

What a food waste collection policy should consider

This document supports the publication *Guidance for food waste collection from businesses* and is intended to be an example of information a food waste collection policy should include. It should be adapted to suit your requirements and in line with the requirements of the food waste treatment facility. Using a food waste collection policy can ensure your food waste collections save money and generate good quality food waste which is free from contamination.

This can be read along with the food waste collection guidance and is aimed at companies who are collecting food waste that is destined for treatment by organics recycling.

Information on Food Waste Collections

Information that is provided to customers (food waste producers) to help them use the collection service and ensure success.

- Legal compliance (i.e. how using the food waste collection service will help them comply with their obligations) and other benefits to using the service (increasing recycling rates, saving money etc)
- Acceptable items for the food waste collection (including examples)
- What is considered to be contamination and should never be in the food waste bins
- What happens to the food waste and how this is beneficial
- Contact details for further information

Agreements with customers (terms and conditions)

It is recommended that you have a signed agreement with sites outlining information on bins (size, number, collection frequency and preferred day of collection), any specific access information alongside contact information and billing details.

The terms and conditions should detail information that the customer is required to comply with and this could include (but not limited to):

- The customer being responsible for the bins and detail what must happen in the event of any damage.
- The customer not overfilling the bins and collection may be refused if bins are overfilled.
- The customer not contaminating the waste and take steps to ensure the correct material is placed in the bins and what will happen in the event of contamination.
- Liability to members of the public and positioning of the bins.

Non-conforming waste procedure

This should detail a procedure for dealing with contaminated waste found in food waste bins. The objective is to maintain a high quality feedstock for organics recycling.

- Drivers should open and check bins for contamination prior to handling
- Assess the contamination and report to customer where possible to request removal prior to uplifting bin
- If contamination cannot be removed, this should be photographed and bin not emptied.
- The photo and details on why bin was not emptied to be reported to the office and information forwarded to the customer
- Information and training offered to customer
- Consider suspension of services for persistent offenders

Training checklist

This training that should be considered for operators who are driving the food waste collection vehicle and responsible for emptying the bins. The training should consider covering the below list and should be signed off by the operator and supervisor.

- Operating the food waste collection vehicle (including bin lift, daily maintenance and checks, washing, issues and problems and incident reporting)
- Personal protective equipment to be worn when undertaking collections
- Hygiene practices to be followed (e.g. wearing gloves and washing hands prior to eating, drinking and smoking)
- Road safety (e.g. use of mobile phones, following highway code, speed limits etc)
- Safety on sites (following site rules, leaving vehicle unattended, parking)
- Safety when moving bins (PPE, manual handling)
- Contamination
 - ◊ Understanding what materials are acceptable
 - ◊ Checking bins prior to emptying
 - ◊ Removing contamination where possible
 - ◊ Reporting contamination issues
 - ◊ Rejecting bin where contaminated or wrong type of waste
- Safety when lifting bins (safe working area, not leaving bin lift unattended, checking for damaged bins, procedure for operating bin lift and what to do if something goes wrong)
- Containment of waste and spills (checking bins not overfull, not overfilling vehicle and cleaning up any spills.)
- Unloading the vehicle at the waste treatment facility