

## Household Green Waste Reception Operation

**Activities covered:** waste acceptance criteria. Vehicle and pedestrian movements. Filling compost bags (PPE). Customer service. General site maintenance.

**What can be accepted?** Domestic quantities of green waste.

**What CANNOT be accepted?** The green waste cannot contain any metals, plastics, animal faeces, treated/processed wood, soil, rocks, glass, string or concrete. Plants that cannot be accepted include ragwort, Japanese knotweed, broad and curly leaf dock, bracken, yew, hemlock and rhododendron. Refer to the laminated pictures in the site office or the site signage if unsure. The green waste chargehand is available via radio if required.

### Vehicle and transport operations

The site operates a one-way traffic system with the entrance and exit clearly marked by signage. GHE staff direct customers into suitable parking areas. No large tipping or commercial vehicles are allowed on site and any vehicles with trailers must be directed to an area of the site which prevents disruption. Trailers up to 2 meters in length of the body are permitted but no tipping activities allowed.

The payloader is used to remove green waste from the household site outside of working hours. When lone working, the payloader operator must give the chargehand an approximate finish time and call the chargehand when work is complete.

A forklift/telehandler with fork attachment is used to transport pallets of compost bags outside of working hours. Only trained, competent and authorised drivers may operate the machinery.

### Filling 40l bags using hand tools

PPE including gloves, hi-vis and safety shoes are mandatory on the green waste site.

40 litre bags are filled with compost using an empty plastic bin container and a shovel. The compost bag is placed inside the bin like a liner. The compost is then shovelled in until it reaches the top of the bin. When at this level, the bag is removed (refer to manual handling training) and sealed using a staple gun. Staple gun, staples, shovels, bags and the empty bin container are kept at the site office.


Growth, Housing and Environment  
**Standard Operating Procedure 17 (Household Green Waste Reception Operation)**

**Customer service**

In the event of aggressive or abusive customers, staff are instructed to walk away from the situation and summon help (via radio to chargehand or telephone GHE reception). GHE staff must report incidents to their manager for discussion and support using SHE tickets kept in the site office. Tickets can be requested from the GHE Solid Waste administration office.

**General site maintenance**

The site must be kept clean, tidy and free of debris. Brooms, shovels and spills kits are available at the site office and GHE staff have received spill kit training.

	NAME	TITLE	Revision date	SIGNATURE	DATE
Author		SOP No.17 Household Green Waste Reception Operation	February 2019		14/02/19
Authoriser					
Staff					