
Overview

This Standard is about monitoring and controlling both the collection activities and the people working them. With the regenerative approach of the circular economy, waste is increasingly being seen as a resource which is made up of materials with future uses. This standard could be for the collection of any type of materials for any type of waste resource management facility.

This includes developing and revising procedures, scheduling routes, making sure operatives have had appropriate training and understand and follow collection procedures, checking that materials presented for collection are validated for acceptability and making sure neither the work nor the materials expose the environment to harm.

This Standard is for waste resource managers or supervisors who are responsible for managing collection

Performance criteria

You must be able to:

1. implement and monitor systems and procedures for collection and transportation in accordance with legislative, organisational and customer requirements
2. confirm operatives and drivers understand and follow operational procedures for collection and transportation
3. plan, develop and implement work schedules that meet customers' needs and organisational priorities
4. make arrangements for materials, equipment and transportation to be available in fully operational condition to meet work schedules
5. ensure there are sufficient operatives and drivers with appropriate training and competence available to carry out scheduled work
6. rectify any staff shortages, equipment deficiencies or external causes that prevent collection schedules from being met in line with organisational procedures
7. monitor collection to ensure that materials are inspected and validated by collection operatives or drivers before loading in accordance with organisational procedures
8. implement procedures for rejecting materials in accordance with legislative and organisational requirements
9. identify hazards and minimise risks to health, safety and the environment from collection and transport operations
10. revise procedures when monitoring data indicates changes or improvements are required to any part of inspection, validation, and acceptance processes
11. make sure operatives who change work practices have the necessary knowledge and skills to do the work
12. ensure and confirm equipment provisions and operating procedures are adequate to enable prompt remedial measures to be taken where there are threats to the environment
13. make sure all operatives have information about procedures to follow if they identify potential or actual threats to health, safety and the environment
14. report risks to health, safety and the environment in line with health, safety and environmental protection legislation and organisational processes
15. implement and maintain recording and information systems specifically relating to collection and transport in accordance with

legislative and organisational requirements

16. resolve difficulties with customers following the use of rejection procedures for unacceptable materials presented for collection
17. take steps to have customers notified when situations arise to prevent collection schedules to be met

Knowledge and understanding

You need to know and understand:

1. relevant legislation, regulations, codes of practice and guidance applicable to safety, health and the environment for collection and transport
2. customer service standards and protocols
3. documents required to confirm driver competence
4. restrictions that apply to working time for drivers and crew
5. the types of personal protective equipment (PPE) required for different types of materials and the procedures for care, maintenance and use of this equipment
6. the legal requirements and company procedures for dealing with unauthorised materials
7. the procedures for the proper management control of work activities on the public highway and customers' sites
8. the organisational environmental policy and procedures applicable to the services provided
9. the requirements for risk analysis to minimise hazards to personnel and the environment for the services provided
10. how to apply the relevant legislation
11. identification procedures for different types of materials
12. the handling implications for different types of materials, including those whose nature or physical characteristics require special handling
13. handling procedures requiring PPE, lifting gear, container handling equipment
14. emergency procedures
15. different ways of communicating with personnel and customers and the methods suitable to different situations
16. safe systems of work for personnel engaged in collection and transport operations
17. operating procedures and their links to health & safety and environmental protection requirements including those for operatives to follow in the event of spillage, inadequate containment or equipment malfunction
18. operating procedures to ensure collection and transport vehicles are suitably equipped
19. procedures for the validation and acceptance of materials
20. systems for collection and transport staff to record and report

situations which have caused, or are likely to cause, a threat to the environment systems to confirm that pre-work safety checks have been carried out and defects are reported every working day

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