

GUIDANCE ON HEALTH AND SAFETY TRAINING IN THE WASTE AND RECYCLING INDUSTRY

This document is an updated version of the WASTE 21 (version 2), originally published in 2008 and revised previously in November 2013. It has been developed by members of the Waste Industry Safety and Health (WISH) training and competence working group. The document is intended as guidance and is not a training programme. It is aimed primarily at employers, managers and those who organise and deliver training within the industry. It is designed to help you to either design and deliver your own training programme or to inform the procurement of training through a specialised provider.

This guidance explains what you, as an employer in the waste and recycling industry, may need to do to ensure your employees receive appropriate health and safety training. It gives advice on who may need training and how to organise it and how to ensure it has been effective. It focuses on some key causes of incidents and ill health in the industry, highlighting the following topics:

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

You must provide clear instructions and information, and adequate training, for your employees to ensure they know how to work safely and without risks to health.

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.

Waste Industry Safety and Health Forum

It is important to understand the difference between training and competence.

- *Competence (knowledge, skills, attributes and behaviours) is the ability to carry out the task in prescribed circumstances, safely and efficiently*
- *Training is the action of teaching an individual particular skills, knowledge or type of behaviour.*

In health and safety, this covers the ability to do practical things such as identify hazards, undertake a risk assessment and implement control measures. Personal skills and behaviours are important too, such as the ability to communicate effectively. Skills support competence and help individual carry out their roles effectively and safely.

Contents

- What does the law require?
- General training requirements
- What do you need to do?

Stage 1 – Decide what training your organisation needs

Stage 2 – Design the training

Stage 3 – Deliver the training

Stage 4 – Evaluate the training

- Keeping records of training
- Key areas of training – checklists
- Disclaimer and WISH

Appendix 1. Workplace transport – training checklist

Appendix 2. Slips, trips and falls – training checklist

Appendix 3. Personal protective equipment (PPE) – training checklist

Appendix 4. Manual handling – training checklist

1. What does the law require?

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

This training may be internal and provided by your organisation or external provided by a training provider. However, the law requires you to have access to a suitable source of competent advice to help you manage health and safety and this includes providing you with advice on your health and safety training requirements and options for meeting them.

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, e.g. new starters, refresher training or when new processes or activities are introduced.

The Safety Representatives and Safety Committees Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996 require you to consult your employees, or their representatives, on health and safety issues and this includes matters such as health and safety training.

Representatives appointed under either of these sets of regulations are entitled to time off with pay for training in their duties. The Health and Safety (Training for Employment) Regulations 1990 ensure that learners doing work experience are covered by health and safety law.

Training has to be paid for by the employer and organised in working time.

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

- The risks they may face
- Measures in place to control the risks
- Where to access first aid
- How to follow any emergency procedures.

Waste Industry Safety and Health Forum

It is particularly important to consider the training needs of:

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

All new employees, including temporary and agency employees, should be properly inducted, trained and competent before being allowed to carry out activities unsupervised; they should be adequately supervised until such training has been implemented. All employees will need to be kept informed of any changes that may affect their role and be retrained as appropriate when risks and/or controls are updated to ensure they remain competent.

Information, instruction and training provided may need to reflect situations where English is not the first language or where there are literacy difficulties. For example, using images instead of words on safety signs or the use of an interpreter could prove helpful. It is your responsibility as the employer to check that safety instructions and other guidance are received and understood. It is important that there is a mechanism in place to ensure that these workers are competent.

All employees should be trained on their general responsibilities, which should include:

- Health and safety representatives, who have particular laws relating to them
- Taking reasonable care of their own and other people's health and safety
- Co-operating with their employer on health and safety matters
- Their individual responsibility to report any physical conditions that may affect their ability to undertake their role safely e.g. hearing problems, pregnancy or back problems
- Correct use of PPE and other equipment provided by the employer
- Reporting unsafe working conditions or practices to an appropriate person

2. General training requirements

As an employer you should ensure that:

- There is management commitment and support for the training and competence of your employees
- Sufficient time and resources are allocated to deliver the training required and ensure that employees are competent
- The training should be delivered by someone with an appropriate knowledge of health and safety, who is competent to train and is familiar with the activities to be undertaken.

3. What do you need to do?

There are four basic stages in what you must do (plus other issues such as recording training – see sections below).



Stage 1 – Decide what training your organisation needs

- Identify the skills and knowledge needed for your employees to carry out their activities in a safe and healthy way. This should include information about accidents, near misses, injuries
- Compare these against your employees' current competences (skills and knowledge) and identify the gaps

All employees, including directors and managers, should undergo awareness training on health and safety policies and procedures, appropriate for their role, this may include:

- Who is responsible and for what?
- The cost to the business if things go wrong
- How to identify hazards and evaluate risks
- The hazards encountered and measures for controlling them

Waste Industry Safety and Health Forum

Priorities should include:

- Those where lack of information and/or training might result in serious harm
- New recruits or those new to the working environment
- People changing jobs, working practices or taking on new responsibilities
- People using new equipment or performing new activities

You should:

- Consult employees or their representatives for their views
- Provide training during working hours and not at the expense of your employees

Stage 2 – Design the training

It is important that you have a clear understanding of the training requirements and what needs to be included and how it is to be assessed to ensure that the training delivered is effective. Decide on the best method to deliver the training that is required. This could include:

- Toolbox talks
- Coaching or on-the-job training
- Training in the 'classroom'
- Computer-based or e-learning

Consider who can help you with information, materials and training courses. This could include:

- Trade unions or trade associations
- Further education colleges
- Private training organisations
- Independent health and safety consultants
- Awarding organisations

Stage 3 – Deliver the training

The training delivery should be appropriate for the specific learning needs of the employee and a range of different delivery methods should be accessible. A suitable venue with adequate training facilities should be available.

Waste Industry Safety and Health Forum

The trainer should be competent and have access to the right resources, learning aids and be aware of the specific requirements of the learners.

Stage 4 – Evaluate the training

- Do your employees understand what you require of them?
- Can your employees now demonstrate that they are competent and have the right knowledge and skills needed to work safely and without risk to health?
- Are they applying these skills and knowledge and working as they have been trained to?
- Has the training resulted in any improvement in your organisation's health and safety performance?
- What feedback are you getting from those involved in the training?

4. Keeping records of training

It is advisable to keep records of any training and associated assessments if relevant, including:

- Attendance lists with the signatures of trainees, if appropriate
- Date, place and duration of training
- Content of training course and any associated documentation
- Equipment/aids used
- Evidence of assessment of understanding and competence including exams, tests, demonstration, observations, oral, practical, professional interviews, etc.
- Confirmation of training received, which may include certificates
- Statements of training

5. Key areas of training - checklists

The appendices to this document provide checklists to help you design or procure training for your workforce to address the following:

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

These are examples and for reference only. The list is not intended to be exhaustive and your workplace may have different requirements depending on the activities carried out and the risks involved.

Disclaimer and WISH

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 accepts no 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. This guidance is available free to download at <https://wishforum.org.uk/>.

This publication is based on guidance previously published by The Health and Safety Executive (HSE) known as Waste 21, which was withdrawn in 2014. © Crown copyright applies.

WISH is re-using text provided by the HSE free of charge under the terms of the Open Government Licence v2.0. To view this licence visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, or write to the Information Policy Team, The National Archives, Kew, Richmond, Surrey, TW9 4DU; or email: psi@nationalarchives.gsi.gov.uk. Any enquiries regarding this document/publication should be directed to WISH or the HSE.



Appendix 1. Workplace transport – training checklists



Workplace transport Training checklists

IMPORTANT NOTE: This checklist identifies the key topics that should be covered in health and safety training provided to employees. The list is not exhaustive and is provided as guidance only. It is part of a series; other topics are: Slips, trips and falls; Personal protective equipment (PPE); and Manual handling.

In the waste management industry transport and moving vehicles are the single most common cause of harm to workers and the public at large. The risk here is the possibility of moving vehicles and transport causing harm, damage or loss and will include:

- Vehicles reversing
- Sheeting and un-sheeting activities
- Vehicles working and moving in a public area
- Visibility around vehicles which are moving and stationary, including darkness
- Other traffic – moving and stationary
- Loading and unloading vehicles, including bin lifts
- Unstable or insecure loads
- Working at height.

Training should be designed to cover at least the following topics:

Ref	Workplace transport training	Tick ✓
1.	Information on how injuries occur	
2.	Information on the traffic management plan on site	
3.	How to get in and out of the vehicles safely	
4.	Importance of avoiding reversing, where reasonably practicable	
5.	Use of reversing assistants, banksmen/signallers (hazardous activity)	
6.	Monitoring the vehicles' working environment, including areas where workers or the public might enter	
7.	Loading and unloading the vehicle	
8.	Securing the load	
9.	Knowledge of any special methods of work	
10.	Route risk assessments	

Waste Industry Safety and Health Forum

And, specifically for drivers:

Ref	Driver specific workplace transport training	Tick ✓
1.	Safe and legal driving e.g. maintaining the speed limit, wearing seat belts etc., and holding the appropriate driving licence	
2.	Daily/weekly checks brakes, lights, tyres, steering, all-round vision, etc	
3.	Recording information e.g. daily and weekly checks, driving hours, etc	
4.	Reporting defects	
5.	Traffic movement controls on sites e.g. one-way systems, traffic lights, etc	
6.	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	
7.	Route risk assessments	
8.	Driver-controlled vehicle loading and unloading	
9.	Safe parking of vehicle and trailer (where relevant)	
10.	Safe loading and unloading including load security	
11.	Ensuring the vehicle does not exceed its loading capacity	
12.	Use of PPE	

Appendix 2. Slips, trips and falls – training checklist



Slips, trips and falls Training checklist

IMPORTANT NOTE: This checklist identifies the key topics that should be covered in health and safety training provided to employees. The list is not exhaustive and is provided as guidance only. It is part of a series; other topics are: Workplace transport; Personal protective equipment (PPE); and Manual handling.

Slips and trips are the most common cause of injury at work. On average, they cause 40 per cent of all reported major injuries and can also lead to other types of serious accidents, for example falls from height. Slips and trips are also the most reported injury to members of the public.

Employees have a duty not to put themselves or others in danger and must use any safety equipment provided.

Risk assessment

You must manage the health and safety risks in your workplace. To do this you need to decide whether you are doing enough to prevent harm. This process is known as a risk assessment and it is something you are required by law to carry out.

A risk assessment is not about creating huge amounts of paperwork, but rather about taking sensible measures to control the risks in your workplace, for example using doormats to stop rainwater being tracked in and making the floor slippery.

You are probably already taking steps to protect your employees, but your risk assessment will tell you whether you should be doing more. Consider what risks in your workplace may lead to slip or trip injuries and decide what suitable and effective control measures will prevent these types of accidents.

You then need to put these control measures into practice. Concentrate on the real risks – those that are most likely to cause harm. Think about how accidents could happen and who might be harmed. It can be useful to asking your employees what they think the hazards are, as they may notice things that are not obvious to you and may have some good ideas on how to control the risks. Using the hazard-spotting checklist and slips and trips mapping tool to help.

In many instances, straightforward measures can readily control risks, for example ensuring spillages are cleaned up promptly so people do not slip.

Waste Industry Safety and Health Forum

If you have fewer than five employees, you do not have to write anything down, but it is good practice to keep a record.

Few workplaces stay the same, so it makes sense to review what you are doing on an on-going basis.

Training should be designed to cover at least the following topics:

Ref	Slips, trips and falls	Tick ✓
1.	Key risk factors for slip and trip injuries	
2.	Avoiding slips, trips and falls	
	– stopping the floors becoming contaminated	
	– maintenance of plant, machinery and service systems to prevent leaks	
	– work methods designed to minimise spillage	
	– checking floor surfaces are in good repair, and reporting damage	
	– importance of keeping walkways clear of obstructions	
	– use of pedestrian and vehicle routes to avoid contaminated areas	
	– use of signage for trip hazards, etc	
3.	Floor cleaning	
	– Adherence to spillage and leak management protocols	
	– Correct cleaning methods for floor type, including dilution and use of cleaning agents	
	– Correct use of hazard warning signs.	
4.	Correct use of equipment and materials	
5.	Compliance with work policies and procedures	
6.	Safe working at height, including use of appropriate equipment	
7.	Correct use of correct PPE including footwear, gloves and other items	

Appendix 3. Personal protective equipment (PPE) – training checklist



Personal protective equipment (PPE) Training checklist

IMPORTANT NOTE: This checklist identifies the key topics that should be covered in health and safety training provided to employees. The list is not exhaustive and is provided as guidance only. It is part of a series; other topics are: Workplace transport; slips, trips and falls; and manual handling.

Employers have duties concerning the provision and use of personal protective equipment (PPE) at work. PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

Making the workplace safe includes providing instructions, procedures, training and supervision to encourage people to work safely and responsibly. Even where engineering controls and safe systems of work have been applied, some hazards might remain. These include injuries to:

- The lungs, e.g. From breathing in contaminated air
- The head and feet, e.g. From falling materials
- The eyes, e.g. From flying particles or splashes of corrosive liquids
- The skin, e.g. From contact with corrosive materials
- The body, e.g. From extremes of heat or cold
- The ears, e.g. From extreme noise

PPE is needed in these cases to reduce the risk and must be provided for your employees free of charge.

Waste Industry Safety and Health Forum

Emergency equipment

Careful selection, maintenance and regular and realistic operator training is needed for equipment for use in emergencies, like compressed-air escape breathing apparatus, respirators and safety ropes or harnesses.

Training

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.

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.

Training should be designed to cover at least the following topics:

Ref	Personal Protective Equipment (PPE)	Tick ✓
1.	An explanation of the risks present and why PPE is needed	
2.	The operation, performance and limitations of PPE equipment	
3.	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	
4.	Instructions on the selection, use and storage of PPE	
5.	Testing of the PPE before use	
6.	Inspecting and recognising defects in PPE and how to report loss or defects	
7.	Maintenance, e.g. who has responsibility, what can be done by the user such as cleaning, replacing certain components etc	

Appendix 4. Manual handling – training checklists



Manual handling Training checklists

IMPORTANT NOTE: This checklist identifies the key topics that should be covered in health and safety training provided to employees. The list is not exhaustive and is provided as guidance only. It is part of a series; other topics are: Workplace transport; slips, trips and falls; and personal protective equipment.

The Manual Handling Operations Regulations 1992, as amended in 2002 ('the Regulations') apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying.

Incorrect manual handling is one of the most common causes of injury at work. It causes work-related musculoskeletal disorders (MSDs) which account for over a third of all workplace injuries.

Manual handling injuries can happen anywhere in the waste management industry; transfer stations, MRFs, CA sites, roadside collection, building sites, factories, offices, warehouses, hospitals and industry. Heavy manual labour, awkward postures, manual materials handling, and previous or existing injury are all risk factors in developing MSDs.

Controlling the risks

As part of managing the health and safety of your business, you must control the risks in your workplace. To do this you need to think about what might cause harm to people and decide whether you are doing enough to prevent harm. This process is known as a risk assessment and it is something you are required by law to carry out.

Training should be designed to cover at least the following topics:

Waste Industry Safety and Health Forum

Ref	General Manual Handling	Tick ✓
1.	Manual handling risk factors and how injuries occur	
2.	Safe manual handling, including good handling techniques, which is relevant to the tasks people will actually do	
3.	Appropriate systems of work for the tasks and the environment (e.g. Dealing with broken glass, sharps, heavy objects, bulky waste, items that are difficult to hold)	
4.	How and when to use mechanical aids	
5.	Practical manual handling exercises covering pulling, pushing, lifting, carrying and throwing activities etc. that can be observed, and any bad practice corrected	
6.	Use of appropriate PPE when handling	

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

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