

**FLUSH
AWAY**
Portable Toilet Hire

Health and Safety Policy

FLUSH AWAY

Portable Toilet Hire

Contents

1. Policy overview
2. Health and safety statement of intent
3. Portable Toilet Servicing Policy
4. Environmental Statement
5. Manual Movement of Portable Toilet Units
6. Positioning and Preparing Toilet Units Ready for Use
7. Pre – Delivery inspection
8. Spillage Procedure
9. Portable Toilet Servicing and Maintenance Procedures
10. Emptying of Waste Tanks

FLUSH AWAY

Portable Toilet Hire

1. Health and Safety Policy

Flushaway regards the promotion of Health, Safety and Welfare as an essential objective. It therefore recognizes and accepts the requirement for providing, so far as it is reasonably practicable, a safe and healthy workplace and a safe and working environment for employees, and further accepts its responsibility for the health and safety of any members of the public who may become involved in or influenced by our working environment.

Health and safety within the business is under the overall control and responsibility of:

Adrian Charles Yarnold

The main objectives of this policy are to:

1. Provide a safe and healthy working environment including safe systems of work.
2. Provide a health and safety organization to effectively manage and monitor the safety arrangements.
3. Increase the awareness of all employees to their responsibility for the health and safety of themselves and others.
4. Ensure a systematic approach to risk assessment and control.
5. Ensure that adequate resources including the provision of competent personnel are available to implement this policy.
6. Ensure the provision of such information, instruction and training as is necessary especially to tool and equipment hire customers.
7. The business recognizes that a safety policy cannot be successful without the active participation of all employees. It will therefore make and maintain suitable arrangements for consultation on matters of health, safety and welfare.

Signed

Date

Adrian Charles Yarnold

Director of Flushaway

FLUSH AWAY

Portable Toilet Hire

2. Health and Safety Statement of Intent

Flushaway regards the promotion of Health, Safety and welfare measures as a mutual objective for management and employees at all levels. The Director considers this a management responsibility equal to that of any other function.

It is therefore Flushaway policy to assess all significant risks to employees and others which may arise from any of the company's undertakings and to develop and maintain preventative and/or protective measures which shall avoid or reduce risks to the lowest extent as is reasonably practicable.

To this end Flushaway shall provide such resources and competent technical advice as may be necessary to enable all employees to meet their health and safety responsibilities. Flushaway undertakes to provide instruction and training to its clients for all tools and equipment either for hire or sale. The Director gives full backing to this policy and shall fully support any person implementing it.

The company Director/manager and everyone with supervisory responsibility must recognize the need and accept their responsibilities for the provision and maintenance of safe, healthy working practices, equipment, premises, systems of work and the working environment. In all undertakings within their areas of control, they need to arrange for adequate information, instruction and training for persons for whom they are responsible. They must ensure the effective delegation of their health and safety responsibilities when they are absent.

All persons are reminded that it is a criminal offence to misuse or interfere with anything that is provided of the interests of health and safety welfare.

Flushaway stresses its commitment to health and safety, to the extent that where willful disregard for safe working practices by any employee seriously puts at risk the health and safety of themselves or any other persons, particularly to its hire customers, then this shall be considered as gross misconduct and may lead to disciplinary procedures.

Flushaway undertakes to advise its hire customers on health and safety matters, and to offer a range of PPE to its customers wherever and whenever necessary. A copy of this general statement shall be issued to all (Flushaway) employees. The policy will be monitored and reviewed annually or as necessary, to comply with new legislation, codes of practice or local environmental procedures.

All alterations, or changes to this policy, will be brought to the attention of all Flushaway employees.



3.Portable Toilet/ Unit Servicing Policy

Introduction

Flushaway was established in 2015 by Adrian Yarnold. Adrian has been involved with supply of portable toilets and the servicing portable toilets and Welfare units. Adrian has been hands on from the start and has gained a broad knowledge along the way. Adrian has trained our servicing team to provide the highest level of service possible.

Flushaway's service many units and portable toilets every week and dispose of several hundred liters of waste. Our approach and managements of our service routes help to ensure our customer's site receive a service visit each week.

Service Route Planning

The balance between the number of services and mileage covered on any particular service route must be managed in order to deliver a regular and professional service. Whilst we endeavor to keep site to a regular service day this is not always possible and, during the course of the hire period the service day may well change several times. Due to the constant fluidity and nature of the industry (on hires and off-hires) we need to manage our service route schedules. This is done using google map/route planner. This offers complete mapping, planning and optimization of all our live sites and plays a large part in delivering customer service.

Upon on delivery or servicing a staff member on site will be required to sign our servicing book as proof of service/delivery.

Service Guarantee

Flushaway offer a service guaranteed on all hire over one week. This is applied when Flushaway vehicles **DO NOT ATTEND SITE**. It is not applicable in such situations where we cannot access a unit due to site restrictions.

Site restrictions

Flushaway recognizes that some sites may well have certain time restrictions in place and where possible will work with our customers to meet these restrictions. However, Flushaway will not

guarantee timed site visits and cannot allow site restrictions to compromise the completion of any particular service route, as this may well impact on other customers.

Vehicle Access

Site access remains the customer's responsibility to keep clear, safe and unobstructed access must be made available at all times.

Site Moves

In line with the Portable Sanitation Europe Terms and conditions of Hire, Sale & supply of equipment and services, it is the customer's responsibility to inform Flushaway immediately of any change of address and Flushaway accepts no liability for missed services if this information is not provided before scheduled visit is planned.

Suspension of Servicing

In line with the Portable Sanitation Europe Terms and conditions of hire, supply & sale of equipment and services, Flushaway reserves the right to suspend the provision of any services if the customer's account is not settled to terms. Should this happen the services will be re-instated on the next scheduled regular visit.

Additional Servicing

Where customers request additional service visits other than the regular weekly visit then the costs associated in providing this service will be calculated on a site by site, day by day basis.

FLUSH AWAY

Portable Toilet Hire

5. Manual Movement of Portable Toilet Units

1. Never attempt to lift a toilet unit.
2. The **Primary Method** of manual movement should always be the first option.

2.1 Primary Method

It is recommended that all types of portable toilet units should be pushed by placing your back squarely against the toilet unit with your hands to either side ensuring that the toilet unit is stable, and pushing evenly using your legs.

However, due to varying circumstances it is not always suitable to push the toilet unit as (2.1) above, other methods are as follows:

- 2.2 Facing the toilet unit, push on the corners, 'walking it' into position, this method increases the amount of twisting to the operators back and torso and, therefore, should not be the primary method used.

OR

- 2.3 Facing the toilet unit and 'walking it' by pulling towards you, this method does increase the amount of twisting to the operators back and torso and, therefore, should not be the primary method used.

3. If the toilet unit is too heavy (this is subjective and dependent on ground conditions and volume held in the tank) to move on your own, there are three choices:

3.1 Check for mechanical alternative.

3.2 Ask for physical help from other staff or the customer.

3.3 Call your company and ask if the toilet can be emptied to reduce its weight.



7. Positioning and Preparing Toilet Units Ready for Use

1. On arrival on site you must report to the site office to find out where the toilet unit is required and what site procedures are in place.
2. Position your vehicle as close as possible to the area where the toilet unit is to be sited. If possible get someone on site to guide you whilst reversing the delivery vehicle. (DO NOT RELY ON A REVERSING CAMERA)
3. Unload the portable toilet unit(s) in accordance with PSE guidance note for loading and unloading on site.
4. Move/position the portable toilet unit in accordance with PSE guidance note for manual movement of portable toilet units.
5. If the toilet unit has become dirty whilst in transit, ensure you have cleaned it ready for use.
6. Put toilet additive into the holding tank which should then be charged with the correct volume of clean water (premix water and toilet additive, or ensure that the two items are properly mixed when in the holding tank).
7. Place toilet rolls on the holder and/or paper towels in the dispenser.
8. Spray the interior of the portable toilet unit with air freshener.

Note 1

When delivering a portable toilet unit to a site to ensure that it is in an accessible position. In addition, it is important to pass on any access/poor site condition problems to the hire company office.

Note 2

It is absolutely necessary that only the highest standard of service is provided. All employees should at all times be friendly and courteous to customers.

FLUSH AWAY

Portable Toilet Hire

8. Pre – Delivery Inspection

Re- circulating and mains toilet

1. Check the toilet door, door hinges, spring and door lock/furniture operate correctly
2. Check all panels, floor, roof and the door for damages – repair or replace as necessary.
3. Check vent stack and toilet lid assembly and toilet bowl for damage.
4. Check mirror (if fitted), toilet roll holder and soap dispenser (if supplied)
5. Check wash hand basin for damage and that the hand wash pump and/or wash basin tap(s) is/are operational.
6. Check that the water system operates correctly and that dirty water is piped to the holding tank.
7. Check that the WC flushing system (re-circulating pump) operates correctly – repair or replace filter as necessary.
8. If the unit is a mains water toilet check that the flushing system operates correctly.
9. Check skids for damage.
10. Check toilet fleet and/or serial number and compare to paperwork.
11. Check the unit is suitable for its intended customer.
12. Check the unit has been properly cleaned both inside and outside.

FLUSH AWAY

Portable Toilet Hire

9. Spillage Procedure

In the portable sanitation industry, because of the relatively safe nature of chemical products involved, it is unlikely that a serious environmental issue will occur. Basic care and attention regarding the storage of chemical containers on the vehicle, correct handling of product and checking of vacuum hoses and plant will go a long way to prevent spillage of chemicals or effluent.

Checklist for avoiding spillage – pump truck

1. Before leaving the yard check all hoses for fracture and damage – replace hoses and connection fittings immediately where necessary.
2. Make sure all valves and outlets on the vehicle effluent tank are secure.
3. Ensure that all chemical containers are tightly sealed and stowed securely in an upright position to avoid becoming detached from vehicle whilst negotiating through terrain.
4. Make sure that there is adequate space capacity within the effluent tank for the day's workload.
5. On site do not be hasty to turn off the vacuum pump when pumping out a toilet unit as this can give rise to effluent running back down the vacuum hose onto the ground, causing site contamination.
6. Before leaving the site make sure that all containers are stowed securely on the vehicle.
7. In the case of contamination a result of a toilet being pushed over on site, please make sure your office and the site operator are advised and a correct (witnessed if possible) written record of the event be made prior to attempting to clean up the contamination.
8. It is advisable to remove a heavily contaminated toilet from site and replace it with a clean unit rather than risk further contamination attempting extensive cleaning down on site.
9. If it is not possible to remove the unit immediately from site, make sure access to the toilet is denied by means of locking the unit, a secure binding or place a barrier around the unit. Place a notice of contamination on the toilet to prevent further access by site workers or members of the public.
10. Prior to transporting any contaminated toilet unit, ensure that no effluent or other contaminants can leak from the unit. If necessary bind securely with strong plastic sheeting to contain any possible leaks.
11. Once the contaminated toilet has been removed, clean up any other contaminants using a spillage kit and remove from site for secure disposal.



10. Portable Toilet Servicing and Maintenance Procedures

1. **Servicing.** The servicing of portable toilets is a method of maintaining hygiene standards for the ongoing use of portable toilets. The industry standard for site toilets is to service on a weekly basis. The toilet being provided for the use of up to seven persons over a seven day cycle between services. The main purpose of servicing is to provide the following:
 - 1.1 To remove all effluent from the toilet tank for secure disposal.
 - 1.2 To flush through and remove all contaminants from the pump and filter unit.
 - 1.3 To sanitise the toilet tank removing all traces of bacterial deposits.
 - 1.4 To cleanse the toilet unit inside and out to an acceptable condition.
 - 1.5 To provide consumables including toilet additive, toilet rolls, paper towels, hand soap and hand washing water as required.
 - 1.6 To check on the general condition of the unit replacing damaged parts as necessary.
2. **Operators Personal Protective Equipment.** PPE must be worn whilst servicing portable toilets. The following is provided for the operator.
 - 2.1 Heavy duty chemical and water-resistant gloves
 - 2.2 A high visibility coat and trousers
 - 2.3 Washable jacket and trousers
 - 2.4 Heavy duty work boots with toe reinforcement
 - 2.5 Eye protection goggles
 - 2.6 Disposable masks
 - 2.7 Hard hat
 - 2.8 Change of clothes
 - 2.9 Hand sanitizer
3. **Chemical Hazard Identification.** In the portable Sanitation industry most chemical products used are classified as low hazard. It is unlikely that serious injury will be sustained from use of these products if used in accordance with the manufacturer's instructions. COSHH data is provided by the manufacturer on all chemicals. Operators must be aware of any hazards prior to use and provided with an access to all COSHH data on request. Operators are advised of the following general good practices when dealing with toilet waste and chemicals used in servicing as follows:
 - 3.1 **Skin Contact.** Do not allow any chemicals or effluent to come into contact with skin. It is particularly important to keep any open wounds well protected. Wear protective gloves. Avoid splashing onto the face or forearms.
 - 3.2 **Eye Contact.** Avoid all eye contact with chemicals. Check COSHH data on individual products, but generally most chemicals will cause irritation of the eye.
 - 3.3 **Ingestion.** Do not ingest any chemical or effluent. Nausea and stomach pain may follow accidental ingestion. Please check COSHH data for information on individual products prior to seeking medical attention.
 - 3.4 **Inhalation.** Avoid inhalation of all chemical fumes. Some chemicals will cause congestion of the lungs and tightness of the chest. Any operator prone to asthma should seek further medical advice. Check COSHH data for information on products.
 - 3.5 **Site Hazards.** Do not allow access to the toilet unit or service area during servicing by anyone other than the operator owing to the hazards of moving machinery parts on the

pump unit, risk to third parties through personal contact or inhalation of chemicals or effluent contamination.

- 3.6 **Chemical Contamination.** In all cases of chemical contamination seek immediate medical advice. Make available to the medical team the name of the chemical involved, the manufacturers address or telephone number for advice and COSHH information. Contact details will be found on all containers, or via the supplying company head office.

4. **Service Procedure**

- 4.1 Remove all effluent deposits from the toilet tank.
- 4.2 If the tank is discoloured or there is an unacceptable odour, then bacteria deposits are likely to have formed and will need removing. Use a descaler or sanitizer to effect removal of bacteria, lime scale and urine salt deposits. Apply to inside of the tank, toilet bowl, urinal and any other surface where contamination is detected. Allow to soak, brush vigorously using a nylon head brush. Rinse thoroughly with clean water. Remove resultant residue.
- 4.3 Place the toilet filter a bucket of fresh water. Close the lid and operate toilet pump until clean water flushing clear to remove all contaminants in the pump and filter assembly. Flush the tank with clean water. Remove all remaining waste from tank.
- 4.4 When the tank is thoroughly clean add the toilet additive. For best results administer the toilet additive before charging with fresh water to ensure solution is thoroughly mixed. Operate the toilet pump to draw the mixture through the pump.
- 4.5 Do not allow any other chemical agent or water from the cleaning process to enter the tank. Once the toilet is recharged with toilet additive and fresh water.
- 4.6 Remove any graffiti, tar and cement deposits with appropriate chemical cleaners. Wash down all interior and exterior surfaces of the toilet using a diluted hard surface cleaner in accordance with manufacturer's instructions. Rinse if necessary. Dry as required. Scrub the floor clean and rinse with fresh water. Refill the sink water with fresh water if appropriate. Replenish paper products and hand soap.
- 4.7 Finally spray odour control inside toilet unit by means of a hand held spray to leave toilet smelling fresh and clean.
- 4.8 Fill in company service record as required.

5. **General Advice**

- 5.1 To avoid possible chemical spillage, drive slowly and carefully over rough ground.
- 5.2 Do not allow access to the toilet unit or vehicle during servicing by anyone other than the pump truck operator owing to the hazards of moving machinery parts, chemical or effluent contamination through personal contact.
- 5.3 If access to the toilet is impaired always advise the site manager that access to service is not practicable. Provide him with the opportunity to improve access so that servicing may be completed. Contact you company for further advise if necessary.

6. **Chemical Spillage**

- 6.1 For minor spillage within the toilet unit or on the vehicle, it may be possible to flush contaminants to a foul sewer, using copious amounts of clean water. If necessary first absorb any excess contamination by suitable means and remove from site in a plastic container for disposal at an approved site.



11. Emptying of Waste Tanks

1. Put on essential high visibility clothing and PPE.
2. Check toilet is not in use, prop open toilet door, prop up toilet lid and check contents of waste tank.
3. Check vacuum tank assembly and hoses and start donkey engine.
4. Using the wand, stir waste holding tank contents.
5. Open valve and empty waste holding tank contents.
6. Close valve – replace hose and wand - take care to avoid any spillage.
7. Fill WC holding tank with small quantity of water, then flush system to ensure system works (clean or replace filter as necessary) – then empty holding tank again.
8. Replace hose and wand on vehicle and switch off vacuum pump assembly and donkey engine.
9. Refill toilet with suitable toilet additive and fresh water mixture – flush system to ensure it works correctly.
10. Spray air freshening agent inside unit – complete service sticker/label if used.