



An induction and guide to using our Waste Reception sites

This booklet has been created to keep you safe and to ensure the efficient use of our Waste Reception sites.

**Scottish
Water
Horizons**

Introduction

We at Scottish Water Horizons are committed to protecting the health and safety of everyone who visits or works at any of our sites.

We want to ensure that our customers are aware of our on-site safety arrangements and emergency procedures, and have a clear understanding of their responsibilities to ensure their own personal safety and the safety of others.

Please ensure that your drivers have read and fully understood this induction and site guide before arrival at our facilities and, that all instructions on notice boards are followed.

Please raise any queries or concerns with our on-site personnel.

All site visits (including those outside normal hours) must be arranged in advance.

For a list of our opening times, site information and waste management licences, please visit our website at www.scottishwaterhorizons.co.uk.

Site Induction

Driving on site

- The maximum speed limit is 10mph
- Follow directional signs at all times
- The use of mobile phones when driving is strictly prohibited

Risk assessments

Risk assessments should be carried out before work commencing.

This is to ensure that all vehicles and equipment are fit for purpose, and appropriate items are contained within first aid kits.

Please ensure that the driver is familiar with the risk assessment and has a copy within the vehicle.

First aid

First aid kits must be carried in every vehicle arriving on site. In the event of serious injury, contact the Emergency Services on 999.

Hygiene facilities

Toilet and hygiene facilities are not available on our sites.

Good hygiene

Sludges contain bacteria which can cause infection or illness via ingestion, inhalation, skin absorption and open cuts, therefore hygiene precautions must be taken.

Ensure that you thoroughly wash your hands before eating, drinking or smoking. Any cuts or abrasions must be cleaned and treated promptly.

Please refer to this induction leaflet prior to arrival on site and throughout your visit.

Personal protective equipment

Personal protective equipment must be worn at all times. The minimum requirements at any of our sites are:

- Hard hat
- Hi-vis vest or jacket
- Gloves
- Safety glasses
- Protective footwear.

Fire and emergencies

Upon arrival at site please familiarise yourself with the location of:

- The assembly point (these will be identified by a visible green assembly point sign)
- Fire-fighting equipment

If you discover a fire

If the site is manned you must shout for assistance immediately. Otherwise contact the emergency services on 999. Only attempt to fight the fire if it is safe to do so and you have been trained to use fire-fighting equipment.

Evacuation procedure

- In the event of a fire, bomb scare, or any other event that requires the site to be evacuated, a continuous high-pitched alarm will sound
- If you hear the alarm you must immediately make safe any equipment you are using and proceed to the emergency assembly point
- You must not resume any work, even if the alarm stops sounding, until you are told it is safe to do so by a Scottish Water employee or a member of the Fire Service

Smoking policy

We operate a no smoking policy.

It is a civil offence to smoke in Scottish Water workplaces other than in designated smoking areas.

Incident/accident reporting

- In the event of an accident, near miss, dangerous occurrence or any other incident whilst on our sites, please report it immediately to the site operator or call Scottish Water's Accident Reporting Line on 01382 563 217. Please also notify Scottish Water Horizons on 0330 123 1331.
- Please report any hazards and unsafe practices or conditions to the site operator
- Certain accidents may have to be investigated and you will be required to co-operate with these inquiries

Slips and trips

- If you notice any spillages or loose debris, please report them to the site operator
- Where possible, access around the site should be restricted to walkways and staircases to avoid any slips and trips
- You must ensure hoses and couplings are undamaged and fit for purpose to prevent any accidents or near misses occurring

Do not litter – use the bins provided



Hazards on our sites

Major hazards, specific to our waste reception sites, are:

Chemicals

- A variety of chemicals may be contained within leachates or sludges which are used or disposed of within our facilities. These may present serious risks if touched or inhaled and care must be taken to avoid contact
- Any spillage or leaks should be cleaned up by the person responsible and reported to the site operator
- Spill kits must be carried within all vehicles to deal with any spillages on site

Deep water

- A variety of site tanks have water to depths in excess of two metres. Care must be taken when working in the vicinity of such tanks
- Follow instructions given by relevant warning signs
- Life-belts are situated at strategic points

Confined spaces

- There are confined spaces within our waste reception facilities. These are clearly identified on site by warning signs. NO ENTRY is permitted to these areas on site

Noise

- Areas of high noise levels have been identified and are indicated by signage
- Whilst in these areas wear appropriate hearing protection and follow the safety measures identified by Scottish Water

Automatic machinery

- Most of the plant and equipment on our sites operates automatically
- Be aware that machinery may start without warning and avoid areas other than the off-loading points

Site traffic movement

- Tanker movement of sludge and skip removal of screenings regularly occur within sites
- Due care and attention must be paid when crossing roadways on the site. Pedestrian access is achieved via marked pathways and footpaths

Normal operating hours

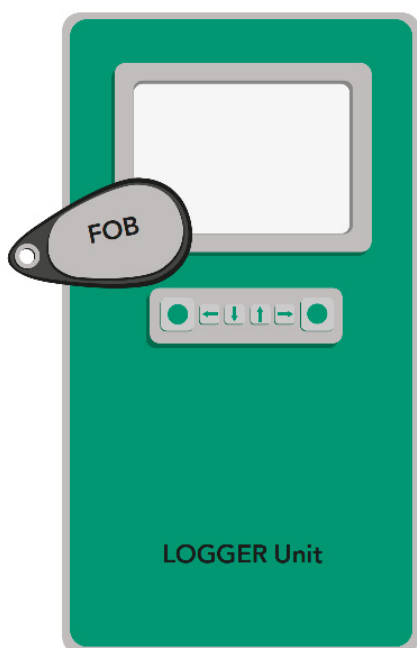
All visits to the site (including those outside normal hours) must be arranged in advance. Normal operating hours are as per the licence and are detailed at the site.

How to use our Waste

Reception sites

Arriving on site

On arrival please report to the site operator (if present) for instructions and confirmation of the discharge point. Once instructed, please drive to the discharge point following the site signage.



Logging in using the fob*

- 1 Connect your discharge hose to the Bauer coupling on the reception facility
- 2 Present your fob to the reader as indicated on the LOGGER unit (see the illustration on left)
- 3 Your details will be shown on the LOGGER screen. Press 'Accept'
- 4 Select the waste classification appropriate for your vehicle and press 'Accept'
- 5 Select the starting letter for the origin. (If not shown contact 0330 123 1331)
- 6 Select the origin appropriate for your load and press 'Accept'
- 7 Enter your waste transfer note number when prompted, using the arrows, and press 'Accept'
- 8 At this point you will be requested to confirm the details using the 'Accept' button. If any details are incorrect press the 'Cancel' button. Once the details have been confirmed you will be prompted to start the transaction by pressing the 'Accept' button again

Please note some loggers are slightly different, so while the overall instructions remain the same, the order of input requirements may differ.

*The fob system applies to all sites with the exception of Deerdykes which operates a weighbridge system. The driver must adhere to instructions at the weighbridge kiosk.

For any issues with the fob system
contact us on 0330 123 1331

Carrying out a waste transaction

- Once the 'Accept' button has been pressed, the actuated valve will open and the screen will show the valve position. When it is fully open you can commence the discharge
- The display will show the progress and give an accumulative total for the transaction and average solids content (only if the line has a solids meter installed)
- The transaction will end by means of 'Low flow', when the LOGGER system detects a low flow rate through the flow-meter for 30 seconds. The LOGGER will end the transaction automatically. After a further 30 seconds the valve will close
- The transaction details will be displayed on the screen for 10 seconds after the valve has reached its fully closed position. The discharge hose can now be uncoupled and the transaction completed
- Weight from the LOGGER flow must be recorded onto the Duty of Care Waste Transfer Note, and a copy left in the post box
- Defective hoses will not be accepted on site. When discharging, ensure the hose and couplings being used are fit for purpose and no tears have been taped up. Defective hoses can cause spillages and leakage which can cause serious injury. Regular inspections should be carried out to keep everyone on site safe

Important information to remember

Prior to your first visit:

- All vehicle drivers will require an induction for any sites they will be visiting
- A Duty of Care Waste Transfer Note must be completed before arriving on site
- A risk assessment must be carried out prior to site entry
- Hoses and couplings should be inspected to ensure they are free from damage

Upon site arrival:

- Please wear the correct personal protective equipment (PPE)
- Please close site gates on entry to and exit from site without exception
- Access to site is restricted to the licensed hours
- Please follow the approved route through the site (as signposted) and always obey site speed limit
- Please report to the site operator (if present) on arrival
- Please follow all instructions from site operators
- Please ensure that all loads are discharged by trained drivers and operators, as per specific procedures and risk assessments
- Please follow operator instructions on discharge points and site signage
- Only approved discharge points are to be used with the LOGGER
- Please cooperate with site operators if load is to be sampled
- Any spillages must be dealt with and discharge points left in a clean condition

Upon site departure:

- Please report any faults to the site operator

All Duty of Care notes should be deposited in the provided post box.

DO NOT:

- Use Scottish Water welfare facilities; access is prohibited.
- Misuse equipment.
- Fail to follow any of the above expected behaviours as this may result in withdrawal of access to sites.



In the event of an accident or near miss on site,
contact Scottish Water's Accident Reporting Line:

01382 563217

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www.scottishwaterhorizons.co.uk

Scottish Water Horizons is a wholly owned subsidiary of Scottish Water. The company plays a key role in supporting the development of Scotland's sustainable and circular economy by making the most of the public utility's vast array of assets.