

Environmental Guidelines



Collection
Depots

Environment Protection Authority



Government of South Australia

Environmental Guidelines for Collection Depots

Prepared on behalf

of the

Environment Protection Authority

by

PPK Environment & Infrastructure Pty Ltd



Environmental Guidelines for Collection Depots

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NOTE:

This publication does not contain mandatory provisions and is not a prescribed code, but compliance is recommended to those premises approved as collection depots under the Beverage Container provisions of the *Environment Protection Act 1993*.

Summary

There are approximately 120 premises approved as collection depots under the Beverage Container provisions of the Environment Protection Act 1993. These depots collect beverage containers sold in South Australia and bearing refund markings, and pay refunds to consumers on behalf of the beverage industry. Many depots also accept additional recyclable items, such as non-refundable beverage containers, cardboard, old newspapers and scrap steel.

The collection depot industry prides itself on providing an accessible community recycling service, and producing high-quality recyclable material for further processing, but would benefit from a more professional image through improving consistency and performance standards across depot operations. Priorities for improving standards in the industry include minimising the impacts of depot operations on the local environment, and ensuring the health and safety of depot staff and on-site customers.

Common environmental and safety issues for collection depots include site litter, potential stormwater pollution, noise, visual impacts, and risk of injury.

Through these guidelines, the South Australian Environment Protection Authority (the Authority) aims to provide assistance to depot operators in minimising environmental impacts in the collection, sorting and transportation of materials, and to facilitate a pro-active approach to environmental management within the industry. The guidelines also aim to improve depot operator awareness of environmental, health and safety legislative requirements, and provide practical guidance for meeting those obligations.

Examples of recommended practices to minimise environmental and safety issues at collection depots include:

- **designating areas for the storage of materials, and storing materials such as scrap metal, cardboard and milk cartons in containers to keep the depot in a safe and tidy condition**
- **planting trees and shrubs at the boundary of the depot property to reduce the visual impact of operations on adjoining neighbours**
- **implementing a frequent cleaning program to reduce problems with litter, vermin and other vectors**
- **storing materials that may contain liquid contaminants away from stormwater drains and under shelter to prevent pollutants from entering drains**
- **lining sorting trays with cardboard or foam to minimise noise from sorting processes**
- **training depot staff to reduce health and safety risks associated with manual handling, noise and traffic movements at depot sites.**

Whilst these guidelines cover a broad range of activities, such as collections from hotels and handling of non-container-deposit materials, operators need only review the recommended practices that are relevant to their operations. By implementing the practices recommended in these guidelines, individual operators, with support from Recyclers of South Australia and the Authority, can ensure that the industry performs to relevant environmental and safety standards, and that the professionalism of the collection depot industry is promoted through greater consistency in operational standards.

1. Why do collection depots need a guideline?

Since the introduction of Container Deposit Legislation (CDL) in 1975, approximately 120 collection depots have been established under the Beverage Container provisions of the *Environment Protection Act 1993* (the Act). These depots play an important role in resource recovery in South Australia by recycling materials for further processing. This invaluable recycling service to the local community, however, needs to operate with improved consistency to minimise environmental and safety issues.

The South Australian Environment Protection Authority (the Authority), through consultation with Recyclers of South Australia Inc, has recognised that the industry needs to improve management of potential environmental impacts, such as litter, stormwater pollution, loss of amenity to adjoining neighbours and noise, and to ensure staff and customer safety. Through these guidelines, the Authority aims to help co-ordinate this improvement.

The guidelines recommend practices for addressing potential environmental and health and safety issues associated with collection depot operations; they also refer to other relevant legislation and Codes of Practice on environmental and health and safety requirements.

2. What do these guidelines do?

These guidelines aim to:

- provide a guide to depot operators on practices and procedures required to achieve high-quality environmental performance in the collection, sorting and transport of materials
- improve operator awareness of their environmental and health and safety legislative obligations, and help them in meeting these obligations
- achieve greater consistency in workplace practices, customer education and environmental and safety performance across the industry
- facilitate a pro-active approach to environmental management within the industry
- ensure that depots do not unreasonably interfere with the amenity of adjoining neighbours (many small scale facilities are set among residential housing)
- ensure that the standard of recyclable materials provided minimises the environmental impacts of processing operations
- help achieve the following objectives outlined in the Recyclers of South Australia 'Industry Plan' 2000 to 2003:
 - ▲ upgrade the overall image of collection depots
 - ▲ improve awareness and compliance with Occupational Health and Safety Guidelines
 - ▲ improve the consistency and level of service to customers at all collection depots.

3. The collection depot industry

3.1 Collecting and handling deposit beverage containers

Collection depots operate under the Beverage Container provisions of the *Environment Protection Act 1993* (The Act). The principle of container deposit legislation (CDL) in South Australia is that consumers pay a 5c deposit at retail level (included in the selling price) on certain beverage containers; this deposit is refundable on return of the empty containers to an approved collection depot. Depots then sort the various container types and brands, and prepare them for transport to the relevant industry 'super depot'.

'Super depots' act as agents for the beverage industry by coordinating the return of empty containers from collection depots. A non-regulated industry, 'super depots' evolved out of the need to collect, aggregate, and secure end markets for the returned empty beverage containers generated by the container deposit scheme in South Australia.

Beverage manufacturers and producers engage the services of the super depot industry to ensure that the refund scheme is financially underpinned. It guarantees:

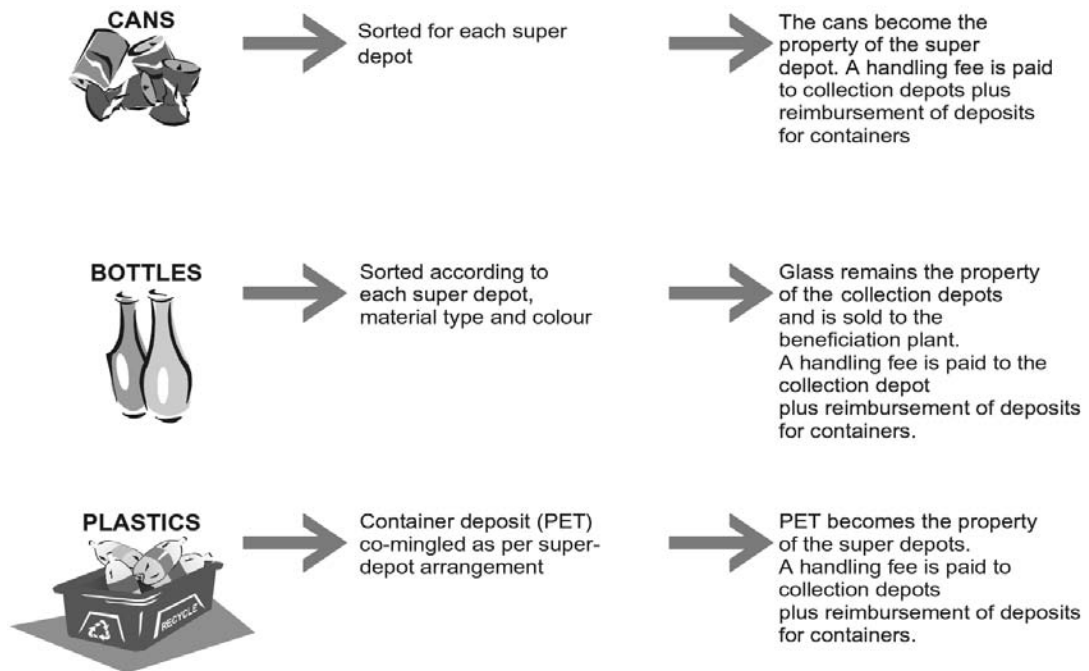
- the payment of refunds to consumers for deposit beverage containers returned to collection depots
- the collection, aggregation and return of used beverage containers to super collectors so that individual depot operators are reimbursed for refunds paid to consumers, and that they receive a handling fee for performing this service.

Cans and glass are currently sorted into different categories for processing requirements and for administering the payment of deposits and handling fees back to depots. The industry recognises that aiming for greater co-mingling of glass and cans would help to reduce manual handling injuries from the manual sorting of these materials. At present, the super depots have a contract between them for co-mingling their PET containers in an effort to minimise sorting costs (Recyclers of South Australia, 2000).

Generally, material is transported in bales, bins or cages. Plastic PET containers in metropolitan areas are bulked into cages and transported to Statewide Recycling (PET is still baled in country areas). Glass and cans are separated according to the super depot administering the product. Cans are transported in bales. Glass bottles are either transported on forklift bins, roll-on roll-off bins, bales or cages to the glass beneficiation plant.

To improve the efficiency and reduce the cost of transporting materials from rural areas, regional centres have been established throughout the State. These include Mount Gambier, Riverland Regional Centre, Kadina and Port Pirie. Small depots deliver cans and plastic containers to regional depots, where they can be pressed prior to bulk transport to the relevant processors.

The figure below summarises the required sorting of material and the handling fee arrangements for container deposit items.



Required sorting of material and handling arrangements for container deposit items

3.2 Collecting and handling other recyclable items

In addition to operations approved under the Beverage Container provisions of the Act, a number of depots accept additional recyclable items such as milk and drink cartons, cardboard, whitegoods and scrap metals. Depending upon the specific types and quantities of waste, some of these depots are also licensed as 'waste and recycling depots'. Depots that require this licence handle waste according to 'Prescribed Activities of Environmental Significance' as listed in Schedule 1, Part A of the Act.

Depots that handle additional recyclable items either have individual arrangements with the processors of these materials or receive payment upon drop-off of the material at a processing facility.

3.3 Collection depot processes

These guidelines provide recommendations to the collection depot industry to minimise their environmental impact in the following process stages:

- receiving material from on-site customers and depot operator collections
- sorting recyclable material into processing streams and super depot categories
- storing and stockpiling recyclable material on-site
- collecting and transporting material to the super depot or processing facility
- providing material to the associated processors in a manner that minimises environmental impacts in the processing operations.

4. How can collection depot processes impact on the environment?

When collecting, sorting, storing and transporting recyclable materials, depot practices need to ensure that the following potential environmental impacts of their operations are adequately managed and minimised:

- surface water can be polluted with litter and residues that may have spilt on site, such as battery acid, domestic oil and oil from transport vehicles
- adjoining neighbours can lose amenity if depots have unsightly storage of materials, poor housekeeping and accumulation of litter on-site
- extensive stockpiling of material and litter accumulation can provide a harbour for vermin and other vectors
- noise from site activities, such as glass crushing, materials sorting, customer vehicle traffic and materials transfer, can cause nuisance to adjoining neighbours
- the inadequate management of hazardous and domestic chemicals, such as batteries, gas cylinders and farm chemical containers, can cause emergency and environmental incidents.

These guidelines address each of these potential environmental impacts of the industry and outlines appropriate management practices. In addition, they alert operators to their occupational health and safety responsibilities and the requirement to ensure that a high-quality material is provided to meet the expected standards within the recycling industry.

5. Legislation relevant to depot operations

Collection depot operators have environmental and health and safety obligations under the following South Australian legislation:

- *Environment Protection Act 1993*
- *Public and Environmental Health Act 1987*
- *Dangerous Substances Act 1979*
- *Occupational Health, Safety and Welfare Act 1986*
- *Water Resources Act 1997*
- *Sewerage Act 1929*
- *Development Act 1993*
- *Road Traffic Act 1961*
- *Local Government Act 1999.*

6. Recommended environmental and safety practices

6.1 Housekeeping and cleanliness

Depot operators should practise housekeeping that minimises the visual impact of operations. Many depots are located adjacent to residential and commercial properties; operators should ensure that their activities do not result in loss of amenity to adjoining neighbours. The orderly and tidy storage of materials on site can improve operating efficiency as well as the overall image of the industry.

The following practices are recommended for housekeeping and cleaning maintenance:

- Have a system in place for organising the storage of materials, taking the following into consideration:
 - ▲ store materials in designated areas on the site, rather than having loose materials such as whitegoods and scrap metal at various locations throughout the site
 - ▲ allow easy access to designated material storage areas for cleaning and site safety, ensuring safe access for forklift operators
 - ▲ store materials that are more likely to cause a litter problem during strong winds, eg loose paper, in weather protected areas – under a canopy, in the on-site workshed or in containers
 - ▲ store materials that can result in surface water pollution, eg liquid residues from batteries, in a bunded or weather protected area, such as under a canopy or in the on-site workshed
 - ▲ store materials that may cause an odour nuisance, eg milk and food containers, as far as possible from neighbouring properties
 - ▲ control stockpiling of materials on-site; do not allow materials to accumulate to an extent that causes visual disturbance to adjoining neighbours
 - ▲ do not stockpile non-deposit materials, such as cardboard, milk containers and steel cans, for more than two months
 - ▲ transfer material as frequently as practicable
- Locate rubbish bins near sorting areas so that contamination and other rubbish can be disposed of appropriately.
- Design sorting and storage areas to aid access for clearing and disposing of rubbish.
- Adequately train all staff in site housekeeping practices, including litter management (see Section 6.2) and the control of vectors and odour (see Section 6.3).
- Improve the visual appearance of the depot with nature strips of trees and shrubs at property boundaries.
- Where room allows, free property boundaries of stockpiled material to allow for nature strip development.

6.2 Reducing site litter

Clearing sites of litter and loose materials should be a high-priority housekeeping task for all depots and will:

- minimise the visual impact of facilities on adjacent neighbours
- improve the tidiness of the facility for customers
- minimise litter entering adjacent stormwater systems in the event of rain, or blowing off site in heavy winds.

Keep the property free of litter at all times with ongoing litter clearing on-site, to prevent it polluting the surrounding environment. Broken glass can injure staff and customers or damage vehicle tyres.

The following practices are recommended for reducing litter:

- Store loose materials, such as paper, in containers that prevent the creation of wind blown litter.
- Locate clearly labelled rubbish bins in the materials sorting areas for staff and customers to use, and put up signs requesting customers to place rubbish in the bins.
- Inspect the site for litter at least daily, and collect any litter and place it in designated bins.
- Dry sweep the site at least daily to clear litter.
- Make clearing litter from the site during quiet periods part of general staff duties, and check and clear litter regularly from the following locations:
 - ▲ collection lanes and sorting areas
 - ▲ on-site surface water drains
 - ▲ along property boundary fencing
 - ▲ on the kerb adjacent to the site.
- Erect or maintain site boundary fencing to help contain litter on the site.

6.3 Minimising vermin, vectors and odour

Vectors are animals, insects or other organisms that carry pathogens from one host to another, and need to be controlled for public health and aesthetic reasons. Stockpiles, and the presence of food and liquid residues, attract vermin and other vectors. The presence of insect pests, particularly bees and european wasps, is an issue for many facilities and poses a safety risk to both staff and customers. Controlling stockpiles of materials and long-term storage of waste will minimise the liquid residues that attract vermin and vectors. It will also minimise potential odour problems associated with depots.

The following practices are recommended for reducing vermin, vectors and odour:

- Store all waste and litter in enclosed containers, such as a mobile garbage bin or waste skip, and dispose of them at least weekly.
- Have in place a site-cleaning schedule outlining the requirements for:

- ▲ removing solid waste from the site
- ▲ cleaning solid and liquid residues from sorting lines and sorting trays (either by steam cleaning or with water and detergent (Note: do not discharge waste cleaning or wash water to stormwater.)
- ▲ cleaning material stockpile areas and ensuring that materials are stored away from property boundaries and not accumulated loosely throughout the site.
- Avoid stockpiling or storing materials, particularly non-container deposit items, to an extent that they provide a harbour for vermin and other vectors.
- Transfer recyclable materials to the relevant processor as soon as practicable, and keep on-site accumulation of materials for extensive periods to a minimum.
- Allow easy access within storage systems for cleaning and tidying.
- Store materials and containers at least one metre away from property fencelines to allow for maintenance and cleaning, minimise vermin harbourage and allow pest control if required.
- Use lids, screens or covers to prevent vermin and other vectors entering the recyclable storage containers.
- Educate customers to wash milk containers and food tins before taking them to the depot (this will minimise odour from putrescible material, and minimise vermin and other vectors).

6.4 Preventing pollution of stormwater

Efficient management of depots will minimise pollution of stormwater caused by discharge of litter or loose materials into the stormwater system, and run-off of liquid contaminants such as:

- oil residues from vehicles
- coolant residues from radiator collection
- waste fluids from paint and chemical containers
- battery acid from batteries stored on site.

Stormwater carries this pollution to waterways and oceans, which can lead to degradation in water quality and the ecosystem of the receiving environment. Under Section 25 of the Act, collection depots have a 'general environmental duty' to prevent or minimise the potential for stormwater pollution that may be caused by their activities. Management procedures should ensure that all potential stormwater contaminants are controlled at source to prevent them polluting the stormwater system.

The following practices are recommended for preventing pollution of stormwater:

- Where possible, locate vehicle drop-off and sorting areas under shelter, or a canopy, to prevent rainwater runoff discharging litter from sorting areas into the adjacent stormwater system.

- Use dry sweeping to clean, to minimise the requirement for wastewater disposal.
- Prevent wastewater from site cleaning entering stormwater drains (note: advise contract cleaners to dispose of wastewater to the sewer, not to the stormwater system).
- Train all site personnel in correct stormwater management practices, such as procedures for spill control in the event of a spill of liquid residues (eg battery acid, oil, coolant or paint residues).
- Display instructions on spill response procedures prominently where the above products are stored on-site.
- Ensure the site has appropriate clean-up materials (eg a spill kit) for cleaning up spillage of liquid waste such as battery acid, oil, coolant or other chemical residues, and train all site personnel in the use of spill clean-up equipment.
- Cover or roof all waste receptacles and processing areas to prevent water running through them and into the stormwater system.
- Locate materials containing liquid wastes (such as batteries, radiators, oil containers) on a hard-surfaced area that is bunded to prevent discharge of contaminants to the environment.

6.5 Reducing noise

Operators have a responsibility to ensure that depot operations do not cause a noise nuisance to adjoining neighbours. The management of noise from operations is particularly crucial for depots located within residential areas. Noise needs to be managed during the collection and transport of material, the sorting of material, the on-site transfer of material to bins, containers and transport vehicles, and the operation of site machinery.

The following practices are recommended for reducing noise:

- Discourage all glass smashing activities on-site for safety reasons and to minimise potential noise nuisance.
- Ensure compliance with maximum permitted noise levels for day and night operations as described in the *Environment Protection (Industrial Noise) Policy 1994*. This includes activities such as glass crushing, transfer of materials within the site, and the collection and transport of materials from facilities.
- Design the layout of depot operations so that noisy activities such as sorting, using operational machinery (eg cardboard pressers and glass crushers) are conducted where there is a physical buffer between the depot and neighbouring properties. Depots that have an existing noise problem should seek professional advice from a competent acoustical consultant to provide detail on noise amelioration measures.
- Instruct staff responsible for sorting glass to minimise noise and prevent glass breakage; glass should not be thrown into glass bins.
- Use sorting trays lined with plastic, cardboard or foam to minimise noise from sorting.

(Note: see Section 6.9 for occupational health and safety noise issues).

6.6 Preventing pollution from chemicals and liquid wastes

Many depots accept materials that contain chemicals, such as lead acid batteries and farm chemical containers, or products that previously contained chemicals, such as steel chemical containers, car radiators and old fridges. Depots may also store bulk quantities of chemicals for cleaning purposes. Where chemicals or chemical products are stored or kept in containers with a capacity greater than 200 litres at facilities with a total storage capacity exceeding 1000 cubic metres, a licence under clause 1(1), Part A, Schedule 1 of the Act is required.

If not managed appropriately during collection, storage and transport, chemicals can be spilled and result in pollution of surface water. Chemicals stored in the open at facilities can leak and cause localised contamination of soil. Store and handle substances containing chemicals carefully, both from an environmental and safety perspective.

The following practices are recommended for handling chemicals:

- Keep up-to-date material safety data sheets for known chemicals stored on site, with a copy stored in an accessible location for emergency situations.
- Encourage safe handling practices by customers in relation to:
 - ▲ transporting batteries in an upright position and ensuring that battery plugs are still inserted and secure upon delivery
 - ▲ ensuring all chemical containers that previously contained substances such as oil, kerosene and thinners are washed in an environmentally acceptable manner before delivery
 - ▲ ensuring all coolant residues are washed from old car radiators in an environmentally acceptable manner.
- If your facility handles the above substances, have spill response procedures in place, train employees on these procedures and provide appropriate clean-up materials or a spill response kit. At the very least, a basic spill procedure must make employees aware of the need to contain spills and not to wash them down the drain.
- In the event of a spill, quickly and safely stop the source and isolate or contain the spilt material from the stormwater system and waterways.
- Store substances and containers with chemicals that could contaminate surface water under shelter and on a hard-surfaced area.
- If storing materials under shelter is not possible, use maintained drip pads or containerised pallets (for example, batteries could be stored on spill-containing pallets or in spill proof bins), and display instructions on what to do in the case of a chemical spill at this storage location.
- Store domestic oil in a receptacle that is fit for this purpose with adequate spill protection and bund capacity.
- Decant gas cylinders.

6.7 Preventing litter and noise from the transport of material

Manage litter, noise and the potential for a spill during the transport of materials between depots, regional centres and processors.

The following transport practices are recommended:

- Consider appropriate timing to minimise noise impacts on adjoining neighbours when agreeing on materials collection times with super collectors, transport contractors and individual operators.
- Transport all materials in a manner that prevents them being blown by wind, or lost during transport; for example:
 - ✦ secure cages and bales for transporting beverage containers prior to transport
 - ✦ adequately secure other materials such as cardboard, scrap steel and milk cartons, and preferably transport them in containers designed to prevent loss of material during transport
 - ✦ secure bales full of material with hooks prior to transfer
 - ✦ use tarps to cover vehicle loads to prevent loss of material during transport.
- Transport batteries in an upright position on pallets; wrap pallets in 'shrink wrap' prior to transfer.
- Where practicable, keep on-site customer car traffic separate from the collection vehicle traffic.
- Ensure that material collection is supervised for public safety by agreeing on transport times with super collectors, relevant contractors and facility operators before collection.

Be aware of weight limits obligations for transporting material under the *Road Traffic Act 1961* (revision Nov 1999). In addition, the Road Traffic Act establishes an offence related to objects and matter (waste or otherwise) falling off a vehicle.

Also be aware that, in regard to transport of waste generally, the following is a mandatory requirement of the *Environment Protection (Waste Management) Policy 1994*:

'A person who transports waste on or in a vehicle must take all reasonable and practicable steps to cover, contain or secure the waste to ensure that it remains on or in the vehicle throughout the course of transportation.'

6.8 Emergency management

Ensure that staff have easy access to emergency numbers. Display the emergency number (000) publicly at the facility for contacting the fire brigade, police or ambulance in the case of an emergency. In addition, display contacts for the local police station and hospital on-site for staff.

Ensure the site has equipment and staff to effectively manage and extinguish a fire outbreak at the depot facility. Store materials in a manner that enables access for fire fighting equipment.

6.9 Providing a safe environment for staff and customers

Depots must operate with regard to the *Occupational Health, Safety and Welfare Act 1986* and the associated Regulations and Codes of Practice. As stated in the Recyclers Association Industry Plan: 'there is a growing trend towards the awareness of occupational health and safety issues requirements, however, a number of depots still appear to have a number of occupational health and safety issues to attend to. Particular issues noted were with respect to glass breaking without the use of safety goggles and footwear, car and forklift movements not in designated areas, various obstacles throughout the yard and outdated equipment.' Occupational health and safety issues to be addressed are considered in brief in these guidelines. Obtain further information on health and safety issues from WorkCover South Australia.

The following practices are recommended for providing a safe working environment:

- Have procedures and training in place at all depots for the following occupational health and safety issues:
 - ▲ appropriate manual handling methods for containers and recyclable products such as crates, bales, and batteries; manual handling instructions to minimise potential injury in the handling of various recyclable products such as glass, scrap steel and lead acid batteries (refer to the National Occupational, Health and Safety Council (NOHSC) Code of Practice for Manual Handling, 1990)
 - ▲ personal protective equipment and clothing requirements, such as wearing gloves during materials sorting, wearing appropriate safety footwear, wearing safety glasses whilst handling glass, wearing hearing protection during the sorting of material and wearing safety vests to aid safety of traffic movements on-site
 - ▲ safety with forklift traffic on-site by ensuring that:
 - all forklift and truck drivers have the appropriate licences and certification
 - there are designated paths on-site for forklift movement
 - all staff required to move around the site wear safety vests.
- Ensure that appropriate actions can be undertaken in the case of an injury or accident on-site by:
 - ▲ advising staff of emergency numbers and people to be notified in the case of an injury or accident
 - ▲ displaying an injury handling procedure on-site
 - ▲ providing a well-maintained first aid kit on-site
 - ▲ providing at least one staff member on the site with first aid training
 - ▲ documenting details of the injury and the corrective actions taken.
- Encourage staff to report health and safety concerns to their site supervisors or management.

- Encourage all depots to display relevant occupational health and safety signage on-site to ensure that staff safety messages are reinforced.
- Provide signage on customer safety issues such as traffic movements, manual handling of materials and other potential issues such as european wasps.
- In developing occupational, health and safety policies and procedures, seek advice on specific requirements from WorkCover South Australia and refer to the following legislation and relevant codes of practice:
 - ✦ *South Australian Occupational Health, Safety and Welfare Act 1986, Regulations and Approved Codes of Practice*
 - ✦ *Workers Rehabilitation and Compensation Act 1986*
 - ✦ Worksafe Australia. 1993. *Occupational Noise – National Standard and Code of Practice for Noise Management and Protection of Hearing at Work*. AGPS, Canberra
 - ✦ Worksafe Australia. 1990. *National Code of Practice for Manual Handling*. AGPS, Canberra
 - ✦ Worksafe Australia. 1993. *National Standard for Occupational Noise*. AGPS, Canberra.

If you have internet access, the following websites provide occupational, health and safety information:

- <http://www.worksafe.gov.au>
- <http://workcover.com>

6.10 Providing high quality material for recycling

The collection depot industry prides itself on accepting only clean material and providing recyclable products free of contamination for further processing. Overall the industry is performing well by providing material of a high standard for further processing. To continue to provide high quality recyclable material, it is recommended that:

- sorted CDL materials are not contaminated with bottle lids and other litter
- the quality of recyclable products transferred to processing facilities takes into account relevant environmental and health issues in the processing of the material by:
 - ✦ ensuring that scrap steel containers are cleaned in an environmentally responsible manner before taking to the relevant steel processing facility (the presence of substances left in containers is a health and safety risk in the processing of this material)
 - ✦ educating customers to wash steel food tins and drink cartons to help reduce odour and vector problems during storage at the depot and at the processing facility
 - ✦ separating rubbish, stones and other contaminants from glass bins to minimise injury at the glass smelter, and educating customers to remove stones or other objects from glass containers.

6.11 Managing contractor responsibilities and documentation

It is recommended that relevant contractors, such as transport or waste management contractors, are aware of their environmental and health and safety responsibilities.

Record and maintain the following information both on-site and at the legal address of the owner/operator:

- a copy of required authorisations under the *Environment Protection Act 1993*
- a copy of conditions of planning consent under the *Development Act 1993*
- a register of complaints made by customers, the community or staff and the corrective actions taken
- documentation related to environmental or health and safety incidents and the corrective actions taken.

7. Consultation contacts and references

Consultation contacts

The following were consulted in the preparation of these guidelines:

- members of the Recyclers Association of South Australia
- John Phillips, General Manager KESAB
- Bob Naismith and John Lester, Recyclers Association of South Australia
- Environment Protection Agency staff

References

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Environment Protection Authority. 2000. *Guidelines for Resource Recovery Centres and Transfer Stations: Consultation Draft*.