

Health and safety training: Guidelines for the waste management and recycling industry

This 'good practice' guidance was written in consultation with the Waste Industry Safety and Health Forum (WISH). It does not aim to be comprehensive but gives examples of good practice within the industry.

It is for managers and those organising training within the waste management and recycling industry.

This document sets out guidelines on the basic requirements for training in five key areas:

- slips, trips and falls;
- personal protective equipment;
- manual handling;
- workplace transport; and
- legislation and responsibilities.

Before any training is undertaken, the section *General training requirements* should be read and understood.

Legal requirements

Trainers should be aware of the appropriate legislation and guidance relevant to the specific subject matter. All employees should be provided with adequate health and safety training when joining an organisation and when exposed to new or increased risks. There are also specific requirements for some sites licensed under the Waste Management Licensing Regulations 1994 that require staff at licensed waste management facilities to hold specific qualifications, eg Certificate of Technical Competence.

Specific legislation and guidance is listed under each subject area. Trainers should also be aware of requirements under other legislation that is likely to apply across the sector, eg:

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

Training standards

National standards for training and competence exist in many areas of the waste management and recycling industry within the National Vocational Qualifications framework (www.qca.org.uk). These provide a verified set of competence standards for the industry. It is recommended that you use these standards, or other equally effective means, to ensure that employees are competent.

General training requirements

Within a company or organisation:

- there should be management commitment and support for the training/competence strategy and service delivery;
- management should allocate sufficient time and resources to implement, develop, deliver and review the service;
- a 'training needs analysis' should be conducted to identify what is required. This may be informed by analysing the causes of accidents, a formal health and safety audit process and/or risk assessment;
- adequate policies should be in place to promote good practice and employee suitability;
- training should be carried out by someone with an appropriate knowledge of health and safety, who is competent to train and is familiar with the tasks to be performed. The trainer should also have some management and organisational skills to enable them to organise a training session successfully and should be familiar with the organisation's policy and arrangements for health and safety.

A training regime may incorporate the following:

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

Planning training

When planning training, trainers should:

- take account of legislation, Codes of Practice, relevant good practice and information sources such as the Health and Safety Executive (HSE) and, where appropriate, elements should be incorporated into the training programme;
- make the training applicable to the recipient and their job;
- make sure the length of training is sufficient to encourage and develop knowledge, attitude and skills. Demonstrations alone may not be sufficient; employees may need time to practice and develop practical skills under adequate supervision;
- include pictorial aids for training where appropriate, eg PowerPoint presentations, videos, interactive DVDs etc, which will enable interactive learning; and
- consider the training delivery methods used for those with limited literacy skills in the English language, including workers from overseas.

Delivering training

When delivering training, trainers should consider the following:

- Staff at all levels should receive appropriate training.
- Training may need to be delivered on a regular basis.
- All training should be conducted safely and be sufficiently supervised. Practical training should allow the trainer to identify and put right anything the trainee is not doing safely.
- A suitably equipped venue should be used.

- Classroom training or demonstrations may be supported by on-the-job training under the supervision of a team member.
- It is essential that training be appropriate to all employees, including employees of various levels of literacy, understanding, language barriers etc.
- Training assessors should be trained to carry out and record suitable assessments.
- Training should include risk identification as appropriate.
- All staff should be able to recognise and report hazardous situations.

Standard elements of training

Standard elements of training should include:

- good practice and Codes of Practice where relevant. Current relevant legislation should be included where appropriate;
- assessment of risks, including where appropriate:
 - tasks (including unplanned but foreseeable occurrences);
 - loads;
 - working environment/terrain; and
 - the importance of good housekeeping;
- the limits of individual capability (their own and that of others);
- any special circumstances that may prevail at certain sites or certain times;
- importance of ergonomic design;
- dealing with unpredictable occurrences;
- the worker's authority and ability to take remedial action and/or report incidents;
- appropriate and safe use of equipment;
- problem solving; and
- staff welfare.

Training records

Full records of all training should be kept, including:

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

Training review

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

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

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

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

Competence

Competence is the ability to undertake a task correctly. Training can provide the foundations of competence but it does not necessarily result in a competent worker. Therefore, it is essential to assess staff competence to ensure that the training provided is relevant and effective.

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

Consultation

The support of employees is essential to the success of a health and safety training programme and managers should consult with staff on health and safety training issues. Safety representatives and other staff can contribute positively by:

- identifying problems;
- indicating whether activities can be carried out safely under prevailing conditions;
- generating sound practical ideas and solutions; and
- identifying training requirements.

Key areas

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

- slips, trips and falls;
- personal protective equipment;
- manual handling;
- workplace transport; and
- legislation and responsibilities.

Slips, trips and falls

Training should include, but not be limited to:

- basic information and key risk factors for slip, trip and fall injuries;
- how to avoid slips, trips and falls, including appropriate use of PPE, ensuring employees clear up after any work activity etc;
- practical work to allow the trainer to identify and put right anything the trainee is not doing safely;

- safe working at height, including use of appropriate equipment; and
- any site-specific elements.

Guidance

Preventing slips and trips at work Leaflet INDG225(rev1) HSE Books 2005 (single copy free or priced packs of 15 ISBN 978 0 7176 2760 8)
www.hse.gov.uk/pubns/indg225.pdf

Slips and trips: Guidance for employers on identifying hazards and controlling risks HSG155 HSE Books 1996 ISBN 978 0 7176 1145 4

The Work at Height Regulations 2005: A brief guide Leaflet INDG401 HSE Books 2005 (single copy free or priced packs of 10 ISBN 978 0 7176 2976 3)
www.hse.gov.uk/pubns/indg401.pdf

Personal protective equipment (PPE)

Training should include, but not be limited to:

- risks that PPE will avoid or limit;
- the use of PPE: why it is needed, when it is to be used, repaired or replaced, its limitations etc;
- how to use PPE properly;
- how to clean, look after and store PPE to ensure it remains in good working order;
- the Control of Substances Hazardous to Health Regulations (COSHH) for respiratory protective equipment (RPE); and
- noise and hearing protection.

Guidance

A short guide to the Personal Protective Equipment at Work Regulations 1992 Leaflet INDG174(rev1) HSE Books 2005 (single copy free or priced packs of 15 ISBN 978 0 7176 6141 1) www.hse.gov.uk/pubns/indg174.pdf

Personal protective equipment at work (Second edition). Personal Protective Equipment at Work Regulations 1992 (as amended). Guidance on Regulations L25 (Second edition) HSE Books 2005 ISBN 978 0 7176 6139 8

Noise at work: Guidance for employers on the Control of Noise at Work Regulations 2005 Leaflet INDG362(rev1) HSE Books 2005 (single copy free or priced packs of 10 ISBN 978 0 7176 6165 7) www.hse.gov.uk/pubns/indg362.pdf

COSHH a brief guide to the Regulations: What you need to know about the Control of Substances Hazardous to Health Regulations 2002 (COSHH) Leaflet INDG136(rev3) HSE Books 2005 www.hse.gov.uk/pubns/indg136.pdf

Control of substances hazardous to health (Fifth edition). The Control of Substances Hazardous to Health Regulations 2002 (as amended). Approved Code of Practice and guidance L5 (Fifth edition) HSE Books 2005 ISBN 978 0 7176 2981 7

Manual handling

Training should include, but not be limited to:

- injuries caused by manual handling;
- how the body moves;

- how movement can cause injury;
- principles of safe handling;
- techniques and practical work in pulling, pushing, lifting, carrying and throwing etc;
- use of mechanical aids;
- any site-specific elements; and
- recognising an employee's limitations.

Good handling techniques for lifting should include:

- planning the lift, including the use of handling aids and identifying if help is required;
- the appropriate stance and posture for lifting and setting down items;
- how to move when lifting and carrying items;
- the amount of force likely to be required to move the item;
- how to negotiate slopes;
- how to use and maintain handling devices;
- what to consider when moving items over uneven surfaces; and
- soft surfaces.

Good handling techniques for pushing and pulling should include:

- how to use and maintain handling devices;
- the amount of force likely to be required to move the item;
- how to negotiate slopes;
- what to consider when moving items over uneven surfaces;
- the appropriate stance and pace for moving items; and
- soft surfaces.

Guidance

Getting to grips with manual handling: A short guide Leaflet INDG143(rev2) HSE Books 2004 (single copy free or priced packs of 15 ISBN 978 0 7176 2828 5) www.hse.gov.uk/pubns/indg143.pdf

Manual handling. Manual Handling Operations Regulations 1992 (as amended). Guidance on Regulations L23 (Third edition) HSE Books 2004 ISBN 978 0 7176 2823 0

Workplace transport

Key risk factors, including risks to operatives and the public from:

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

Training should include, but not be limited to:

- information on how injuries occur;
- use of PPE;
- how to get in and out of the cab safely;
- use of reversing assistants, where appropriate;

- monitoring the vehicle's working environment, including areas where operatives or the public might enter;
- loading and unloading the vehicle;
- knowledge of any special methods of work; and
- any site-specific elements.

Driver-specific training should include:

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

Guidance

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

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

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

Safe use of skip loaders: Advice for employees Pocket card INDG378 HSE Books 2003 (single copy free or priced packs of 10 ISBN 978 0 7176 2216 0)
www.hse.gov.uk/pubns/indg378.pdf

The Work at Height Regulations 2005: A brief guide Leaflet INDG401 HSE Books 2005 (single copy free or priced packs of 10 ISBN 978 0 7176 2976 3)
www.hse.gov.uk/pubns/indg401.pdf

Simple guide to the Provision and Use of Work Equipment Regulations 1998 Leaflet INDG291 HSE Books 1999 (single copy free or priced packs of 15 ISBN 978 0 7176 2429 4) www.hse.gov.uk/pubns/indg291.pdf

Rider-operated lift trucks: Operator training Approved Code of Practice Operational circular OC 790/16 HSE 2000 www.hse.gov.uk/lau/lacs/32-7.htm

Legislation and responsibilities

Training should include, but not be limited to:

- information on relevant health and safety regulations, such as:
 - the Health and Safety at Work etc Act 1974;
 - the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR);
- details on the company's Health and Safety Policy and Employers' Liability (Compulsory Insurance) certificate;

- details on employer and employee health and safety responsibilities;
- how to get first-aid treatment;
- details of health checks and health surveillance where appropriate;
- details of the company procedure for reporting injuries and near misses;
- what to do in unforeseen circumstances or in an emergency; and
- what action should be taken if someone is injured.

Employer responsibilities

Employees should be given training on their employer's duty to:

- protect the health, safety and welfare of their employees and other people who might be affected by their business;
- assess risks in the workplace;
- provide employees with information about the risks in the workplace and how to deal with them; and
- consult employees on health and safety issues.

Employee responsibilities

Employees should be given training on their responsibilities, which should include:

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

Guidance

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

Health and safety law: What you should know Leaflet (rev1) HSE Books leaflet 1999 (single copy free or priced packs of 25 ISBN 0 7176 1702 5)
www.hse.gov.uk/pubns/law.pdf

Your health, your safety: A guide for workers Leaflet HSE27(rev1) HSE Books 2004
Web only version available at www.hse.gov.uk/pubns/hse27.pdf

Reference section for trainers

General guidance

Management of health and safety at work. Management of Health and Safety at Work Regulations 1999. Approved Code of Practice and guidance L21 (Second edition) HSE Books 2000 ISBN 978 0 7176 2488 1

Workplace health, safety and welfare. Workplace (Health, Safety and Welfare) Regulations 1992. Approved Code of Practice L24 HSE Books 1992
ISBN 978 0 7176 0413 5

Workplace health, safety and welfare: A short guide for managers Leaflet INDG244(rev1) HSE Books 2006 (single copy free or priced packs of 15 ISBN 978 0 7176 6192 3) www.hse.gov.uk/pubns/indg244.pdf

Legislation

Management of Health and Safety at Work Regulations 1999 SI 1999/3242 The Stationery Office 1999 ISBN 978 0 11 085625 4

Health and Safety at Work etc Act 1974 (c.37) The Stationery Office 1974 ISBN 978 0 7176 543774 1

Workplace (Health, Safety and Welfare) Regulations 1992 SI 1992/3004 The Stationery Office 1992 ISBN 978 0 11 025804 1

Quarries Regulations 1999 ISBN 1999/2024 The Stationery Office 1999 ISBN 978 0 11 082955 5

Personal Protective Equipment at Work Regulations 1992 SI 1992/2966 The Stationery Office 1992 ISBN 978 0 11 025832 4

Construction (Head Protection) Regulations 1989 SI 1989/2209 The Stationery Office 1989 ISBN 978 0 11 098209 0

Control of Noise at Work Regulations 2005 SI 2005/1643 The Stationery Office 2005 ISBN 978 0 11 072984 8

Control of Substances Hazardous to Health Regulations 2002 SI 2002/2677 The Stationery Office 1992 ISBN 978 0 11 042919 9

Manual Handling Operations Regulations 1992 SI 1992/2793 The Stationery Office 1992 ISBN 978 0 11 025920 8

Provision and Use of Work Equipment Regulations (PUWER) 1998 SI 1998/2306 The Stationery Office 1998 ISBN 978 0 11 079599 7

Work at Height Regulations 2005 SI 2005/735 The Stationery Office 2005 ISBN 978 0 11 072563 5

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 SI 1995/3163 The Stationery Office 1995 ISBN 978 0 11 053751 1

Other HSE information

Slips Assessment Tool (free downloadable computer software package to assess the slip potential of pedestrian walkway surfaces): www.hsesat.info

Manual Handling Assessment Chart (MAC) Tool (helps identify high-risk workplace manual handling activities): www.hse.gov.uk/msd/mac/index.htm

Five steps to risk assessment Leaflet INDG163(rev2) HSE Books 2006 (single copy free or priced packs of 10 ISBN 978 0 7176 6189 3)
www.hse.gov.uk/pubns/indg163.pdf

The Waste Industry Safety and Health Forum (WISH) 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.

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

This document was developed by a Working Group co-ordinated by the Environmental Services Association.

Further information

HSE priced and free publications are available by mail order from HSE Books, PO Box 1999, Sudbury, Suffolk CO10 2WA Tel: 01787 881165 Fax: 01787 313995 Website: www.hsebooks.co.uk (HSE priced publications are also available from bookshops and free leaflets can be downloaded from HSE's website: www.hse.gov.uk.)

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 or write to HSE Information Services, Caerphilly Business Park, Caerphilly CF83 3GG.

The Stationery Office publications are available from The Stationery Office, PO Box 29, Norwich NR3 1GN Tel: 0870 600 5522 Fax: 0870 600 5533 e-mail: customer.services@tso.co.uk Website: www.tso.co.uk (They are also available from bookshops.) Statutory Instruments can be viewed free of charge at www.opsi.gov.uk.

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/waste21.pdf

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