

HEALTH AND SAFETY TRAINING IN WASTE MANAGEMENT AND RECYCLING

This guidance has been developed by the Waste Industry Health and Safety (WISH) Forum to help control safety and health risks in the waste management industry associated with health and safety training.

It focuses on key areas of training which relate to significant causes of accidents and ill health in the industry. It is aimed primarily at employers, managers and those who organise and deliver training within the industry.

The Health and Safety Executive (HSE) was consulted in the production of this publication. It endorses the sensible, proportionate, reasonable and balanced advice to owners on managing the risk from this guidance during the waste-related activities as set out in the guidance.



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1. Introduction

This guidance is produced by the Waste Industry Safety and Health (WISH) Forum.

It covers the legal requirements for training and sets out guidelines on general training requirements. It also focuses on the basic requirements for training in a number of key areas which relate to significant causes of accidents and ill health in the industry:

- Workplace transport
- Slips, trips and falls
- Manual handling
- Personal protective equipment (PPE)

This guidance is not comprehensive. It does not cover training requirements for all health and safety topics likely to be relevant to the waste and recycling industry but it does refer to sources of further information which may assist you.

2. Legal requirements and responsibilities

2.1 Trainers

Trainers should be aware of the appropriate legislation and guidance relevant to the specific subject matter and should also be aware of general requirements under:

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

2.2 Employers

The Health and Safety at Work etc. Act 1974 requires employers to provide whatever information, instruction, training and supervision is necessary to ensure, so far as reasonably practicable, the health and safety at work of employees.

This is expanded by the Management of Health and Safety at Work Regulations 1999, which identify situations where health and safety training is particularly important, eg when people start work, are exposed to new or increased risks or where their existing skills may have become rusty or need updating.

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Employers must provide adequate information, instruction and training for employees, including temporary/agency workers, on:

- The risks they may face
- Measures in place to control the risks
- How to get first aid and follow any emergency procedures

It is particularly important to consider the training needs of:

- New recruits and trainees, including temporary/agency workers
- Young people who are particularly vulnerable to accidents
- People changing jobs, or taking on new responsibilities
- Health and safety representatives, who have particular laws relating to them

New workers, including temporary/agency, should be properly inducted and trained before being allowed to start work. All workers will need to be informed/retrained as appropriate when risks and/or controls are updated and may need to be reminded periodically.

Information, instruction and training provided to workers may need to reflect situations where English is not the first language or where there are literacy difficulties.

All employees, including managers and supervisors, should be trained on their general responsibilities, which should include:

- Taking reasonable care of their own and other people's health and safety
- Co-operating with their employer on health and safety
- Their responsibility to report conditions that may affect their ability to participate in training or work activities, eg hearing problems, pregnancy, back problems
- Using work items provided by the employer correctly, including PPE, and not misusing anything provided for their health, safety or welfare

Employers should also train managers and supervisors to understand:

- The company's health and safety policy
- The company's approach to managing for successful health and safety
- The specific hazards of the waste industry
- How the risks should be controlled

2.3 Additional environmental requirements

There are also specific requirements for some sites licensed under the Environmental Permitting Regulations that require staff at permitted waste facilities to be competent and for the employer to demonstrate technical competence by a scheme recognised and approved by Defra (the Department for Environmental, Food and Rural Affairs). You can find more guidance at:

<http://webarchive.nationalarchives.gov.uk/20140328084622/http://www.environment-agency.gov.uk/business/sectors/120296.aspx>

3. Training standards

National Occupational Standards (NOS) have been developed for the waste management and recycling industry. NOS are statements of the standards of performance individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding.

It is recommended that you use these standards, or other equally effective means, to ensure that employees are competent.

4. 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' can help you 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
- 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. It can be useful if the trainer also has some management and organisational skills to enable them to organise a training session successfully and they 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
- Periodic review of training needs

4.1 Planning training

When planning training, trainers should:

- Take account of legislation, Codes of Practice, relevant guidance and information sources such as the Health and Safety Executive's (HSE's) website (www.hse.gov.uk/) and, where appropriate, elements should be incorporated into the training programme
- Make the training applicable to the trainee and their job
- Make sure the length of training is sufficient to encourage and develop knowledge, behaviours and skills. Demonstrations alone may not be sufficient – employees may need time to practice and develop practical skills under adequate supervision
- Consider using visual aids for training where appropriate, eg PowerPoint presentations, videos, interactive DVDs etc, which will enable interactive learning
- Consider training delivery methods used for those with limited English language skills

To help you decide on training needs for your business, a good start is HSE's 'Health and safety made simple' (www.hse.gov.uk/simple-health-safety/) and you can find more guidance on managing workplace risks in 'The health and safety toolbox' (www.hse.gov.uk/toolbox/).

4.2 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
- Training should be conducted safely and be sufficiently supervised. Practical training should allow the trainer to identify and correct 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 competent team member
- It is essential that training is appropriate to all employees, taking into account various levels of literacy, understanding, language barriers etc
- Assessors should be trained and competent to carry out and record suitable assessments
- Training should include risk identification where appropriate
- All staff should be able to recognise and report hazardous situations

4.3 Standard elements of training

Standard elements of training will usually include:

- Guidance and Codes of Practice where relevant. Current relevant legislation should be included where appropriate
- Assessment of risks, including where appropriate unplanned but foreseeable occurrences)
- Loads
- Working environment/terrain
- The importance of good housekeeping

Other standard elements include:

- The limits of individual capability (their own and that of others);
- Any special circumstances that may exist at certain sites or certain times;
- Importance of ergonomic design;
- Dealing with unpredictable occurrences;
- The employee's authority and ability to take remedial action and/or report incidents;
- Appropriate and safe use of equipment;
- Problem solving;
- Staff welfare.

4.4 Training records

It can help you manage training if you keep records (in hard copy and/or electronically), 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, e.g. quizzes, exams, multiple choice, oral, practical etc
- Confirmation of training received, which may include certificates or statements of training

4.5 Training review

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

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

It is important that line managers conduct evaluation assessments with their staff before and after training.

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

- Appropriate to the activity being carried out
- Consistent with legislation and guidance (where appropriate)
- Delivering the training standards required and that the skills level achieved meets the criteria set for each programme

4.6 Ensuring training has been effective

Competence can be described as the combination of training, skills, experience and knowledge that a person has and their ability to apply them to perform a task safely. Training can provide the foundations of competence but it does not necessarily result in a competent worker. So it is essential to assess staff competence to ensure that the training provided is relevant and effective.

Arrangements for supervision, monitoring and periodic assessment 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 they work as part of a team or are a lone worker.

While employees may be competent initially, they may not necessary remain so over time for a number of reasons, including changes to operating procedures etc. Continual assessment ensures that any training has been sufficient in ensuring competent performance.

Further guidance on competency can be found at www.hse.gov.uk/competence/.

5. Key areas of training

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

- Workplace transport
- Slips, trips and falls
- Manual handling
- Use of PPE

5.1 Workplace transport

The following risk factors (including to workers and the public) should form part of the training:

- 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
- Working at height

Training should include:

- Information on how injuries occur
- Use of PPE
- How to get in and out of the vehicles safely
- Use of reversing assistants or banksmen (signallers) where appropriate
- Monitoring the vehicles' working environment, including areas where workers or the public might enter
- Loading and unloading the vehicle

- Knowledge of any special methods of work
- Any site-specific elements

Driver-specific training should include:

- Safe and legal driving, e.g. 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, e.g. daily and weekly checks, driving hours etc.
- Reporting defects
- Traffic movement controls on sites, e.g. one-way systems, traffic lights etc
- Reversing operations, including: identifying situations where reversing is not appropriate
- Reversing assistance (reversing assistants or banksmen/signallers) where appropriate
- Use of visual displays, cameras, reversing alarms etc
- Driver-controlled vehicle loading and unloading
- Safe parking of vehicle and trailer (where relevant)
- How to ensure the vehicle does not exceed its loading capacity

5.2 Slips and trips

Training should include:

- Basic information and key risk factors for slip and trip injuries
- How to avoid slips, trips and falls, for example: stopping floors becoming contaminated
- Using the right cleaning methods
- Considering the type of flooring and work environment
- Wearing the right footwear
- Practical work to allow the trainer to identify and put right anything the trainee is doing unsafely
- Safe working at height, including use of appropriate equipment

5.3 Manual handling

Training should include:

- Manual handling risk factors and how injuries occur

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- How to carry out safe manual handling, including good handling techniques. This needs to be relevant to the tasks people will actually do
- Appropriate systems of work for the tasks and the environment (eg dealing with broken glass, sharps, heavy objects, bulky waste, items that are difficult to hold)
- How and when to use mechanical aids
- Use of appropriate PPE when handling
- Practical work in pulling, pushing, lifting, carrying and throwing etc so that the trainer can observe the trainee carrying out relevant manual handling tasks and ensure they know how to work safely

Training on good handling techniques for lifting should include:

- Planning the lift, including the use of handling aids and identifying if help is required
- Advice on getting a good grasp on the different types of load
- Identifying suitable places for lifting and setting down items
- Avoiding/dealing with obstructions and poor surfaces when carrying items
- Selecting and using suitable handling devices provided, including simple checks and dealing with faults

Training on good handling techniques for pushing and pulling should include:

- Planning and selecting suitable routes for pushing and pulling (taking account of obstacles, uneven surfaces, slopes etc)
- Selecting and using suitable handling devices, including simple checks and dealing with faults
- Good techniques for applying forces and identifying when help is required

Remember, although training is important, it should not be used as a substitute for providing suitable handling aids, or dealing with bad working conditions or unsuitable loads.

5.4 Personal protective equipment (PPE)

A systematic approach to training is needed to ensure everyone involved in the use or maintenance of PPE (including respiratory protective equipment (RPE)) is trained appropriately. This training may include:

- An explanation of the risks present and why PPE is needed
- The operation, performance and limitations of the equipment

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- Factors which can affect the protection provided by the PPE, such as using it with other PPE, personal factors, working conditions, inadequate fitting, and defects, damage and wear
- Instructions on the selection, use and storage of PPE
- Testing of the PPE before use
- Inspecting and recognising defects in PPE and how to report loss or defects
- Maintenance, e.g. who has responsibility, what can be done by the user, such as cleaning, replacing certain components etc

Training should be carried out in accordance with any recommendations and instructions supplied by the PPE manufacturer.

Managers and supervisors should receive training to ensure they understand why PPE is used and how to use it properly. People involved in maintaining, repairing and testing the equipment, and in its selection for use, may also need training.

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Nothing in this guidance constitutes legal or other professional advice and no warranty is given nor liability accepted (to the fullest extent permitted under law) for any loss or damage suffered or incurred as a consequence of reliance on this guide. The guidance is not a substitute for duty holder judgment and/or professional safety advisor's judgment, Notwithstanding the good practice in this guidance, duty holders are responsible for ascertaining the sufficiency and adequacy of their internal and independent procedures for verifying and evaluating their organisation's compliance with health and safety law. WISH does not accept any liability (to the fullest extent permitted under law) for any act or omission of any persons using the guidance

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

Further information

This guidance is issued by the Waste Industry Health and Safety (WISH) Forum to help control safety and health risks. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and safety inspectors seek to secure compliance with the law and may refer to this guidance. Some parts of the guidance represent good practice and may go further than the minimum needed to comply with the law.

This guidance is available free to download at the WISH web site. This publication is based on guidance previously published by THE Health and Safety Executive (HSE) known as Waste 21 which was withdrawn in 2015. © Crown copyright 2013.

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Appendix 1: Useful links and further reading

The list below is not comprehensive, but does provide an overview of useful documents you may wish to consider. Other guidance is available – you should ask your competent advisor.

1.1 General health and safety training

HSE websites on general health and safety training:

- Worker involvement: www.hse.gov.uk/involvement/hsrepresentatives.htm
- Training in waste management: www.hse.gov.uk/waste/training.htm
- Agency workers: www.hse.gov.uk/workers/agencyworkers.htm

Health and safety training: A brief guide to employers INDG345(rev1) HSE Books 2013
www.hse.gov.uk/pubns/indg345.htm

Your health, your safety: A brief guide for workers Leaflet INDG450 HSE Books 2012
www.hse.gov.uk/pubns/indg450.htm

1.2 Workplace transport

HSE workplace transport websites:

- www.hse.gov.uk/toolbox/transport.htm
- www.hse.gov.uk/workplacetransport/
- www.hse.gov.uk/waste/transport.htm

Workplace transport safety: An employers' guide HSG136 HSE Books 2005 ISBN 978 0 7176 6154 1
www.hse.gov.uk/pubns/books/hsg136.htm

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

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

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Safe use of skip loaders INDG378(rev1) HSE Books 2013 www.hse.gov.uk/pubns/indg378.htm
Use lift trucks safely: Advice for operators INDG457 HSE Books 2013
www.hse.gov.uk/pubns/indg457.htm

Lift-truck training: Advice for employers Leaflet INDG462 HSE Books 2012
www.hse.gov.uk/pubns/indg462.htm

Rider-operated lift trucks: Operator training and safe use. Approved Code of Practice and guidance L117 (Third edition) HSE Books 2013 ISBN 978 0 7176 6441 2
www.hse.gov.uk/pubns/books/l117.htm

1.3 Slips and trips

HSE websites on slips and trips:

- www.hse.gov.uk/slips/
- www.hse.gov.uk/waste/slipsandtrips.htm

Preventing slips and trips at work: A brief guide Leaflet INDG225(rev2) HSE Books 2012
www.hse.gov.uk/pubns/indg225.htm

Working at height safely: A brief guide Leaflet INDG401(rev2) HSE Books 2012
www.hse.gov.uk/pubns/indg401.htm

1.4 Manual handling

HSE websites on manual handling:

- www.hse.gov.uk/pubns/manlinde.htm
- www.hse.gov.uk/msd/faq-manhand.htm
- www.hse.gov.uk/waste/msd.htm

Manual handling at work: A brief guide Leaflet INDG143(rev3) HSE Books 2012
www.hse.gov.uk/pubns/indg143.htm

Manual handling. Manual Handling Operations Regulations 1992 (as amended). Guidance on Regulations L23 (Third edition) HSE Books 2004 ISBN 978 0 7176 2823 0
www.hse.gov.uk/pubns/books/l23.htm

1.5 PPE

HSE websites on PPE:

- www.hse.gov.uk/coshh/basics/ppe.htm
- www.hse.gov.uk/noise/

Personal protective equipment (PPE) at work: A brief guide Leaflet INDG174(rev2) HSE Books 2012
www.hse.gov.uk/pubns/indg174.htm

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 www.hse.gov.uk/pubns/books/L25.htm

Noise at work: A brief guide to controlling the risks Leaflet INDG362(rev2) HSE Books 2012
www.hse.gov.uk/pubns/indg362.htm

Working with substances hazardous to health: A brief guide to COSHH Leaflet INDG136(rev5) HSE Books 2012 www.hse.gov.uk/pubns/indg136.htm

Control of substances hazardous to health (Sixth edition). The Control of Substances Hazardous to Health Regulations 2002 (as amended). Approved Code of Practice and guidance L5 HSE Books www.hse.gov.uk/pubns/books/L5.htm