Post Collection Best Practices

- Site Standards
  - Determine Post Collection Facility standards/logistics based on:
    - Job Hazard Assessment, Hierarchy Of Controls, and Employee/Public Safety - Site PPE requirements.
    - Customer Base (Commercial vs. Public), who is using your site and how frequently?
    - Services offered at the facility (MSW, C&D, Recycling, Public Recycling, Recovery, etc.), what goes where and how?
    - Site map/footprint - minimize congestion, establish smooth flow of traffic, and logical disposal areas for all based on services.
    - Facility Equipment and Support Services for Collection vehicles (Clean Out Areas, Un-Tarping, R/O flips and swaps, etc.)
    - Waste Removal – Equipment needs, traffic flow, logistics and support equipment associated with.
Post Collection Best Practices

- Communication and Education
  - Site Rules and Regulations posted at gate house
  - Strategic signs located near or above tipping floors, tarping areas, clean out areas, etc.
    - PPE
    - Spacing
    - Civilians allowed out of vehicles
  - Annual notices to Customers
  - Strategic communications to all from gatehouse via flyers

- Feedback, Teamwork and Monitoring
  - Conduct Daily, Weekly, Monthly and Quarterly safety briefings with site personnel.
  - Establish Near Miss reporting protocol.
  - Establish Safety Committee and involve in incident and facility site reviews.
  - Conduct Weekly/Monthly Observations of site personnel and customers.
  - Conduct focus groups with Haulers and Customers to review existing practices and concerns and drive Best Practices.
  - Conduct cross-functional review meetings with company hauling, third party haulers and support functions at the site.
  - Be alert and prepared to adapt to:
    - Increased volumes
    - Seasonal volumes
    - Accidents/injuries
    - Natural disasters
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- Observations should include the following:
  - Observations and comments on site personnel, equipment, logistics, coordination, adherence to established policies/procedures and any other identifiable issues and/or habits that are witnessed.
  - Third Party Haulers should include:
    - Truck #, License Plate #, color/make of vehicle and time at the site.
    - Type of Violation
    - Comments for unusual events
  - All events should be tracked and tabulated monthly.
  - Sites should review and discuss violations, types of violations and potential remedies.

- Accountability
  - Employees responsible for reporting near misses and violations. Establish Monthly tracking program and monitor.
  - Monthly notice sent to customers who violate Disposal rules and regulations.
  - Involve Sales and conduct strategic customer visits and meetings to reinforce and guide/change in behavior.
  - Repeat offenders (drivers) barred from facility.
  - Discontinue preferential services for repeat offenders, for example unmanned gate.
  - Failure to change behavior, barring customer from facilities/loss of contract.
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- **Best Practices**
  - Meet with strategic customers annually to discuss safety, review rules and procedures, discuss equipment changes and ask for feedback/recommendations.
  - Provide civilians and third party haulers with PPE however, you always need to figure out logistics on how to get it back!
  - Establish numbered lanes
  - Use barriers to separate public from commercial
  - Use Traffic Coordinator platforms for better visibility
  - Conduct customer appreciation activities/open house.
  - Add communication board/notices at Gatehouse acknowledging customers who have exceeded expectations.
  - Strategic Customers partner with site personnel and conduct observations.
  - Audit, Audit, Audit! Ensure that you audit yourself to make sure you are doing what you say you do. If you do not audit and ensure documentation, you do not get credit for all your work.

Questions?