Scotland's Resource
Sector Commitment

ZERO
WASTE
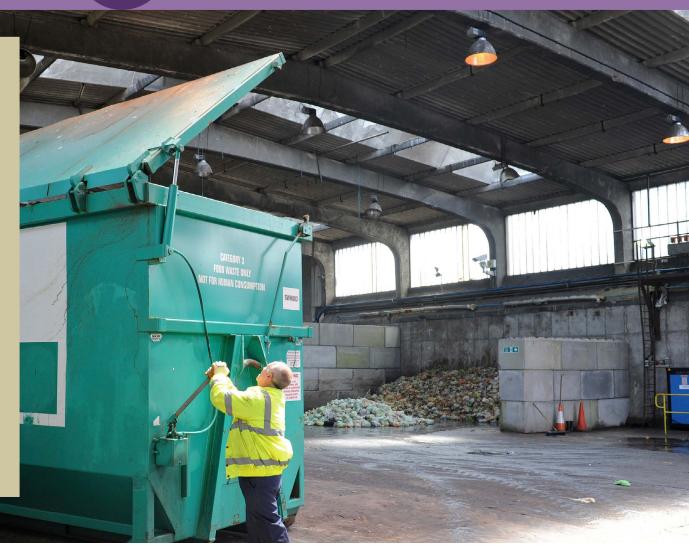SCOTLAND

Scotland's Resource Sector Commitment – Health & Safety Standards

A guide to the resource management sector commitment – health & safety

Signatory Pack (for existing signatories)
June 2015

Contents

Guide

Inspiring change for Scotland's resource economy.

Find out more at

zerowastescotland.org.uk

Please note, this phase of Scotland's Resource Sector Commitment is for existing signatories only. If you are interested in becoming a signatory, please visit **zerowastescotland.org.uk/ResourceCommitment** to find out more, and download the application form. For an informal discussion, please contact Erin Scott, ResourceCommitment@zerowastescotland.org.uk

Contents

Introduction	Health & Safety standards: key elements	Health & Safety standards: requirements	Health & Safety best practice examples	How to sign up and review process	Useful links	Appendices

Introduction

Scotland's Resource Sector Commitment (SRSC) was launched in 2013 with the aim of raising standards across the Scottish resource management sector and for Signatories to demonstrate support for Scotland's Zero Waste ambitions.

Signatories were originally asked to focus on continuous improvement of their Customer Service Standards, to deliver high quality collections to businesses across Scotland in line with the Waste (Scotland) Regulations 2012.

The Commitment aims to build on this by introducing a set of Health & Safety Standards, and to develop a consensus from all Signatories to raise awareness and competency levels of their workforce.

The Health & Safety Executive regards waste and recycling as a high-risk industry. It accounts for only about 0.5% of the employees in Britain but 2.6% of reported injuries to employees (2.2% fatalities, 2.6% major/specified and 2.7% of over-seven-day injuries.)[1]

The Scottish resource management sector acknowledges that fatalities or harm caused as a result of otherwise avoidable accidents are not acceptable, and the Commitment aims to encourage Signatories in adopting procedures and precautions that will help achieve the ambition of zero harm.

Meeting the SRSC Health & Safety Standards will act as a form of recognition for organisations that participate in the Commitment, which demonstrates that Signatories have high levels of awareness with regards to health & safety.

"COSLA is strongly committed to promoting safe working practices for all local government employees and encourages the adoption of procedures and practices that will prevent injury and harm. The waste and resource management industry is a sector with clear risks to all involved, which as waste collection/management authorities we take very seriously. This Commitment is another valuable step in helping to continuously improve the working culture of all involved to ensure the health safety and wellbeing of those staff in local authorities who work daily to deliver the services the public hold most dear and which are fundamental to public health and the safe operation of society."

COSLA

"SESA has been a strong supporter of the Commitment from the start and we regard the health & safety phase as a key development in driving forward improved performance. For a sector normally characterised by intense competition, SESA and our members consider health & safety to be an area not of competition but of co-operation. The key principles of the health & safety phase - having a plan in place; raising awareness of health & safety; and sharing best practise - therefore resonate very strongly with our members. "

Stephen Freeland, Scottish Environmental Services Association

[1] http://www.hse.gov.uk/statistics/industry/waste-recycling/index.htm

Health & Safety standards: key elements	Health & Safety standards: requirements	Health & Safety best practice examples	How to sign up and review process	Useful links	Appendices

Contents

Guide page 3

Health & Safety Standards: key elements

The SRSC Health & Safety Standards have three elements:

1. Preventing injury or harm and improving the wellbeing of staff by working towards, or maintaining a zero incidence rate of Lost Time Injuries (LTIs) incidents year on year.

2. Development, maintenance and management of a visible and thorough health & safety management system for the organisation, which considers workforce engagement and staff training for all staff and demonstrates senior management support throughout. Such a health & safety management system could be accredited, e.g.OHSAS 18001 or follow the Health & Safety Executive's HSG65 'Plan, Do, Check, Act' model.

3. Contribute to the development and sharing of industry good practice across the sector through engagement with, and support for, the Waste Industry Safety & Health (WISH) Forum and the Scottish Waste Industry Training Competency and H&S Forum (SWITCH). In working towards achieving these standards, organisations will look for ways to reduce accident occurrence and improve the general health and wellbeing of their workforce.

Contents

Health & Safety Standards: requirements

Applicants will be required to meet the following standards:

1. Preventing injury or harm

Signatories will take steps to prevent injury or harm, and will accurately record and report health & safety data to effectively track their progress.

Signatories will have in place documented and recognised procedures for staff to report near misses and accidents. They shall be able to show how staff are made aware of procedures, and demonstrate that this is happening in practice. Records of accidents and near misses should be kept to create baseline figures from which targets can be set and worked towards to improve performance.

To demonstrate this, Signatories will be asked to provide baseline data and set targets for reducing the number of LTIs, or where applicable, maintain a zero incidence rate. Signatories will be expected to report annually on their performance, providing LTI data, all near misses and accidents, [clearly stating where these are reportable, or not, under the requirement of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) Regulations] to show how they are moving forwards to achieve their target.

2. Development of a visible and thorough Health & Safety management system

Signatories will have a health & safety management system in place covering all operations and activities; and that visibly demonstrates evidence of staff engagement, consultation and ownership on health & safety issues.

Signatories will be expected to have in place a health & safety management system that allows them to comply with their legal obligations under the Health and Safety at Work Act 1974 (HASWA) as amended and the Management of Health and Safety at Work Act 1999; as well as any other relevant legislation. They should also recognise the good practice guidelines promoted by HSE and the WISH forum (see Useful Links section).

By having a clearly defined management system, organisations are able to identify and control health & safety risks for all work activities, minimise risks to their workforce, as well visitors or external contractors on their premises, and put in place processes for continually reviewing and improving occupational health & safety.

A full and well maintained health & safety management system will help in not only creating a safety culture within the workforce, it will also act as demonstration of your commitment to the welfare of your staff to customers and suppliers; an increasingly important aspect of tenders and contracts.

The health & safety management system will include developing, maintaining and reviewing:

- Training records for all staff
- Risk assessment for all work activities
- PPE register
- Relevant legislation
- Accident/Incident Log and reporting process
- Relevant health & safety policy.

To demonstrate this, Signatories will be asked to provide a copy of their health & safety management system.

3. Sharing best practice

Signatories will work with others to share best practice in health & safety across the industry.

Signatories will be encouraged to engage with both the WISH (Waste Industry Safety and Health) Forum, a UK wide association and the SWITCH Forum (Scottish Waste Industry Training, Competency and Health & Safety Forum).

WISH is a forum made up of representatives from the waste management and recycling industry. WISH members include representatives from HSE, main trade associations, professional associations, trade unions, recycling organisations and national and local

Contents

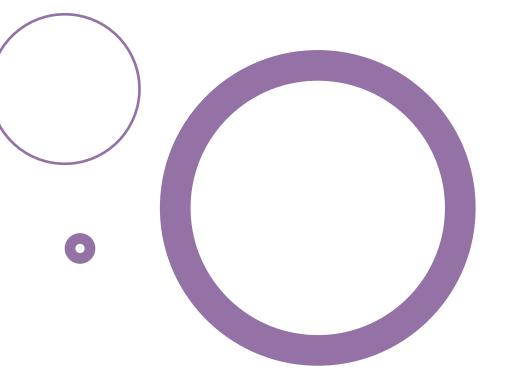| Introduction | Health & Safety standards: key elements | Health & Safety standards: requirements | Health & Safety best practice examples | How to sign up and review process | Useful links | Appendices |

Guide
page 5

government bodies involved in waste management and recycling. The aim of WISH is to identify, devise and promote activities to improve industry health & safety standards.

SWITCH is an association formed of organisations which have an interest in and are committed to improving the health, safety, welfare, training and technical competence of the resource management and recycling industry in Scotland. The purpose of the forum is to:

- Exchange information across organisations, sectors.
- Identify, discuss and resolve health, safety and education, training and technical competence issues associated with the industry's activities in Scotland.
- Identify, discuss, develop and promote industry good and best practice in relation to health & safety and education, training and technical competence in Scotland.
- Support governmental and non-governmental initiatives to raise health & safety and education, training and technical competence standards in the industry.
- Demonstrate a commitment to minimising the harm done by the industry through reducing accident incidence rates and minimising actual or potential health impacts of industry activities within Scotland.

SWITCH provides an excellent platform for sharing best practice and by engaging with this forum Signatories will demonstrate their commitment to the issues it addresses. In addition they will have access to the latest information providing valuable learning as well as reputational benefit for their organisation.

Signatories will be signed up to the SWITCH correspondence group to receive latest information by email, and should whenever possible attend SWITCH health & safety events. In addition, it is hoped that Signatories will act as health & safety ambassadors by participating in additional opportunities such as joining a working group or speaking at an event.

Health & Safety best practice examples

Perth & Kinross Council: food waste collections

Perth and Kinross Council's Commercial Food Waste Service started in January 2014 to meet the requirements of the Waste (Scotland) Regulations 2012. The Council sought industry guidance through its membership of APSE and other organisations and consulted with a range of local authorities to inform the type and size of container that would be offered to customers. A decision was made to offer a 240 litre wheeled bin.

Since its introduction, the service has seen increasing levels of participation; owing to a series of co-ordinated education campaigns and follow up visits. However, at times the popularity of the service resulted in some customers overfilling their bins creating a potential manual handling risk as the bins were too heavy to be safely pulled from the kerbside to the vehicle lifting equipment.

The Council has a well-established induction and ongoing training programme; work activities are fully risk assessed, continually monitored and Safe Systems of Work generated. Staff are made aware of their own responsibilities under the HASWA, and through the safety aware culture at the Council, staff are encourage to provide feedback on incidents, near misses or potential issues to their team leaders.

This training allowed staff to quickly identify that food waste bins were being overfilled, and the reporting procedure enabled them to quickly escalate the issue. Immediate action was taken to resolve this issue in order to protect the health and wellbeing of the crew:

- Customers were advised to re-distribute food waste between bins to lower the weight and collection crews were instructed not to lift bins that had been overfilled
- List of customers with a history of presenting heavy bins was generated. These customers were informed that their bins would be reduced to 140 litre bins as soon as possible
- A list of all remaining customers is currently being worked through to replace the 240 litre bins with the smaller 140 litre bins

These actions removed the risk to the crews, and will ensure long term prevention of this issue.

Contents

Binn Group: traffic management

Binn Group operates from a large waste management site that sees a high number of traffic movements on a daily basis, from staff vehicles to large waste collection vehicles and plant machinery.

The safe operation of such a waste recovery and recycling facility required a detailed traffic management plan to be developed for the entire site; it sets out SSOWs to reduce risk of collision from vehicle movements, operational plant moving around the site as well as minimising any risk to pedestrians who have access to the operational area within their roles.

At all times, staff and visitors alike are required to wear appropriate PPE depending on their purpose onsite.

Binn Group's traffic management plan involves the application of a one-way system for movement of all vehicles throughout the operational site, together with enforced 5mph speed restrictions, all associated signage and where appropriate, speed bumps. Reversing manoeuvres are controlled by appropriately trained banksmen. Access by vehicles to tipping areas is controlled by instructions to the driver, also by a trained traffic controller.

Where pedestrian access is required in close proximity to an operational area, a clearly marked and designated walkway is created with a physical separation barrier from vehicle movements. These walkways are monitored to ensure they are in good condition, free from debris, have adequate lighting and suitable signage. Pedestrian movement in any operational area is controlled by allowing only suitably trained and inducted employees and contractors access to such areas. All other pedestrian site visitors are accompanied by qualified and appropriate members of staff until they are no longer in areas of possible risk.

This traffic management plan is reviewed regularly to ensure it remains appropriate, and covers any changes to, or the addition of, other activities that involve traffic movements.

Contents

Introduction

Health & Safety standards: key elements

Health & Safety standards: requirements

Health & Safety best practice examples

How to sign up and review process

Useful links

Appendices

Guide
page 8

How to sign up

Appendix A outlines the requirements for Signatories to meet the SRSC Health & Safety Standards. Those interested should initially contact Zero Waste Scotland to discuss the evidence required to show compliance against the criteria.

Zero Waste Scotland will engage a health & safety consultant familiar with the waste industry and recognised health & safety management system accreditations processes, to undertake the assessments of health & safety management system documentation.

After a successful sign-up, Signatories will receive the relevant certificate and their achievement will be publicised on the Zero Waste Scotland website.

Organisations whose applications are rejected will be given a justification for that decision by Zero Waste Scotland. Those who wish to do so will be able to submit an appeal, giving reasons for their view. We hope that any such organisations would put in place improvements and work towards re-application.

An appeals panel will be established to review appeals raised under the sign-up, review or complaints processes above on which it has not been possible to reach a resolution on an administrative basis. The panel will consist of three representatives, one each drawn from nominees of the Scottish Government, SESA and Scottish local government. The panel will be hosted and secretariat provided by Zero Waste Scotland. Appeals will be allowed either in writing or in person and the process will generally follow the principle of allowing the appellant to state their case first, a response to be given and then moving to summing up and panel decision.

Review process

All Signatories meeting Health & Safety Standards will be expected to provide LTI data on an annual basis. In addition, Zero Waste Scotland will conduct reviews of performance by Signatories against both Customer Service Standards and Health & Safety Standards. This will be undertaken on a selective sample basis, with one-third of Signatories reviewed every two years.

Any shortfall in performance, based on the standards then in place for a new entrant to the Commitment will be discussed with the Signatory and agreement on an improvement plan to reach compliance will be sought.

Failure to achieve compliance, or a wish not to do so by a Signatory in this position, will result in removal from the register of Signatories. This decision will also be subject to an appeals process.

Introduction

Health & Safety standards: key elements

Health & Safety standards: requirements

Health & Safety best practice examples

How to sign up and review process

Useful links

Appendices

Contents

Guide page 9

Useful links

Signatories may find the links below useful for information related to Health & Safety. This is only a small number of sites related to Health & Safety within the industry.

Managing for Health and Safety

http://www.hse.gov.uk/managing/index.htm

HSG65 downloadable version

http://www.hse.gov.uk/pubns/books/hsg65.htm

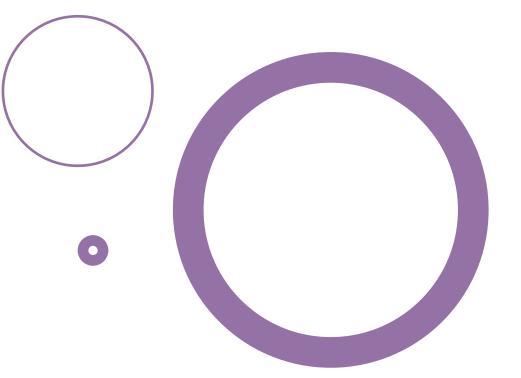### HSE Health & Safety Toolbox

http://www.hse.gov.uk/toolbox/index.htm

OHSAS 18001

http://www.bsigroup.com/en-GB/ohsas-18001-occupational-health-and-safety

WISH Forum

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

SWITCH Forum

http://www.ciwm.co.uk/CIWM/RegionalCentres/Scotland/
ScotlandGroups/SWITCHForum.aspx

Introduction	Health & Safety standards: key elements	Health & Safety standards: requirements	Health & Safety best practice examples	How to sign up and review process	Useful links	Appendices

Contents

Guide
page 10

Appendix A
Sign-up standards

To meet the Scottish Resource Sector Commitment Health & Safety
Standards Signatories must meet the following standards:

No.	Item	Evidence
1	Have in place documented and recognised procedures for staff to report near misses, incidences and injuries.	
2	Provide baseline data and implement targets built on reducing the number of Lost Time Injuries, or where applicable maintain a zero incidence rate.	
3	Have in place a through and visible health & safety plan/management system.	
4	Work with others to share best practice in health & safety across the industry – to include engaging with both the WISH (Waste Industry Safety and Health) Forum and SWITCH (Scottish Waste Industry Training, Competency and Health & Safety Forum) Forum.	
5	Evidence of staff engagement, consultation and ownership on health & safety issues.	

| Introduction | Health & Safety standards: key elements | Health & Safety standards: requirements | Health & Safety best practice examples | How to sign up and review process | Useful links | Appendices | Contents |

Guide
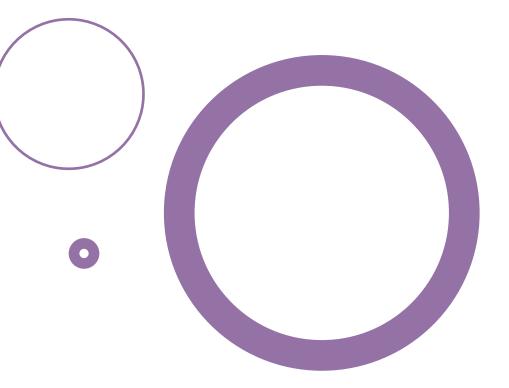page 11

Appendix B
Customer and supplier commitment

Signatories will be entitled to send the following to their suppliers and customers:

CUSTOMER AND SUPPLIER COMMITMENT

We are Signatories to a Scotland-wide commitment aimed at promoting a healthy working environment:

- Prevent injury or harm
- Develop a visible and thorough Health & Safety management system
- Contribute to the development and sharing of industry good practice across the sector

Name ....

Position...

Signed ....

Date ....

| Introduction | Health & Safety standards: key elements | Health & Safety standards: requirements | Health & Safety best practice examples | How to sign up and review process | Useful links | Appendices |

Contents

Guide
page 12

For further information visit
zerowastescotland.org.uk/ResourceCommitment

or contact
ResourceCommitment@zerowastescotland.org.uk

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recycle for Scotland
When you have finished with this please recycle it.