

# Appendix 8: Waste Management Plan

# Waste Management

## Service Delivery Plan

St John of God Murdoch Hospital: Mental Health Centre

Authorised By:

Date:

Rev	Approved Date	Status of the Document	Prepared	Last Review

*IT SHALL BE THE RECEIVER'S RESPONSIBILITY TO IDENTIFY AND CONTROL SUPERCEDED DOCUMENTS  
UNCONTROLLED WHEN PRINTED*



# Table of Contents

<b>1. Facility Information</b>	<b>4</b>
1.1. Facility name	4
1.2. Address	4
1.3. Type of building uses	4
1.4. Number of units / beds	4
1.5. Estimated waste volumes	4
1.6. Bin room	5
1.7. Internal bin management	6
<b>2. Service Plan Outline</b>	<b>7</b>
<b>3. Compliance</b>	<b>8</b>
3.1. Key legislation	8
3.2. Key standards	8
3.3. Industry guidelines and policy	8
3.4. International and Australian Standards	8
3.5. Licence conditions	9
3.6. SUEZ policies, procedures and work instructions	10
<b>4. Key Personnel and Responsibilities</b>	<b>11</b>
4.1. Nominated key personnel	11
<b>5. Contact Structure</b>	<b>14</b>
5.1. Contacts (business hours)	14
5.2. Emergency and after-hours support	14
5.3. Escalation pathways	15
<b>6. Service Methodology</b>	<b>16</b>
6.1. Initial service implementation	16
6.2. Service delivery	17
6.3. Equipment / bins	17
6.4. Scheduling	18
6.5. Method of collection	19
6.6. Waste truck vehicle on site movements	20

6.7.	Table of specific waste types, containers, and disposal methods .....	21
6.8.	Service schedule .....	23
6.9.	Service run sheets and reporting .....	24
6.10.	Additional service request procedure .....	24
6.11.	Staff and labour strategy .....	24
6.12.	Facilities management support .....	25
6.13.	Review and measurement of service delivery .....	25
<b>7.</b>	<b>Safety Management .....</b>	<b>26</b>
7.1.	Job specific risk assessment .....	26
7.2.	Job safety environment analysis .....	26
7.3.	Safe Operating Procedures .....	26
7.4.	Fatigue management.....	27
7.5.	Our life saving rules.....	28
<b>8.</b>	<b>Staff Training.....</b>	<b>29</b>
8.1.	General training .....	29
8.2.	OSH training .....	30
8.3.	Specific training .....	30
8.4.	Supervisor training.....	31
8.5.	Driver / Operator competence .....	31
8.6.	Training records.....	31
<b>9.</b>	<b>Contingency Measures.....</b>	<b>32</b>
<b>10.</b>	<b>Continuous Improvement .....</b>	<b>33</b>
	<b>Appendix 1: Site Plan.....</b>	<b>34</b>
	<b>Appendix 2: Sweep Paths.....</b>	<b>35</b>

# 1. Facility Information

## 1.1. Facility name

St John of God Murdoch Hospital Mental Health Centre

## 1.2. Address

100 Murdoch Drive, Murdoch WA 6150

## 1.3. Type of building uses

Mental Health Care development

## 1.4. Number of units / beds

- 72 beds
- 3 procedural rooms & associated recovery area
- Group Therapy rooms
- Multipurpose activity room
- Dining areas
- Central Café
- Administration
- Commercial kitchen

## 1.5. Estimated waste volumes

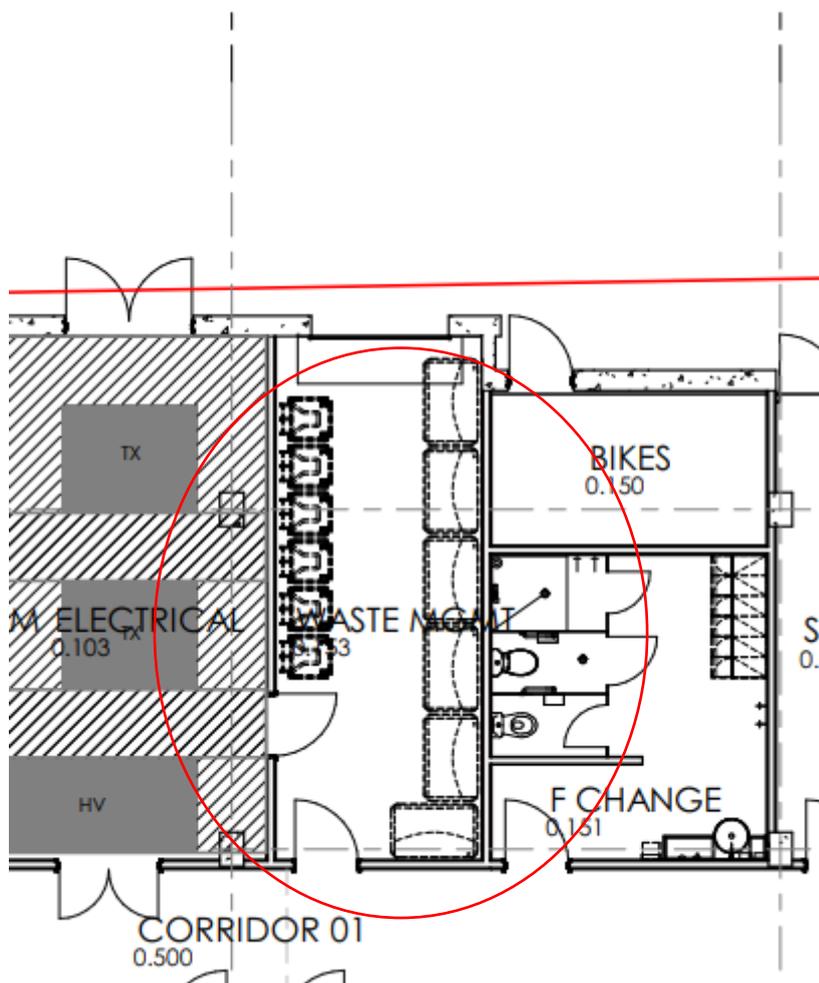
When the redevelopment is fully occupied, the following waste volumes are estimated for collection:

Waste streams	Estimated Annual Volumes
Cardboard	5-15 tonnes
Clinical Waste (Sharps) <i>Clinical waste is waste that has the potential to cause disease, sharps injury or public offence including sharps, human tissue waste, and any other relevant specific waste</i>	0.5-5 tonnes
Co-mingled Recycling	5-30 tonnes
General Waste <i>General Waste is waste that is not capable of being recycled, reprocessed, or reused</i>	25-75 tonnes

## 1.6. Bin room

Below is an extract from approved DAP plans provided by Silver Thomas Hanley Architects.

- The bin room is a separate area of ?m<sup>2</sup> located on ground level adjacent to main electrical room and female changerooms
- The bin store area will have concrete slab floor with a graded floor to a waste drain that is connected to sewer. A hose cock will also be included to facilitate washout of bins and washout of the area. Any the bin store greater than 20m<sup>2</sup>, must be covered. The walls of the bin store will be sealed and painted in a light colour to facilitate washout. The support staff will be responsible for washing waste and recycling the bins. The bin storage and wash down area will be constructed from concrete. It will be constructed using block work for the walls with gates. If internal, the bin store and wash down area are required to be ventilated.
- It will be clearly signed 'Bin Room'.
- Each bin will be labelled, and posters displayed for each waste stream to ensure correct segregation of waste is maintained.



## 1.7. Internal bin management

St John of God will appoint their environmental services department to manage the waste bins internally along with bin cleaning.

St John of God will provide their staff with the necessary training on waste flow procedures to ensure correct separation of waste streams. Refer 6.12 for further information.

St John of God will ensure bins are numbered so that one bin is filled before the next one is used.

The proposed Waste Management Plan will form part of the St John of God's Operating Procedures. Any changes to this plan must be approved by the **City of ?**.

Should the approved Waste Management Plan fail to deliver a safe, effective, and efficient waste management service, the City will liaise with the owner to review, update, and approve the Waste Management Plan.

## 2. Service Plan Outline

This Service Plan outlines how SUEZ will undertake the following services for St John of God – Cockburn Mental Health site:

- General waste
- Comingled waste
- Cardboard
- Clinical / Sharps
- FOGO (Food & Garden Organics) bins can be provided if stipulated by local council

The service will be transitioned and provided according to this plan with the aim of meeting agreed KPIs.

Both the mobilisation and ongoing work will be subject to the following.

- An agreed plan with measurable milestones
- Oversight by the SUEZ manager
- Regular, agreed reporting and feedback to St John of God
- Prompt action within agreed timeframes to rectify any gaps in service

# 3. Compliance

In delivering this Service Plan, SUEZ will ensure its compliance with:

## 3.1. Key legislation

- WA - Environmental Protection Act 1986
- WA - Environmental Protection Regulations 1987
- WA - Environmental Protection (Rural Landfill) Regulations 2002
- WA - Environmental Protection (Controlled Waste) Regulations 2004
- WA – Environmental Protection (Unauthorised Discharges) Regulations 2004
- WA - Waste Avoidance and Resource Recovery Act 2007
- WA - Poisons Act 1964
- WA – Waterways Conservation Act 1976
- WA – Litter Act 1979
- WA – Health Act 1911
- WA - Health (Treatment of Sewage and Disposal of Effluent and Liquid Waste) Regulations 1974

## 3.2. Key standards

- Standard AS/NZS 3816 Management of clinical and related Wastes
- Standard AS 4031:1992 Disposable sharps containers
- Standard AS 4123.7-2006 Mobile Waste Containers

## 3.3. Industry guidelines and policy

- Industry Code of Practice for the Management of Clinical and Related Wastes
- WA Health Clinical and Related Waste Management Policy
- WA Health Operational Directive OD 0651/16 Clinical and Related Waste Management – Clinical Wastes

## 3.4. International and Australian Standards

- ISO 9001: Quality Management Systems
- ISO14001: Environmental Management Systems
- AS/NZ 4801: Occupational Health and Safety Management Systems
- ISO 31000: Risk Management Systems

### 3.5. Licence conditions

SUEZ Recycling & Recovery, its subsidiaries and the nominated disposal sites hold the following licences:

Waste stream	Site stream	Primary Disposal Facility	Licence Required	Licence Number	Licence Expiry
Chemical		SUEZ Packaged Waste	Yes	L9007/2017/1	31/01/2025
		Cleartech	Yes	L8968/2016/1	05/04/2038
Clinical	Incineration	SUEZ Medical Solutions	Yes	L6537/1994/13	27/02/2036
	Sterilisation				
	Maceration				
Construction and demolition		Eco Resources	Yes	L8757/2013/1	11/04/2022
Cytotoxic		SUEZ Medical Solutions	Yes	L6537/1994/13	27/02/2036
E-Waste		Total Green Recycling	No		
General waste		SUEZ Welshpool Resource Recovery Park	Yes	L8954/2016/1	10/04/2026
		SUEZ Bibra Lake Resource Recovery Park	Yes	L8798/2013/1	08/12/2030
		SUEZ North Bannister Resource Recovery Park	Yes	L8871/2014/1	08/03/2022
Grease trap		SUEZ Organics Resource Recovery Park	Yes	L8127/2006/3	10/01/2036
		SUEZ North Bannister Resource Recovery Park	Yes	L8871/2014/1	08/03/2022
Green waste		SUEZ Organics Resource Recovery Park	Yes	L8127/2006/3	10/01/2036
Kitchen food		SUEZ Organics Resource Recovery Park	Yes	L8127/2006/3	10/01/2036
Pharmaceutical		SUEZ Medical Solutions	Yes	L6537/1994/13	27/02/2036
Recyclable	Cardboard	SUEZ Welshpool Resource Recovery Park	Yes	L8954/2016/1	10/04/2026
		SUEZ Bibra Lake Resource Recovery Park	Yes	L8798/2013/1	08/12/2030
		SUEZ Landsdale Resource Recovery Park	Yes	L8477/2010/2	20/10/2035
	Comingled	SUEZ Bibra Lake Resource Recovery Park	Yes	L8798/2013/1	08/12/2030
	Cartridges and toners				
	Fluorescent tubes				
	Mattresses				
	Polystyrene				
	Soft plastics				
	Sterile wrap				
	Timber	Hazelmere Resource Recovery Park	Yes	L9003/2016/1	13/11/2036
Sanitary	Standard bin	SUEZ Medical Solutions	Yes	L6537/1994/13	27/02/2036

Controlled waste		SUEZ Medical Solutions	Yes	T00143	27/02/2036
		SUEZ Recycling & Recovery	Yes	T00007	10/01/2036
		SUEZ Recycling & Recovery (Perth)	Yes	T00475	20/04/2023

### 3.6. SUEZ policies, procedures and work instructions

A comprehensive list of the Operating Procedures and Manuals applicable for all SUEZ staff can be provided on request.

## 4. Key Personnel and Responsibilities

### 4.1. Nominated key personnel

Nominated Key Personnel	Position	Role in the contract	Experience
Lina Galluzzi	Major Account Manager - Healthcare	<ul style="list-style-type: none"> <li>Account and relationship manager</li> <li>Oversee the delivery of all services</li> </ul>	Lina is responsible for full account management to SUEZ healthcare customers in metropolitan Perth. Lina has a comprehensive understanding of the healthcare industry, systems, and diversified waste stream composition
Daniel van Veen	Infrastructure Manager (WA)	<ul style="list-style-type: none"> <li>Overall management of medical / clinical waste collection activities and collection personnel</li> <li>Day to day management of Medical Solutions business, ensuring appropriate disposal of all clinical, pharmaceutical and cytotoxic waste collected under the contract</li> <li>Safeguarding the availability of SUEZ facilities for waste, recycling, organics, liquid and medical waste collected under the contract</li> </ul>	<p>Daniel has been with SUEZ since December 2006 in a range of senior operations roles. This has included 'Project Management' for several post collection sites in Victoria and the management of Biowise (a SUEZ organic facility in Southern Perth).</p> <p>Daniel's key responsibility is the management of post collection infrastructure in Western Australia. He ensures the quality and safe management of waste processing and disposal at all SUEZ WA facilities.</p> <p>Daniel has overall responsibility for the management of SUEZ's landfills, materials recovery facilities, organics resource recovery facilities, advanced treatment resource recovery facilities, packaged hazardous waste facilities, transfer stations, and service centres in WA.</p>

		<ul style="list-style-type: none"> <li>Investigating new resource recovery opportunities for waste collected under the contract</li> </ul>	
Paul Tomkinson	Collections Perth Regional Manager	<ul style="list-style-type: none"> <li>Management of Perth metropolitan solid and liquid waste collections</li> <li>Complete site risk assessments</li> </ul>	Paul is an experienced Manager having worked previously in a variety of roles at Cleanaway, with most recently managing the post collection activities for Cleanaway in WA.
Kai Gornall	State EQS Manager	<ul style="list-style-type: none"> <li>Ensuring services are conducted in a safe and environmentally responsible manner, compliant with all Laws and quality standards affecting or related to the services</li> </ul>	<p>Kai has worked at SUEZ for 10 years in a number of operational and safety roles. Kai has played a pivotal role in several key projects including most recently the ISO55000 implementation at our Neerabup ARRT facility. She has been directly involved in the establishment and implementation of EQS policies, procedures and work instructions at all SUEZ sites</p> <p>Kai has an Environmental Science degree and a post graduate degree in OH&amp;S. .</p>
Gavin Denness	State Sales Manager	<ul style="list-style-type: none"> <li>Oversee account management</li> </ul>	<p>Gavin has 21 year experience working the waste industry in Perth, working for Cleanaway and SUEZ. This has provided Gavin with exposure to all aspects of waste collections and infrastructure activities.</p> <p>Gavin also has significant experience in the management of liquid and Industrial Services businesses including the transport treatment and disposal of liquid, hazardous and packaged waste.</p>
Ken Cowl	State Collections Manager	<ul style="list-style-type: none"> <li>Overall management of solid and liquid waste collection activities and collections personnel</li> </ul>	Ken has 31 years waste industry experience including extensive experience in contract implementation, contract management, logistics and waste collections, commercial and industrial waste sorting and the processing of recyclables from households.

		<ul style="list-style-type: none"><li>Driving operational efficiency for the services</li></ul>	Ken is responsible for the waste collection and transport business across and provides a wealth of experience in ensuring safe, efficient and recycling-centric collections for all WA clients
--	--	---	--

## 5. Contact Structure

### 5.1. Contacts (business hours)

Normal business hours (Monday to Friday, 7.30am-5.00pm)

	Contact A	Contact B
<b>Name</b>	Customer Service Centre	Lina Galluzzi
<b>Position</b>		Major Account Manager - Healthcare
<b>Telephone number</b>	13 13 35	0417 172 230
<b>Email</b>	cs.perth.anz@suez.com	lina.galluzzi@suez.com

All enquiries or instructions will be responded to within one (1) hour during business hours.

Each relevant site representative will be provided with a SUEZ contact list with the mobile phone numbers for all personnel directly involved with the contract, including Managers and Supervisors.

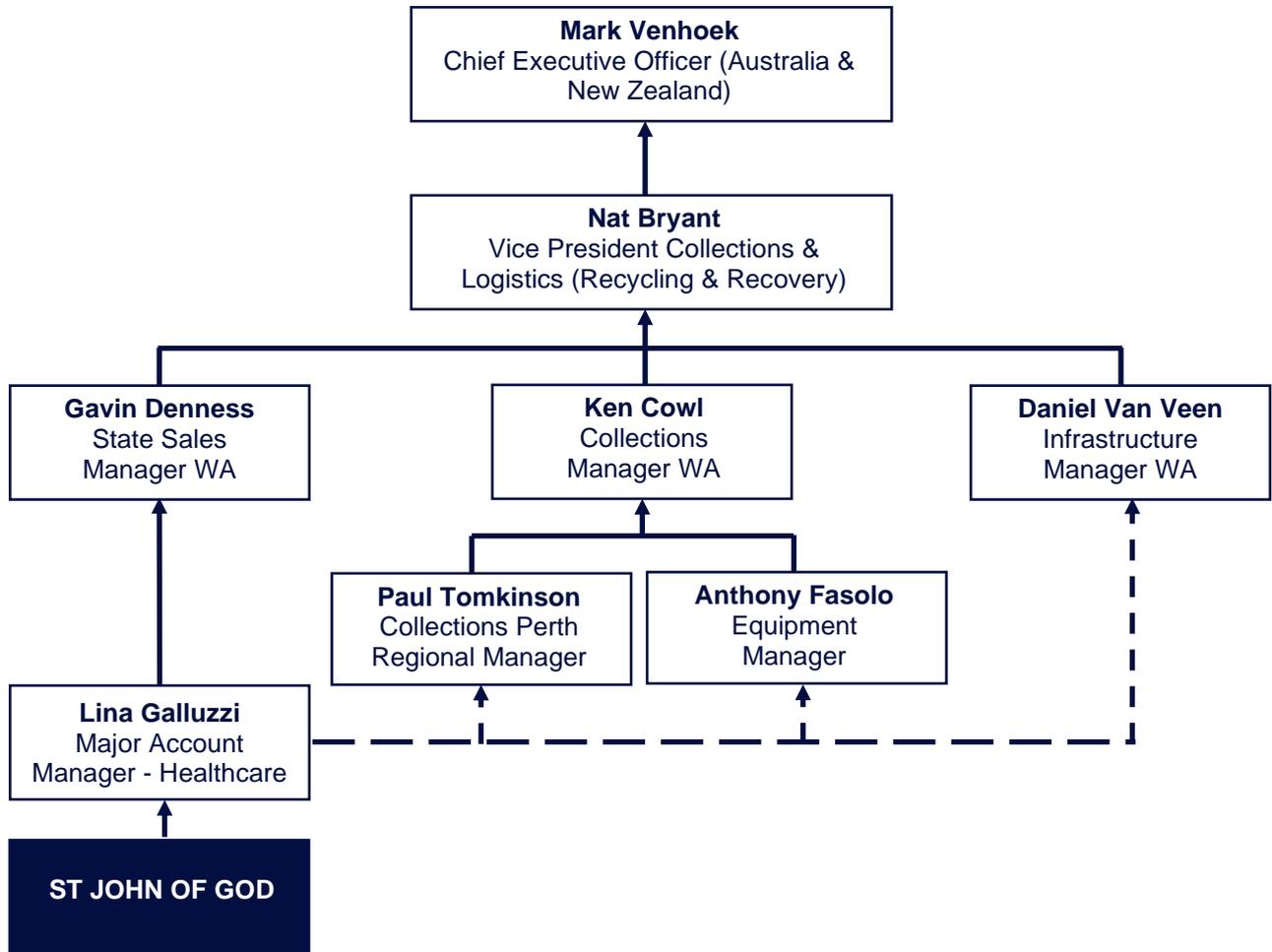
### 5.2. Emergency and after-hours support

SUEZ offer a 24/7 after hours' emergency number clients can call. SUEZ operates 24 hours per day. 7 days per week, 365 days per year with an Emergency Supervisor available at times, every day of the year.

Outside of normal business hours, there are two (2) Emergency / After Hours Operational Supervisors available 24 hours, 7 days per week.

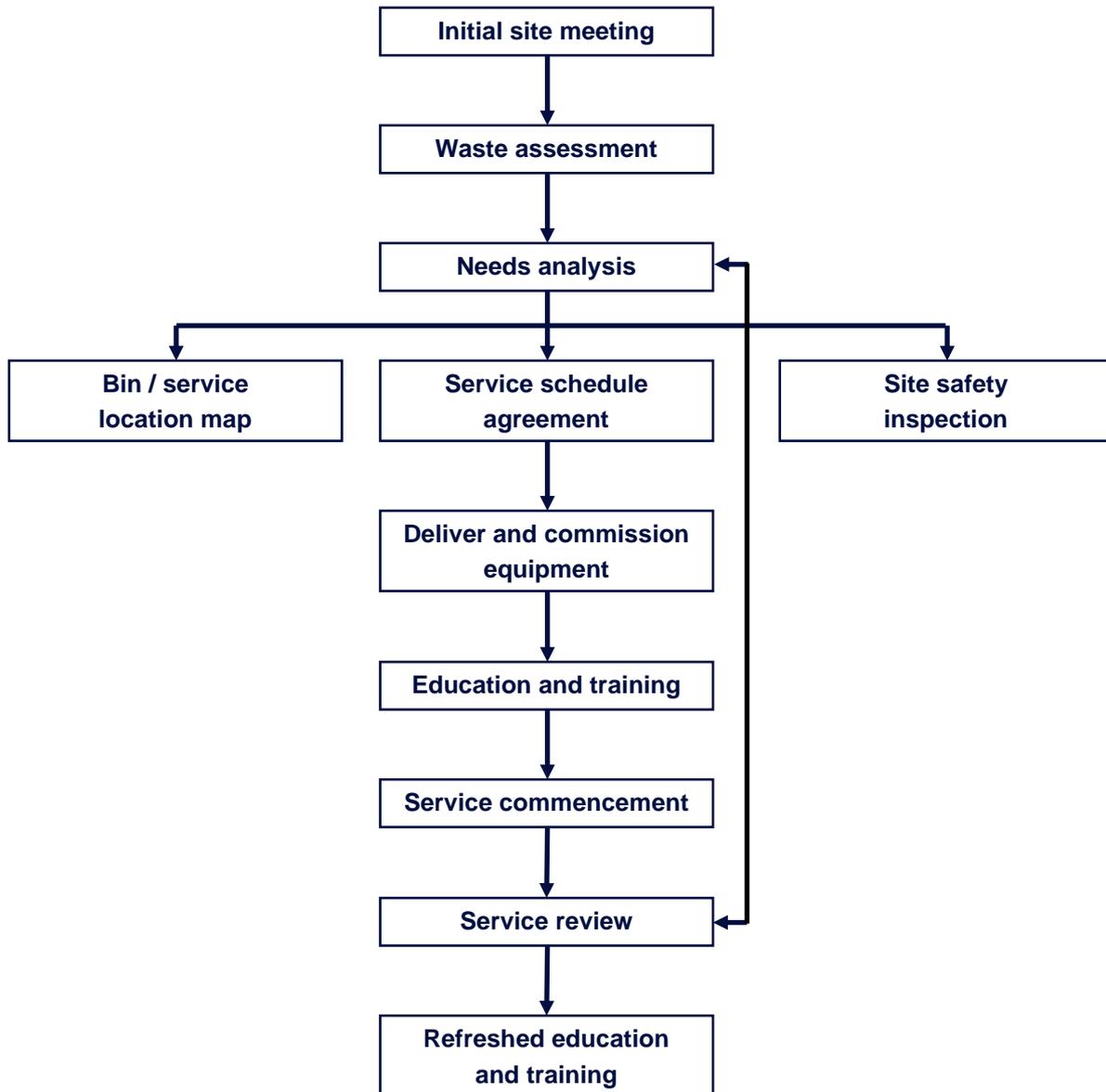
	Contact A	Contact B
<b>Name</b>	After Hours Supervisor	Lina Galluzzi
<b>Position</b>		Major Account Manager - Healthcare
<b>Telephone number</b>	13 13 35	0417 172 230

### 5.3. Escalation pathways



# 6. Service Methodology

## 6.1. Initial service implementation



## 6.2. Service delivery

SUEZ will provide a discreet, safe, efficient, and reliable service between the hours of 7.00am and 4.30pm as stipulated by St John of God.

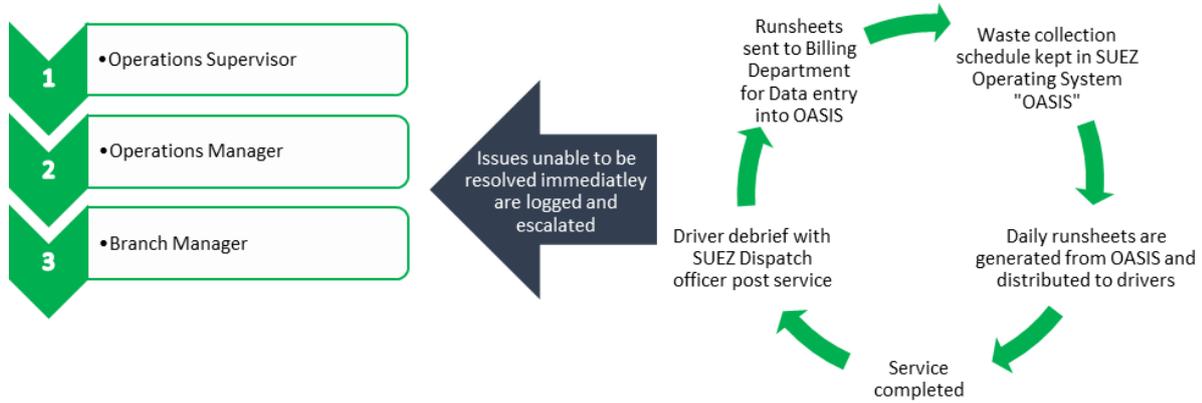


Figure 1: Service Model

SUEZ will ensure that all waste is transported and treated or disposed of in accordance with:

- Waste stream classification – as presented by St John of God Murdoch Hospital: Mental Health Centre Redevelopment in the designated bins
- Relevant legislations (as outlined in Section 2)
- Specifications of disposal site licenses (as outlined in Section 2)

All waste collection services will be provided in accordance with this *SUEZ Recycling & Recovery, Waste Management Plan*.

## 6.3. Equipment / bins

All equipment installed, supplied, and maintained will be well maintained throughout and the contract and comply with the requirements of relevant Workplace Health and Safety legislation.

Waste streams	Waste container specifics	Bin specifications
Recycling	<ul style="list-style-type: none"> <li>● Cardboard - 660L blue bin with blue lid</li> <li>● Comingled - 660L green bin with yellow lid</li> </ul>	

General waste	<ul style="list-style-type: none"> <li>660L green bin with red lid</li> </ul>	
Clinical Waste	<ul style="list-style-type: none"> <li>240L yellow bin with yellow lid</li> </ul>	
Sharps	<ul style="list-style-type: none"> <li>Sharps container</li> </ul>	

A provision for future FOGO (organic) bin has been noted and would replace a general waste bin

## Container specifications

### Plastic (polyethylene)

Capacity	120L	240L	660L	1100L
Height	0.92m	1.075m	1.235m	1.485m
Width	0.54m	0.58m	1.36m	1.36m
Length	0.62m	0.715m	0.765m	1.07m
Weight	9.5kg	13.5kg	45kg	65kg

### 6.4. Scheduling

SUEZ utilises the specialised operating system 'OASIS'. This system manages collection, days of service, frequency and allocates all services to routes. OASIS generated run sheets are printed daily for the proceeding day.

Collection activities will be specified as either:

- Permanent scheduled** – fixed locations and frequencies but with varying quantities
  - Permanent on call** – fixed locations as a request for service at various frequencies and quantities
  - Special services** – various locations, frequencies and quantities on a short-term basis

## 6.5. Method of collection

SUEZ will use Rear Lift Collection Vehicles to collect various waste types from the bin store. Our Rear Lift Vehicles are best suited to sites with limited access and space.



### Vehicle specifications

Overall length	8.0m
Overall width	2.5m
Height (travel)	3.4m
Height (in operation)	3.4m
Weight (vehicle only)	13.0t
Weight (payload)	9.5t
Turning circle	25.0m

Each collection vehicle will contain the following resources:

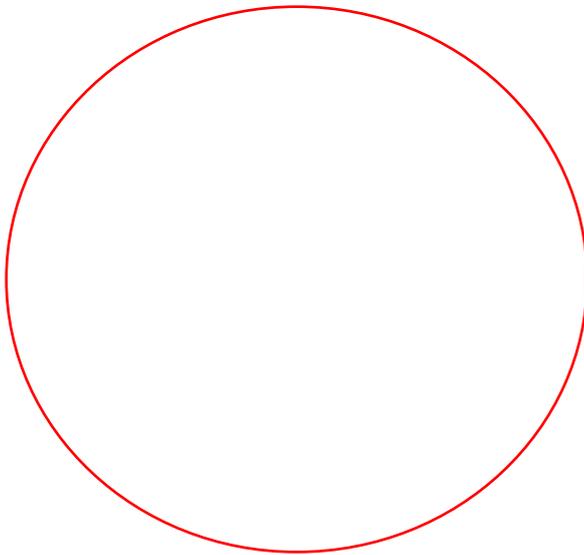
- **Max Safe Smart brake** which prevents accidental truck roll away
- **DriveCam in cab camera** which records footage triggered by events such as hard braking
- **SWIFT on board** computer system
- **GPS tracking system** that can be viewed in real-time from our Dispatch department
- **Two way radio**
- **A Driver Operator Manual** detailing SUEZ policies, procedures and regulatory obligations with specific instructions for pre-trip and post-trip vehicle inspections; Safe Operating Procedures; and Emergency and accident procedures
- **A Vehicle Condition Report** book utilised for detailing defective componentry
- **Emergency, Accident and Spill accessories** including safety triangles, fire extinguishers, first aid kits, shovels, brooms, and spill kits

## 6.6. Waste truck vehicle on site movements

SUEZ trucks will enter the carpark via Murdoch drive along the southwest boundary of the site. Refer attached Site Plan which shows the location of the service vehicle turn around bay. Also, Appendices at the end of this document.

SUEZ trucks would drive into the existing carpark, and proceed to the designated Service/Loading zone and then reverse park for the service duration and drive forwards to exit the area

Refer below for detailed truck movements



## 6.7. Table of specific waste types, containers, and disposal methods

Waste streams	Waste container specifics	Type of waste	Comments
Cardboard	<ul style="list-style-type: none"> <li>Blue bin with blue lid</li> <li>2 x 660L rear lift bins</li> </ul>	<ul style="list-style-type: none"> <li>All types of cardboard</li> </ul>	<ul style="list-style-type: none"> <li>Boxes must be broken down for better utilisation of space in bins. Bins are emptied by Suez cardboard is baled for recycling</li> </ul>
Co-mingled Recycling	<ul style="list-style-type: none"> <li>Green bin with yellow lid</li> <li>3 x 660L rear lift bins</li> </ul>	<ul style="list-style-type: none"> <li>All paper, including office grade, newspaper, and glossy magazines</li> <li>Unbroken glass which is completely empty of liquids</li> <li>Plastic bottles, cartons, cans etc.</li> </ul>	<ul style="list-style-type: none"> <li>All recycling waste placed loosely in the same bin</li> <li>DO NOT USE BAGS</li> <li>Waste removed from site by Suez, sorted into categories and recycled</li> </ul>
General Waste <i>General Waste is waste that is not capable of being recycled, reprocessed, or reused</i>	<ul style="list-style-type: none"> <li>Waste should be disposed of into clear or black plastic bags and then placed into a green bin with red lid.</li> <li>1 x 660L rear lift bin</li> <li>4 x 240L rear lift bin</li> </ul>	<ul style="list-style-type: none"> <li>Light/moderately soiled dressings</li> <li>Empty IV bags and tubing without sharp connector (no patient names)</li> <li>Empty Colostomy bags (empty)</li> <li>Incontinence pads</li> </ul>	<ul style="list-style-type: none"> <li>Once the waste is placed in the bin at room level it is not handled manually or decanted again.</li> <li>The waste is transferred directly to a bin on site. Bins emptied by Suez and disposed at landfill.</li> </ul>
Organic Waste	<ul style="list-style-type: none"> <li>Green bin with lime green lid</li> <li>2 x 120L rear lift bins</li> </ul>	<ul style="list-style-type: none"> <li>Food / organic waste</li> </ul>	<ul style="list-style-type: none"> <li>The waste is transferred directly to a bin room on site. Bins emptied by Suez and processed for organics at Suez dedicated Organics Resource Recovery Facility in North Bannister.</li> </ul>
Sharps	<ul style="list-style-type: none"> <li>Disposable sharps container compliant with Australian Standards 4031, which, when full, is locked &amp;</li> </ul>	<ul style="list-style-type: none"> <li>Sharps such as needles, safety sharp devices, IV connectors, broken ampoules, and scalpels</li> </ul>	<ul style="list-style-type: none"> <li>The sharps containers must be sealed before placing in the yellow clinical bin</li> </ul>

	placed into a yellow clinical waste bin.		<ul style="list-style-type: none"> <li>The waste is removed by Suez and disposed of by high temperature incineration off site.</li> </ul>
Clinical Waste	<ul style="list-style-type: none"> <li>Waste should be disposed of into yellow plastic bags and then placed into a yellow bin.</li> <li>2 x 240L rear lift bin</li> </ul>	<ul style="list-style-type: none"> <li>Free flowing blood and bodily fluids</li> <li>Heavily soiled dressings</li> <li>Full IV bags and tubing without sharp connector</li> <li>Full Colostomy bags</li> </ul>	<ul style="list-style-type: none"> <li>The waste is removed by Suez and disposed of by high temperature incineration off site.</li> </ul>

## 6.8. Service schedule

SUEZ will provide the collection services in accordance with the agreed service schedule for the facility

Service area	Waste type	Service type	Quantity	Bin size	Service frequency	Disposal method
Bin store	General waste	Rear lift	3	660L	3 days/ week	Landfill
Bin store	General waste	Rear lift	2	240L	3 days/ week	Landfill
Bin store	Cardboard	Rear lift	1	1100L	1 day/ week	Recycled
Bin store	Comingled	Rear lift	2	660L	2 days/ week	Recycled
Bin store	Comingled	Rear lift	4	240L	2 days/ week	Recycled
Bin store	Organic	Rear lift	2	120L	As required	Organic Resource Recovery
Bin store	Clinical	Pan Tech	1	240L	As required	Incineration

Suez will comply with any service timing restrictions and be mindful of service times to ensure minimal impact to the core business operation.

If for any reason Suez is unable to complete a scheduled service, the customer will be notified by phone on the day of expected service. At which point, the customer will be advised the rescheduled date this service will be completed, which will be within 48 hours of original scheduled service.

## 6.9. Service run sheets and reporting

The SUEZ collection driver is responsible every service for completing a run sheet, which will record:

- Customer name
- Collection address/location
- Quantity of bins and sizes (where applicable)
- Kilograms/tonnes/litres collected

Upon return to the SUEZ depot, the collection driver will debrief with the SUEZ Dispatch Officer. As part of Dispatch Officer's responsibilities, they will:

1. Forward service documentation to the SUEZ Billing Department

As part of the SUEZ Billing Department responsibilities within the service model:

1. All receipts will be collated and compiled for the previous month's service
2. Hard copies of receipts will be stored with SUEZ run sheets
3. Services will be billed with invoices being issued every calendar month

## 6.10. Additional service request procedure

All additional collection service requests should be made via the service contact list provided in Section 4. The service request is then entered into Oasis with the associated WO number.

Once the job is entered, it will be allocated to a specific route by the Dispatch Officer and printed on the drivers run sheet for the requested date of service. The waste collection service is then completed in accordance with the service model Figure 1 Section 5.1.

## 6.11. Staff and labour strategy

SUEZ will ensure all workers undertaking waste collection services at St John of God Murdoch Hospital: Mental Health Centre are fit to work in accordance with:

- SUEZ Company Policies

All SUEZ employees or subcontractors will have been previously inducted to site as required; with SUEZ, ensuring enough employees have undertaken induction to cover absence.

## 6.12. Facilities management support

SUEZ will provide training for all personnel responsible for the management of waste within the waste compound. Specifically, training will be provided for:

- Waste management and segregation best practice
- Preparation of waste receptacles for collection
- SUEZ collection systems by waste type

## 6.13. Review and measurement of service delivery

SUEZ undertakes regular service reviews to ensure the level of service provided best meets the requirements of the contract.



Figure 2: Service review process

In conjunction with SUEZ collection drivers and dispatch officers; and information provided by key St John of God representatives, SUEZ would review the level of service provided on a monthly basis. This review is undertaken as part of the monthly reporting requirements.

# 7. Safety Management

## 7.1. Job specific risk assessment

Prior to commencing works, SUEZ will complete a risk assessment using SUEZ FORM013: EQS Inspection Checklist (Customer Site) to identify any potential risks and ensure all works to be undertaken are covered by an appropriate Safe Operating Procedure (SOP).

## 7.2. Job safety environment analysis

Prior to commencing works, SUEZ will complete a series of Job Safety Environment Analysis (JSEAs) using SUEZ FORM020: Risk Management to identify, analyse and record:

- The steps involved in performing each specific high hazard job.
- The existing and potential safety and health hazards associated with each step.
- The recommended action(s)/procedure(s) that will eliminate or reduce these hazards and the risk of a workplace injury or illness.

## 7.3. Safe Operating Procedures

Safe Operating Procedures and Work Instructions are developed from the JSEAs to outline a step-by-step instruction for carrying out each specific job. All SUEZ employees completing the works must sign the JSEA before the task is undertaken or if there is any change to the task steps or additional hazard/controls are identified.

Safe Operating Procedures to be used for the contract are:

- Driver Manual
- SOP007 Spill Response
- SOP010 Permit to Work System
- SOP017 Hazardous Chemicals (Including Dangerous Goods)
- SOP018 Needle Stick Injuries, Blood and Body Fluids Exposure
- SOP022 Safe Handling Procedures for Disposal Of Prescribed Industrial Wastes
- SOP023 Working at Heights
- SOP025 Manual Tasks -General Guidelines
- SOP027 Safe Handling of Vaporous Wastes
- SOP028 Noise - General Guidelines
- SOP037 Calibration and Servicing Of Equipment

- SOP039 Waste Handling And Disposal
- SOP045 Drivecam
- SOP046 Safety Observations
- SOP049 Biosecurity Waste Procedure
- SOP050 Delivery And Service On Customers' Site
- SOP051 Working Near Overhead Obstructions
- SOP053 Working In High Temperatures And Exposure To UV
- SOP082 Injury Management And Return To Work
- SOP092 Lone, Remote Or Isola Small Large Projects
- SOP154 Fatigue Management
- SOP155 Toolbox Talks
- SOP159 Personal Protective Clothing And Equipment
- SOP160 First Aid Management

## 7.4. Fatigue management

SUEZ is committed to:

- Preventing and reducing the risks of fatigue in the workplace
- Providing better health and safety outcomes on a continual basis
- Reducing workplace incidents and injuries
- Encouraging continuous improvements in fatigue management

To support our commitment for fatigue management, SUEZ has formally adopted:

- Policy - Fatigue Management
- Safe Operating Procedure - Fatigue Management
- Manual - Fatigue Management
- Toolbox Talk – Preventing Fatigue In the Workplace

Fatigue Management under the Contract will be managed in accordance with these documents.

## 7.5. Our life saving rules

SUEZ has embedded 'Our Life Saving Rules' into all operations across all sites. These life-saving rules are designed to prevent life changing events from occurring. Our Life Saving Rules are:

# OUR LIFE SAVING

# RULES

These rules apply to all SUEZ workers including employees, agency staff, owner drivers, contractors and sub-contractors. It is the responsibility of all SUEZ workers to apply these rules and to ensure that others apply them as well.

---

<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will not</b> handle my phone or other devices whilst driving or operating plant</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> ensure that the confined space atmosphere is safe and I have signed on to a PTW before entering</p> </div> </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> ensure I am fit for work and not under the influence of alcohol or drugs</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> ensure fall protection is in place and I have signed on to a PTW before working at heights</p> </div> </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will not</b> walk or stand under a load</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will only</b> enter bodies of water if I am trained and authorised</p> </div> </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> signal, reduce speed and check my mirrors and cameras before turning or reversing</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will only</b> enter an excavated area if ground collapse systems are in place and I have signed on to a PTW</p> </div> </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> stay out of the path of moving vehicles and mobile plant</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> always follow isolation procedures and verify that there is no live energy before starting work</p> </div> </div>
<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> be trained, authorised and wear appropriate PPE when handling chemical products</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p><b>I will</b> ensure fire and explosion risks have been eliminated and I have signed on to a PTW before conducting hot work</p> </div> </div>

---



For further information on our life saving rules, please contact your EQS/HSEQ department.  
Issued September 2016



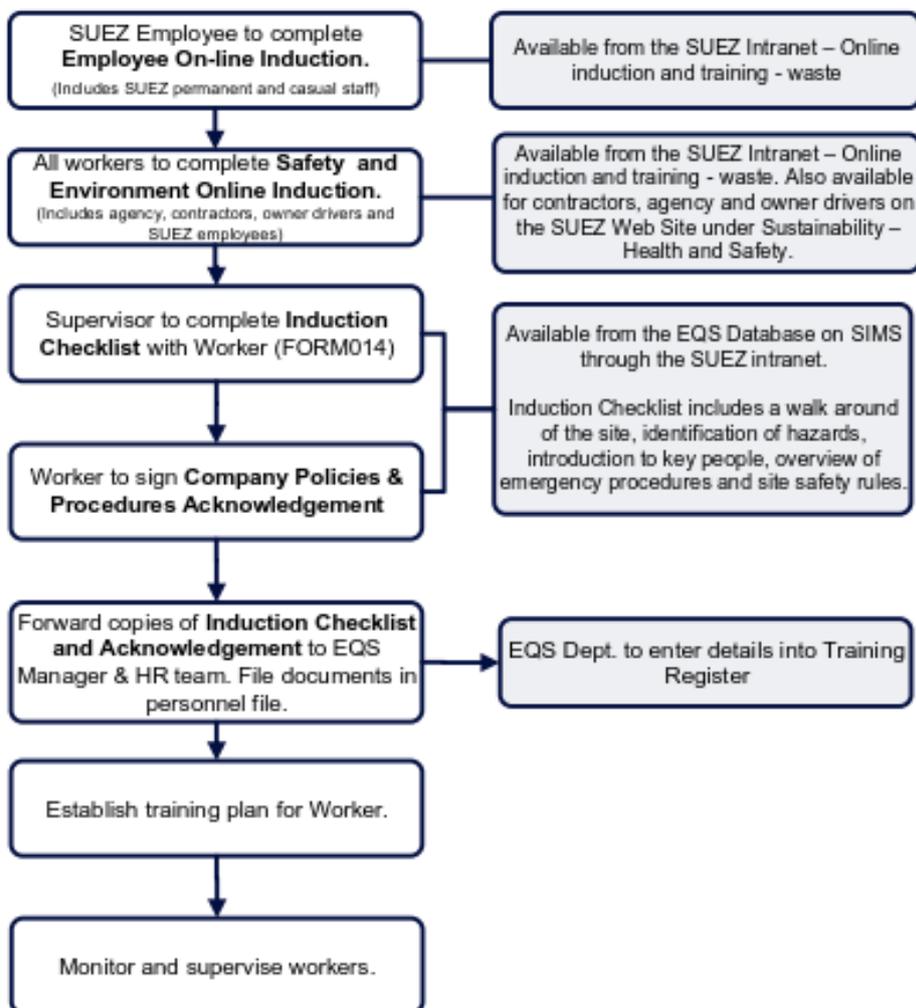
Our Life Saving Rules will be applied to the contract by all SUEZ personnel.

# 8. Staff Training

## 8.1. General training

SUEZ workers are trained in accordance with SUEZ's Induction, Training and Competency Procedure to ensure that

- All workers are provided with the relevant information, training, instruction and supervision that is necessary to protect them from health and safety risks and to fulfill their roles and responsibilities,
- Workers can perform their required duties in a manner that meets legal, safety, quality and environmental requirements,
- Novice workers are identified, trained and supervised appropriately, and
- Appropriate records are maintained.



## 8.2. OSH training

OSH induction at SUEZ is mandatory for all employees, labour hire and contract workers, to support the achievement of the highest possible safety and customer service levels. All employees assigned to the ASC contract will be required to complete and pass (100%) the SUEZ National Safety and Environment Induction prior to commencing.

SUEZ's National Safety and Environment Induction which is mandatory for all employees and contractors covers:

- Responsibilities (legislative, employee and contractor)
- Site safety rules
- PPE and signs
- Reporting hazards and incidents
- Emergency procedures and first aid
- Risk management (managing, controlling risks and job safety analysis)
- Driving vehicles and operating plant
- Traffic management and mobile plant
- Working at heights
- Excavation
- Confined spaces
- Isolation and tag out
- Fit for work
- Hot work
- Working with waste
- Electricity
- Hazardous chemicals
- Manual tasks

The SUEZ induction program creates a high degree of awareness and understanding with regards to our safety and environment policies, procedures and practices, and an understanding of each individual's responsibilities.

## 8.3. Specific training

External training is provided to applicable staff in

- Overhead powerline awareness course,
- Hazardous/prescribed waste course,
- Confined space entry
- Working at heights
- First aid
- Other hazardous task training as required

Task specific internal training is also provided on a regular basis.

## 8.4. Supervisor training

Additional to the OHS (Safety and Environment) on line induction, our Supervisors also complete:

- Managing Contractors and visitors (online) Contains detail on OSH legislation.
- Roles and Responsibilities for Managers and Supervisors (online)
- Incident reporting and investigation (online)
- Risk Management (online)

## 8.5. Driver / Operator competence

An online training module for Driver Operator Training is completed by all new drivers prior to commencement of employment. At the end of the training module, drivers are tested on the information to ensure competency in SUEZ operating policies and procedures.

New drivers including employees, casuals, owner drivers and relief drivers must undergo “on the job” training with an experienced driver, Supervisor or Driver Trainer prior to being allowed to operate a truck on their own. This must be in line with the requirements of the Driver Engagement, Induction and Training Process and must commence from the first day of their employment.

New drivers are instructed in all aspects of operation of the vehicle in line with the Driver Operator Manual, including:

- the completion of VCRs,
- truck familiarisation,
- bin servicing,
- site specific hazards,
- the on-board computer system, and
- completion of route sheets.

## 8.6. Training records

A Training Record Form is used to record attendance at internal and external training. This record is placed in the staff member’s personnel files for future reference and auditing purposes.

## 9. Contingency Measures

Our business model has built-in safeguard mechanisms for contingency purposes to ensure all contracted services can be completed on a day-to-day basis regardless of any adversity at hand. SUEZ has both legal and contingency plans, and operational contingency plans that will allow us to provide service without interruption.

A variety of scenarios that may affect the smooth operation of this Contract have been considered and contingency measures detailed below to ensure timely response and minimal impact:

- **Daily service commitment:** SUEZ SWIFT On Board identifies disruptions or delays to enable the Operations Supervisor to ascertain whether additional collection vehicle support is required to complete the services in line with the planned completion time.
- **Waste Collection Vehicles:** SUEZ operates 127 waste collection vehicles across WA. We have sufficient spare fleet to ensure we have ongoing capacity to conduct collections in a spate of unscheduled breakdowns on any given day.
- **Drivers:** SUEZ operates its large fleet of collection vehicles with dedicated drivers for each vehicle, along with 'relief drivers'. These relief drivers fill the void when the dedicated driver is on leave or when additional service requirements are needed. Our relief drivers can be mobilised at short notice.
- **Fleet Maintenance:** Detailed scheduled inspection and maintenance regimes and programs ensure optimal performance is continually maintained to minimise the occurrence of breakdowns.
- **Fleet Repairs:** We have fully equipped Service Centres in Welshpool, Bibra Lake and Gnangara to allow our staff mechanics to perform any emergency work, maintenance and repairs.
- **Management/Supervision:** SUEZ WA has a large team of 24 Managers and 22 Supervisors with considerable experience managing the delivery of waste management services.
- **Industrial dispute:** In the event of industrial disruption, SUEZ relies on the dispute resolution procedures within the Enterprise Agreements.

Our strong accredited Integrated Management Systems necessitate periodic monitoring, review and continual improvements to all contingency measures, to ensure they remain adequate on an ongoing basis as key logistical aspects and activities change.

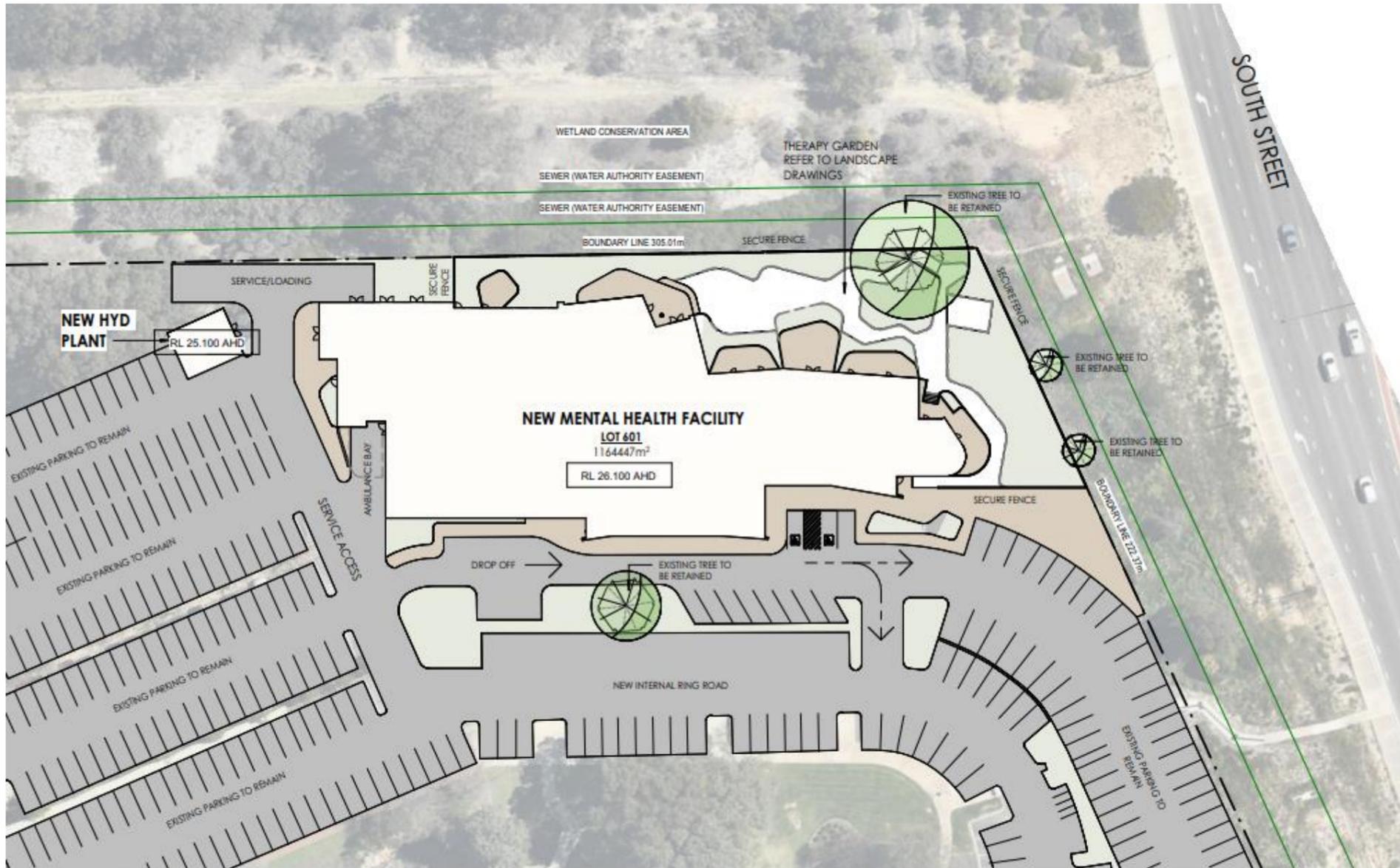
# 10. Continuous Improvement

SUEZ is committed to partnering with its customers to continually improve their waste management practices and processes.

In line with best practice and the waste management hierarchy, SUEZ will identify opportunities for improvement including (but not limited to):

- Promoting waste avoidance practices and supporting a positive staff culture
- Existing waste streams with new diversion services
- Improvements to waste management practices that will provide reduced OH&S risk and improved efficiency
- More cost-effective collection services of resources and waste
- Improvement recommendations to reduce disposal of both clinical and general waste streams

# Appendix 1: Site Plan



**SITE PLAN**  
SJGM MENTAL HEALTH FACILITY

Scale 1 : 500 @ A3  
0m 5m 20m

Project No.  
3242

Sheet No.  
A01.00

Date  
29/10/21

Revision  
A



---

# Appendix 2: Sweep Paths

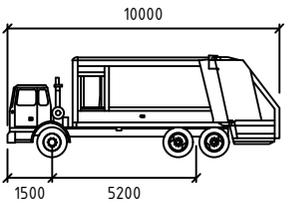
**NEW HYD  
PLANT**

EXISTING PARKING TO REMAIN

SERVICE/LOADING

BIN  
WASH

SECURE  
FENCE



Veolia Rear Lift Truck

	mm
Width	: 1900
Track	: 2500
Lock to Lock Time	: 6.0
Steering Angle	: 40.5

SERVIC

AMBULANCE BAY

**BPA ENGINEERING**  
06.12.21