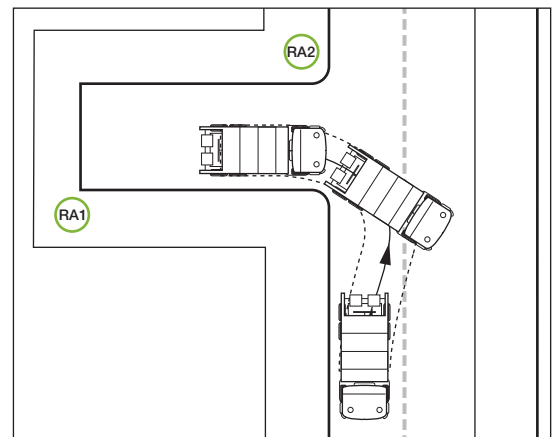
93 If the reverse is into a short cul-de-sac with a pavement the following can be used.

The first reversing assistant is positioned in the cul-de-sac (on the pavement wherever possible).

The second reversing assistant can assist with the initial manoeuvre and stays in position until the vehicle has reversed.

The reversing assistant(s) should have sight of the crush zone at all times.

The second reversing assistant should always remain visible to the driver.



### Restricted access

94 At cul-de-sacs where it is possible to turn at the bottom, best practice is to drive in, load, turn, then drive out.

Where reversing into cul-de-sacs cannot be avoided then the procedure should be 'reverse in – load out'. This reduces the risk of being struck by a reversing vehicle.

### Warning

The procedure known as 'working in' (ie vehicle reverses, stops, is loaded, reverses, stops, is loaded etc until reaching the end of the cul-de-sac, before finally driving forwards to exit the street) has caused deaths and should not be used.

### Signals used by reversing assistants

95 The signals used by reversing assistants are:



OK to start reversing



Stop



The reversing assistant should be able to see the driver in the mirrors during reversing.

## Responsibilities of individuals

### Managers

96 Managers should ensure that reversing operations are carried out safely. They should:

- ensure each crew has at least one trained reversing assistant (unless their risk assessment has firmly established that one will not be required);
- ensure their drivers, reversing assistants and loaders, are adequately trained and competent to carry out their duties safely;
- provide instruction, information and written, agreed, safe systems of work that can be easily understood;
- monitor work periodically, including investigating accidents, incidents and near misses to ensure safe systems of work are used and effective (see Appendix G); and
- carry out periodic assessments to establish whether refresher training is needed.

### Drivers

97 The final decision to reverse or not is made by the driver, providing that:

- they have been adequately trained in the organisation's policies and procedures (including the use of reversing assistants) and are competent to carry them out;
- they have established that the reversing zone is free from pedestrians and obstructions; and
- they take account of the pre-agreed signals given by the reversing assistant (where used).

98 The driver should then:

- reverse at slow speed;
- keep the reversing assistant(s) in full view when reversing the vehicle;
- STOP immediately if they lose sight of the reversing assistant; and
- make full and appropriate use of the reversing aids provided.

**IF IN ANY DOUBT – STOP!**

### Reversing assistants

99 Reversing assistants should:

- agree with the driver which method of reversing is to be used;
- stand on the pavement wherever possible to avoid being struck by other vehicles;
- show correct and clear hand signals;
- be able to see the driver in the mirror (ensuring they can also be seen by the driver); and
- be alert and aware of pedestrians in order to warn them if necessary that the vehicle is reversing.

Where the above safety precautions cannot be achieved, the reversing assistant should stand to the front of the vehicle or other appropriate place remaining at all times within the driver's view.

# Appendix A

## Job Sheet example

### Important

**This appendix is only a guide.**

Depending upon your individual activities and organisation's policies, you may need to delete, alter, amend or supplement the contents when devising your own documentation.

Round number/description		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Vehicle registration		(circle day of the week)						
Refuse/recycling	(circle type of collection)	Date						

Name	Signature	Driver ✓	Loader ✓	Start time	Finish time	Remarks	Rate

Daily checks for condition, adjustment and effective operation	Nil defect ✓	Defect noted ✓	Defect reported Y/N
Fluids (levels and leaks)			
Fuel			
Oil			
Water			
Hydraulics			
<b>Road legal</b>			
Condition of body and cab			
Tax disc			
Number plates			
Exhaust emissions			
Dashboard instruments			
<b>Road safety</b>			
Brakes			
Steering			
Tyre condition and inflation			
Wheel security			
Battery			
Driving lights, indicators, reflectors			
Windscreen, wipers, mirrors			
Horn			
<b>Operational safety</b>			
CCTV			
Reversing mirrors			
Reversing alarm			
Bacons			
Bin hoist			
<b>Other powered systems, if fitted, eg</b>			
Rave plate			
Tipping mechanism			
Emergency stop devices			
Spray suppression			
<b>Ancillary equipment</b>			
Hygiene (wash basin, wipes etc)			
Fire extinguisher			
First-aid supplies			
Personal protective equipment			
Communications (radio/phone)			
Brush and shovel			

Description of defects noted during daily checks (if other than fair wear and tear, try to indicate possible cause and suggested ways to prevent reoccurrence)	Defect number
Odometer readings (mileage)	Vehicle number
to	
to	
to	
to	
Certification	
I confirm that I have undertaken the checks detailed above, and where remedies could not be carried out, reported the defects in accordance with current policy. I confirm that the details on this sheet are correct.	
Signature	Date
Manager's confirmation	
I confirm that to the best of my knowledge, the details recorded are correct.	
Signature	Date

Weekly checks and routine maintenance tasks	Nil defect ✓	Defect noted ✓	Defect reported Y/N
Tighten wheel nuts			
Check tyre pressures			
Clear debris from			
Hopper			
Rams			
Interior of body			
Other places (eg axles, prop shafts etc)			
Clean			
Hopper			
Bin lifts			
Lubricate			
Bin lifts			
Rams			
Wash body and clean cab			

Description of defects noted during weekly checks (if other than fair wear and tear, try to indicate possible cause and suggested ways to prevent reoccurrence)	Defect number
Odometer readings (mileage)	Vehicle number
to	
to	
to	
to	
<p><b>Certification</b></p> <p>I confirm that I have undertaken the checks detailed above, and where remedies could not be carried out, reported the defects in accordance with current policy. I confirm that the details on this sheet are correct.</p>	
Signature	Date
<p><b>Manager's confirmation</b></p> <p>I confirm that to the best of my knowledge, the details recorded are correct.</p>	
Signature	Date

## Appendix B

### Refuse/recycling collection round data sheet

#### Important

**This appendix is only a guide.**

Depending upon your individual activities and organisation's policies, you may need to delete, alter, amend or supplement the contents when devising your own documentation.

Round No.	Driver	Date of round check		
Day	Any restrictions or regular hazards	Collection details	Do you Reverse No <input checked="" type="checkbox"/>   If Yes, details	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	
Location Comments	Parked cars <input type="checkbox"/> Pedestrians <input type="checkbox"/> Narrow lanes <input type="checkbox"/> Steep slopes <input type="checkbox"/> Other (specify)	1-sided <input type="checkbox"/> 2-sided <input type="checkbox"/> Round duration _____	Straight reverse <input type="checkbox"/> Turn <input type="checkbox"/> Distance _____	

## Appendix C

### Training record Part 1 - Induction

#### Important

**This appendix is only a guide.**

Depending upon your individual activities and organisation's policies, you may need to delete, alter, amend or supplement the contents when devising your own documentation.

Surname (capitals please)	Other names		
Position	Start date		
General information	Please initial each item to show that you have received and understood information on that topic.	Initialed by Employee	Initialed by Supervisor
Paperwork	Personal details form		
	Employee payroll starter form		
	Medical questionnaire		
	Contract of employment and employee handbook		
	P45/P46		
	PPE issue form		
	Equal opportunities form		
	Data protection form		
Hours of work	Start and finish times		
Company working hours	(if different from the above)		
Signing in (if applicable)			
Domestics	Times and length of tea break		
	Times and length of lunch		
Time keeping	What we expect		
	Disciplinary procedures		
Disciplinary & grievance procedures	"Totting"		
	Company policy		
Payment procedures			
Overtime procedures (if applicable)			
Holiday entitlement	For full year		
	For current year		
Absence procedure	Notification		
	Self certificate		
	GP's certificate		
	Statutory sick pay (SSP)		

Surname (capitals please)	Other names		
General information continued	Please initial each item to show that you have received and understood information on that topic.	Initialed by Employee	Initialed by Supervisor
Supervisors/line managers	Who they are		
	Where you find them		
Dealing with the public	Company procedure		
	Personal appearance		
Personal hygiene	Showers/uniforms etc		
Contract rules	Council requirements		
	Responsibility of upkeep		
Tour of site/area of working			
Introduction to colleagues			
Locker (if applicable)	Number and issue key		
Telephones	Company rules		
First aiders	Who they are		
	Where they are		
Health and safety representative(s)	Who they are		
Fire procedures	On site		
	Off site		
Fire extinguishers	Locations		
	Use of different types		
	Handling instructions		
Accident procedure	On site		
	Off site		
	Accident book		
	Accident form		
Protective clothing	Where it is stored		
	When to use it		
	How to use it		
	How to maintain it		
	What will happen if not used		
General safety rules	On site		
	Off site		
General health rules	On site		
	Off site		
Leptospirosis	Issue card		
Sex/drug-related litter			
Clinical waste			
Hazardous waste			

Surname (capitals please)	Other names		
Issues following health & safety safe working practice (if applicable)	Initial each item to show that the issue has been discussed, and a course of action recommended	Initialed by Employee	Initialed by Supervisor
General awareness	Discussed		
	Course recommended		
Refuse collection	Discussed		
	Course recommended		
Cleansing	Discussed		
	Course recommended		
Clinical waste	Discussed		
	Course recommended		
Civic amenity and reclamation	Discussed		
	Course recommended		
Container vehicle operations	Discussed		
	Course recommended		
Ancillary plant and vehicles	Discussed		
	Course recommended		
Manual moving and handling safely	Discussed		
	Course recommended		

## Appendix C

### Training record Part 2 - On-the-job training

#### Important

**This appendix is only a guide.**

Depending upon your individual activities and organisation's policies, you may need to delete, alter, amend or supplement the contents when devising your own documentation.

Surname (capitals please)	Other names		
Employee number	Job title		
Section	Place of work		
	Supervisor/line manager		
Start date	Induction date		
Training activity	Trainer and date trained	Confirm if additional training needed Yes/No	Employee's Signature
Equipment (if applicable)			
Side loader			
Tipper/tail-lift			
RCV			
Bin lift mechanism			
Recycling vehicle			
Other vehicles			
Tasks/Information			
Vehicle daily checks			
Driver hours – domestic			
Driver hours – tachograph			
Gross vehicle weights			
Vehicle cab			
Switch engine off/on			
Hand brake			
Power take off			
Gearbox and diff. lock			

Surname (capitals please)	Other names		
Employee number			
Training activity continued	Trainer & date trained	Confirm if additional training needed Yes/No	Employee's Signature
Vehicle exterior			
Compaction cycle			
Operate bin lift			
Bar lift			
Split lift			
Universal lift			
Emergency stops			
Hydraulic pipes etc			
Drive vehicle under supervision			
3-day supervision followed by a 30-minute test drive			
Safe operations			
Bin technique			
Vehicle reversing procedure			
Lifting technique			
Reversing assistant activities			
Traffic awareness			
Recycling centres and transfer stations			
MRF and shovels			
Waste sorting (totting)			
General			
COSHH awareness			
Risk assessments			
Use of pesticides			
Fork-lift truck NVQ			
First aid			
Road traffic accidents (RTAs) and traffic awareness (TA)			
Lifting and moving			

## Appendix D

### Driving ability report To be completed by trained assessor

#### Important

**This appendix is only a guide.**

Depending upon your individual activities and organisation's policies, you may need to delete, alter, amend or supplement the contents when devising your own documentation.

Gender	M <input type="checkbox"/> F <input type="checkbox"/>	
Surname	Other names	
(capitals please)		
Division		
Date of training/assessment		
Vehicle type	Model	
Reg number		
Eyesight check satisfactory	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If trainee cannot read a standard registration plate at a distance of 20.5 metres (67ft) with corrected vision (if required), practical training must not be carried out.		
<b>Risk profile (circle one number only in each category)</b>		
Key to grades		
1 = Excellent	2 = Very Good	3 = Satisfactory
4 = Needs Improvement	5 = Poor	
	Initial assessment	Post training
Use of vehicle controls	1-2-3-4-5	1-2-3-4-5
Concentration	1-2-3-4-5	1-2-3-4-5
Observation	1-2-3-4-5	1-2-3-4-5
Anticipation	1-2-3-4-5	1-2-3-4-5
Hazard management	1-2-3-4-5	1-2-3-4-5
Road positioning	1-2-3-4-5	1-2-3-4-5
Use of signals	1-2-3-4-5	1-2-3-4-5
Use of mirrors	1-2-3-4-5	1-2-3-4-5
Attitude	1-2-3-4-5	1-2-3-4-5
Manoeuvring	1-2-3-4-5	1-2-3-4-5
Separation distance	1-2-3-4-5	1-2-3-4-5
Specific comments on the above should be made in the space provided at the end of the form		
Trainer's overall risk grading of driver		
(Tick one box only)	Low risk	1 <input type="checkbox"/>
	Average risk	2 <input type="checkbox"/>
	High risk	3 <input type="checkbox"/>

**Advanced driving test capability (please tick)**

- |   |                          |
|---|--------------------------|
| Capable of passing the Advanced Driving Test without further training                 | <input type="checkbox"/> |
| Would require some further training prior to taking the Advanced Driving Test         | <input type="checkbox"/> |
| Would require considerable further training prior to taking the Advanced Driving Test | <input type="checkbox"/> |

**Trainer's comments and recommendations for further training required to improve driver's ability to a suitable standard.**

Particular reference **MUST** be made to any items marked 4 or 5 in the *Post training* column overleaf.

Assessor's/Trainer's name \_\_\_\_\_ Signature \_\_\_\_\_









Items inspected	Satisfactory			Comments
	Yes	No	N/o*	
Slips and trips				
Do staff avoid spilling waste and clear up spills?				
Do staff avoid hazards (eg shortcuts across uneven surfaces, slippery surfaces, gradients etc)?				
Are staff wearing appropriate footwear?				
Do staff avoid hazardous rushing?				
Lifting				
bin hoists/troughs operated safely				
bins not overfilled				
safe bin engagement				
stand clear during lift				
safe bin removal				
Are manual handling techniques adhered to (check weight, lift, carry)?				
Are bins/boxes returned to safe position on street?				
Other issues				
Are all crew using appropriate PPE for the job?				
high-visibility clothing				
safety shoes				
gloves				
cut-resistant trousers				
Are hand washing facilities clean and usable?				
Are hand-cleansing facilities/equipment being used appropriately?				
Has vehicle <i>Daily check form</i> been completed accurately?				
COMMENTS				
Name _____ Position _____ Signed _____ Date _____				
* N/o = not observed				

## Further information

*Safe transport in waste management and recycling facilities* Waste09 HSE 2004  
[www.hse.gov.uk/pubns/waste09.pdf](http://www.hse.gov.uk/pubns/waste09.pdf).

*Workplace transport safety: An employers' guide* HSG136 (Second edition)  
HSE Books 2005 ISBN 978 0 7176 6154 1

*Safe use of lifting equipment. Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice and guidance* L113 HSE Books 1998  
ISBN 978 0 7176 1628 2

*Simple guide to the Lifting Operations and Lifting Equipment Regulations 1998*  
Leaflet INDG290 HSE 1999 Web only: [www.hse.gov.uk/pubns/indg290.pdf](http://www.hse.gov.uk/pubns/indg290.pdf)

*Blood-borne viruses in the workplace: Guidance for employers and employees*  
Leaflet INDG342 HSE Books 2001 (single copy free or priced packs of 10  
ISBN 978 0 7176 2062 3) Web version: [www.hse.gov.uk/pubns/indg342.pdf](http://www.hse.gov.uk/pubns/indg342.pdf).

*Leptospirosis: Are you at risk?* Pocket card INDG84 HSE Books 1990  
(single copy free or priced packs of 20 ISBN 978 0 7176 2546 8)  
Web version: [www.hse.gov.uk/pubns/indg84.htm](http://www.hse.gov.uk/pubns/indg84.htm).

*Working with sewage: The health hazards - A guide for employees*  
Pocket card INDG197 HSE 1995 Web only: [www.hse.gov.uk/pubns/indg197.pdf](http://www.hse.gov.uk/pubns/indg197.pdf).

*A short guide to the Personal Protective Equipment at Work Regulations 1992*  
Leaflet INDG174 HSE Books 1995 (single copy free or priced packs of 10  
ISBN 978 0 7176 0889 1) Web version: [www.hse.gov.uk/pubns/indg174.pdf](http://www.hse.gov.uk/pubns/indg174.pdf).

*First aid at work: Your questions answered* Leaflet INDG214 HSE Books 1997  
(single copy free or priced packs of 15 ISBN 978 0 7176 1074 7) Web version:  
[www.hse.gov.uk/pubns/indg214.pdf](http://www.hse.gov.uk/pubns/indg214.pdf)

*Basic advice on first aid at work* Leaflet INDG347 HSE Books 2002 (single copy  
free or priced packs of 20 ISBN 978 0 7176 2261 0) Web version:  
[www.hse.gov.uk/pubns/indg347.pdf](http://www.hse.gov.uk/pubns/indg347.pdf)

*Guidance on the Conduct of Employment Agencies and Employment  
Businesses Regulations 2003.* DTI See regulations 18-22.  
[www.dti.gov.uk/files/file24248.pdf](http://www.dti.gov.uk/files/file24248.pdf).

*Investigating accidents and incidents: A workbook for employers, unions, safety  
representatives and safety professionals* HSG245 HSE Books 2004  
ISBN 978 0 7176 2827 8

*Safe waste and recycling collection services* Waste23 HSE Books 2009  
[www.hse.gov.uk/pubns/waste23.pdf](http://www.hse.gov.uk/pubns/waste23.pdf)

*Incident at work?* MISC769 HSE Books 2007 [www.hse.gov.uk/pubns/misc769.pdf](http://www.hse.gov.uk/pubns/misc769.pdf)

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 trades unions. The aim of WISH is to identify, devise and promote activities that can improve industry health and safety performance.

## Links

HSE's waste website: [www.hse.gov.uk/waste](http://www.hse.gov.uk/waste).

The Waste Industry Safety and Health (WISH) Forum can be found at [www.hse.gov.uk/waste/wish.htm](http://www.hse.gov.uk/waste/wish.htm).

More information on musculoskeletal disorders (MSDs) can be found at [www.hse.gov.uk/msd](http://www.hse.gov.uk/msd).

The Driving Standards Agency website: [www.dsa.gov.uk](http://www.dsa.gov.uk).

The Freight Transport Association website: [www.fta.co.uk](http://www.fta.co.uk).

The Department for Transport website: [www.dft.gov.uk](http://www.dft.gov.uk).

Further information about agency workers can be found on [www.businesslink.gov.uk/agencyworkers](http://www.businesslink.gov.uk/agencyworkers).

Vehicle and Operator Services Agency (VOSA) can be found at [www.vosa.gov.uk](http://www.vosa.gov.uk).

For information on eye sight tests and notifiable visual disorders; endorsements and disqualification; extra rules for LGVs and PCVs; and applying for a vocational driving licence see DVLA's website: [www.dvla.gov.uk](http://www.dvla.gov.uk).

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For information about health and safety ring HSE's Infoline Tel: 0845 345 0055 Fax: 0845 408 9566 Textphone: 0845 408 9577 e-mail: [hse.infoline@natbrit.com](mailto:hse.infoline@natbrit.com) or write to HSE Information Services, Caerphilly Business Park, Caerphilly CF83 3GG.

British Standards are available from BSI Customer Services, 389 Chiswick High Road, London W4 4AL Tel: 020 8996 9001 Fax: 020 8996 7001 e-mail: [cservices@bsi-global.com](mailto:cservices@bsi-global.com) Website: [www.bsi-global.com](http://www.bsi-global.com).

**This document contains notes on good practice which are not compulsory but which you may find helpful in considering what you need to do.**

This document is available web only at: [www.hse.gov.uk/pubns/waste04.pdf](http://www.hse.gov.uk/pubns/waste04.pdf)

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