

# Wastesafe

## Code of Practice

The collection, transport, delivery and processing of grease trap waste.



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## Preface

The goal of this code of practice is to describe the standards of good and safe practice and services for participants in Sydney Water's Wastesafe program (including the collection, transportation, delivery and processing of grease trap wastes and compatible greasy food wastes).

The code describes the obligations and standards of good and safe service for:

- Wastesafe transporters
- Wastesafe depots
- Sydney Water

with reference to some of the expectations and responsibilities for greasy waste generators, as customers of Sydney Water, that are established in agreements or permits with Sydney Water.

**This code is not a stand-alone document**, as the activities described in the code are subject to requirements of numerous Acts, regulations and agreements (as amended from time to time).

It is recommended that all operators read this code in conjunction with the relevant legislation and regulations, as well as any executed agreements with Sydney Water to fully understand its obligations and responsibilities.

## Review Process

This is the first edition of the Sydney Water Wastesafe Code of Practice for the collection, transport, delivery and processing of grease trap waste.

The code will be reviewed over time to keep it relevant and updated and made available publicly on Sydney Water's website. All participants in Sydney Water's Wastesafe program agree to participate openly in any future review of the code, however Sydney Water reserves the right to invite any other party to provide comment on any aspect of the code they feel could be improved.

## Acknowledgements

The development of this code of practice was a concept proposed by WCRA, (Waste Contractors & Recyclers Association of NSW) and supported by Sydney Water. The code demonstrates the industry's commitment to maintaining and improving ethical and sustainable practices and sound performance.

In establishing this code WCRA and Sydney Water have consulted widely with stakeholders including grease trap waste transporters, grease trap waste treatment depots, businesses in the retail food sector, grease trap manufacturers, the Master Plumbers Association, the Water Services Association of Australia and Wastelink.

We would like to thank those organisations for their valuable contributions.

# 1 Introduction

Waste, such as cooking oil, grease and food solids, is produced by thousands of food outlets in Sydney Water's area of operations every day. If that waste is discharged directly into sewers it can cause blockages and overflows, damage critical infrastructure owned by Sydney Water, overload wastewater treatment plants and cause major pollution problems in our rivers and on our beaches. Also, discharging this kind of waste to the sewer poses a health and safety risk to personnel working in and around the sewerage system.

Correct and proper practice in the management of greasy waste is critical in ensuring the integrity of the wastewater/ sewerage system, as well as the health and safety of industry workers and the general public.

This code of practice is intended to provide a best practice guide for parties who participate or who wish to participate in the Wastesafe program, outlining the responsibilities of the parties in the appropriate management of greasy waste.

The code is binding to and should be read and clearly understood by;

- Waste transporters, who service grease traps and transport the waste to approved treatment facilities
- Licensed waste treatment facilities (or depots), who process and dispose of the grease trap waste and residues
- Sydney Water, which administers the Wastesafe program

Members of the greasy waste industry who wish to participate in the Wastesafe program agree to be bound by the code and:

- Meet their obligations as described under the code
- Promote awareness of and compliance with the code to other industry members
- Meet their obligations as described under relevant agreements, such as Sydney Water Additional Services Agreement (incorporating approval to discharge trade wastewater), Wastesafe Transporter Agreement and Wastesafe Depot Agreement
- Participate openly in reviews and provide feedback to Sydney Water regarding the applicability, content and compliance of the code.

**This code is not law.** A code of practice offers practical guidance in achieving requisite standards. All parties must comply with their legal obligations at all times. This document remains subject to all current and future legislation, standards and codes that have jurisdiction over the subject matter of this code of practice.

This code is not an approved model code of practice pursuant to legislation.

## 1.1 Wastesafe Aim

The aim of all parties participating in the Wastesafe program is to provide the safe, reliable and efficient collection, transport and treatment of grease trap waste in an ethical and professional manner.

## 1.2 Scope

The scope of this code of practice includes the operation and servicing of grease traps, as well as the transport and treatment of grease trap waste. The scope of this code does not include the installation of grease traps and associated plumbing work nor the management and generation of waste types other than grease trap waste (as defined below in the Definitions).

## 2 Definitions

“**EPA**” means the Environment Protection Authority of New South Wales.

“**Grease filter unit**” means a small grease trap which utilises one or more filter units or surge devices in order to provide some treatment of greasy waste where space limits the installation of a full sized grease trap.

“**Grease trap**” means a device also known as a “grease arrestor” or “grease interceptor” designed to capture and temporarily store grease, fats and oils from wastewater in order to prevent the bulk of these pollutants from entering the sewerage system.

“**Grease trap service**” means the process, carried out by a Wastesafe transporter, which involves the removal of greasy waste from the grease trap as well as cleaning the grease trap by scraping and hosing off residues. Also called a “pump out”

“**Grease trap waste**” means the residue of food solids, fats and oils collected in grease traps and similar pre-treatment devices, prevented from discharge to the sewer and stored for collection, treatment and disposal

“**Greasy waste generator**” means a business that generates greasy waste as a consequence of conducting their business. Usually shortened to “generator” or “customer”

“**Greasy waste transporter**” see “Wastesafe Transporter”

“**Greasy waste treatment facility**” see “Wastesafe Treatment Facility”

“**Sydney Water**” means Sydney Water Corporation

“**Under sink pump unit**” means a tank that generally holds no more than 40 litres of culinary wastewater draining from commercial kitchen sinks, and pumps wastewater from a kitchen to a grease trap where gravity drainage cannot be achieved

“**Vacuum tanker**” means a vehicle designed specifically for the transport of liquid waste with an attached pump capable of facilitating the flow of liquid into the vehicle

“**Vehicle ID Card**” means a card issue to a transporters registered vehicle that demonstrates it is authorised by Sydney Water to collect grease trap waste

**“Waste tracking”** means a system that is used to monitor the collection, transport and treatment of grease trap waste

**“Wastelink”** means the waste tracking software utilised by Wastesafe

**“Wastesafe”** means the Wastesafe brand used by Sydney Water to represent all the management processes and systems relating to the regulation of the collection and treatment of greasy waste

**“Wastesafe Depot Agreement”** means a formal agreement between Sydney Water and a greasy waste treatment facility authorising the facility to participate in the Wastesafe program

**“Wastesafe Depot System”** means a piece of hardware located at a treatment facility that collects information on Wastesafe and stores this information for downloading by Sydney Water.

**“Wastesafe Transporter Agreement”** means a formal agreement between Sydney Water and a greasy waste transporter authorising the transporter to participate in the Wastesafe program

**“Wastesafe Transporter”** means a commercial operator authorised by Sydney Water to carry out both the service of grease traps and the transport of greasy waste to an appropriate treatment facility. Wastesafe transporters have entered into a “Wastesafe Transporter Agreement” with Sydney Water and agree to comply with this code of practice. Usually shortened to “transporter”

**“Wastesafe Treatment Facility”** means a commercial operator authorised by Sydney Water to process greasy waste. Wastesafe Treatment Facilities have entered into a “Wastesafe Depot Agreement” with Sydney Water and agree to comply with this code of practice. Usually shortened to “treatment facility” or “depot”.

**“WCRA”** means the Waste Contractors and Recyclers Association of NSW.



## 3 Grease trap design

Grease traps are the most commonly used wastewater pre-treatment device in food businesses. They are designed to prevent grease and oily waste and solid material from entering the sewerage system. They work by allowing culinary wastewater to cool and the grease to separate from the wastewater and allowing solids to settle at the bottom of the grease trap.

They are available as above ground or in-ground units. Food preparation areas, floor wastes, kitchen sinks, dishwashers and garbage storage areas need to drain to a grease trap. Grease traps need to be located as close to the wastewater source as practical. If long pipe runs cannot be avoided, such as in shopping centres, a heat trace or increase in grade can be used to minimise the incidence of grease blockages. Long pipe runs on a flat grade downstream of food preparation areas can lead to problems with blockages, but can be avoided, particularly in shopping centres.

Grease traps must be at least 1000 litres, because this is the minimum size for efficient capture of grease. The maximum size is 5000 litres to ensure ease of servicing. Grease traps should drain by gravity to the sewer. If this is not possible, the grease trap should drain to a pump well, from which wastewater is pumped to the sewer. Pumping wells should not be used for perceived convenience or cost saving, as it is more difficult and expensive to maintain. Wastewater from potato peeling machines should not be directed to a grease trap, as it contains starch rather than grease. The fat and oil generated by barbecuing must be collected for recycling. It must not drain directly to a grease trap or the sewer.

The effectiveness of a grease trap is dependent on good housekeeping practices and regular servicing and maintenance.

The vertical clearance above the grease trap needs to be equal to the maximum depth of the grease trap. An accessible cold water tap with a backflow prevention device must be located within five metres of the grease trap for cleaning and maintenance purposes.

The void space directly above a grease trap must be at least as high as the greatest depth of the grease trap. See Figure 1.

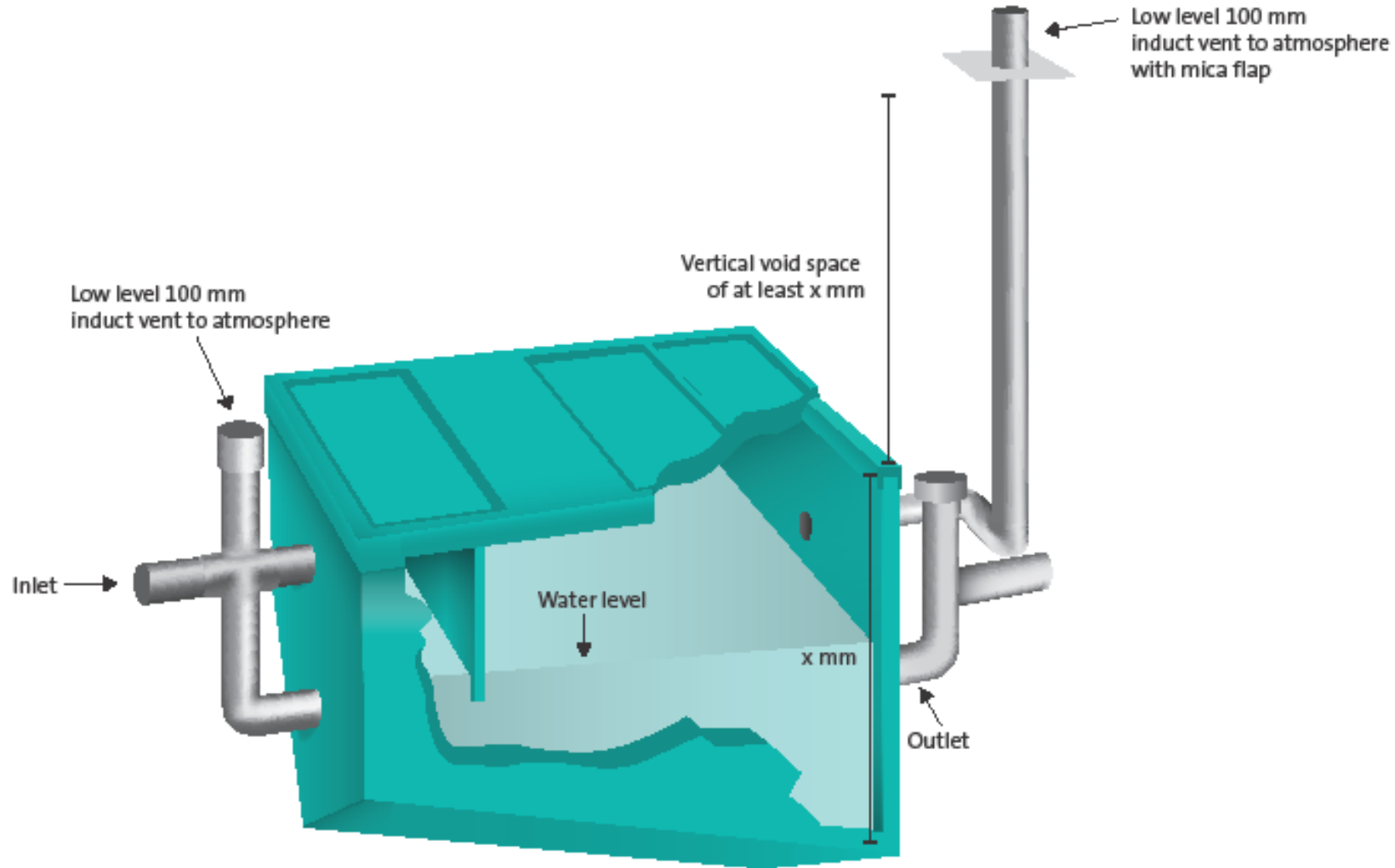


Figure 1 Grease trap with appropriate clearance and correctly vented inlet and outlet

## 4 Servicing and maintaining guidelines for grease traps

### 4.1 Grease trap servicing frequencies

Sydney Water determines grease trap servicing frequencies for restaurants based on a number of factors including the type of restaurant and water efficiency benchmarks. In general, a grease trap needs to be serviced when the wastewater leaving the grease trap exceeds Sydney Water’s acceptance standards for wastewater discharged from prescribed pre-treatment (correctly sized grease trap). Regular servicing also prevents overflows and odours. The default servicing frequency for a correctly sized grease trap is every **13 weeks**.

The following table shows the standard grease trap servicing frequencies for restaurants. The minimum frequency is every 26 weeks and the maximum frequency is every 4 weeks. The only frequencies accepted by the scheduling system are 4, 8, 13, and 26 weeks.

Sydney Water determines service frequency based on practical performance as well as theoretical performance and this means the service frequency as determined by Sydney Water may be different from the manufacturer’s recommendation.

**Table 1 Grease trap servicing frequencies**

Grease Trap Size	Number of Covers (Meals) per Day OR Calculated From Water Consumption Data											
	0-50	50-125	125-250	250-500	500-750	750 - 1000	1000 - 1250	1250 - 1500	1500 - 1750	1750 - 2000	> 2000	
1000 litre	26 Weeks	13 Weeks	13 Weeks	8 Weeks	4 Weeks							Requires Centralised Pre-Treatment
1500 litre		26 Weeks	13 Weeks	13 Weeks	8 Weeks	4 Weeks						
2000 litre			26 Weeks	13 Weeks	13 Weeks	8 Weeks	4 Weeks					
3000 litre				26 Weeks	13 Weeks	13 Weeks	8 Weeks	4 Weeks				
4000 litre					26 Weeks	13 Weeks	13 Weeks	8 Weeks	4 Weeks			
5000 litre						26 Weeks	13 Weeks	13 Weeks	8 Weeks	4 Weeks		

## 4.2 Cleaning the grease trap

1. grease traps must be pumped out completely and the internal surfaces be scraped down and washed every time the grease trap is serviced to clean the grease trap of coagulated grease, food solids and any other particles that could cause blockage or obstruction of the outlet pipe work
2. the end of an onsite hose is never to be left in a grease trap
3. water used to wash down the inside of a grease trap should be pumped out at the end of the service
4. avoid wash water splashing out of the grease trap
5. it is not necessary to refill a grease trap with water after it has been serviced
6. surfactants or detergents must not be used when cleaning a grease trap
7. any filters, surge control devices or other special additions must be cleaned as per the manufacturer's instructions and never removed without replacement.
8. The transporter should notify the generator of any other repairs or maintenance needed by the grease trap.

## 4.3 Recording the collection of grease trap waste

Accurate recording of grease trap collections is the responsibility of transporters. Transporters must:

1. ensure workers are trained in the process and use of equipment to record waste collection
2. ensure waste tracking equipment is well maintained and in full working order before commencing a service
3. ensure they scan the correct barcode once only after completing a service
4. if no barcode can be located, correctly attach and record a new reflective sign and barcode
5. if no barcode can be located and the transporter is not equipped to attach and record a new barcode. Advise Sydney Water of the customer's information and request a new barcode.

## 4.4 Attaching of barcodes to grease traps

All grease traps should be individually barcoded. The barcode should be attached to a Wastesafe information plate which records the address of the property, the trade waste agreement number, pre-treatment number of the grease trap, size of the grease trap and category of pre-treatment. The name of the customer or business should not be recorded. See Figure 2.

Wastesafe barcodes should be attached using Sika Mxtack or similar quality construction adhesive. Pit details should be recorded on the plate prior to attachment using permanent waterproof marker.

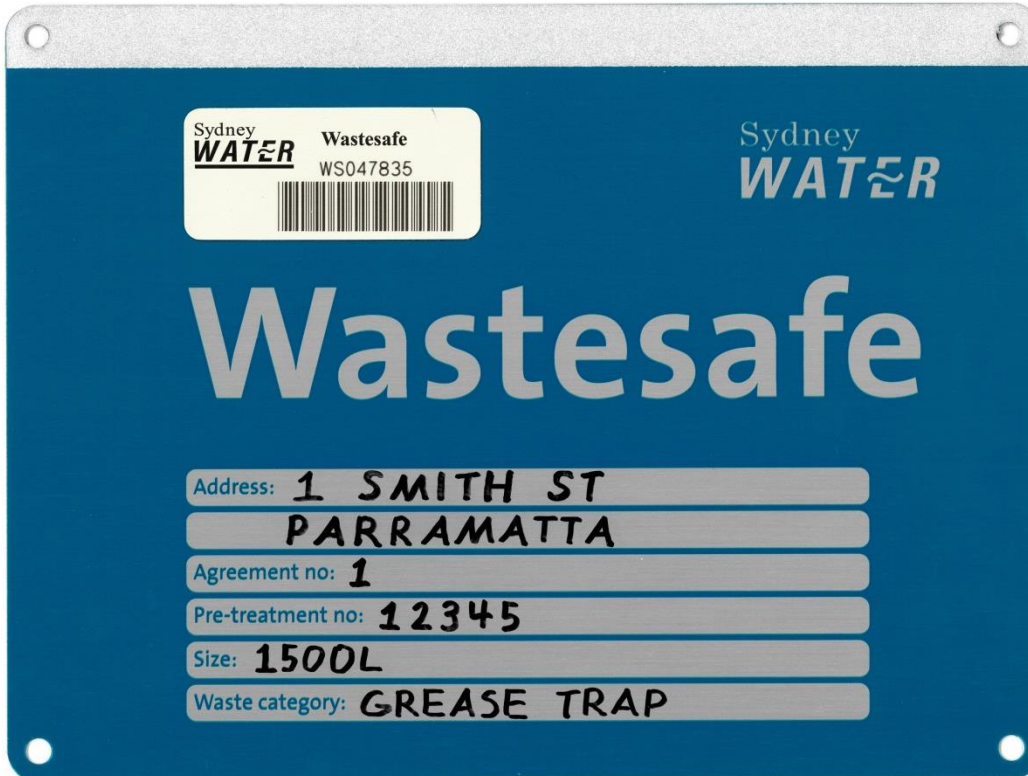


Figure 2 Sample Wastesafe information plate and barcode

#### 4.5 Barcoding of grease traps with multiple users

There have been a number of examples where an attempt has been made to allocate more than one barcode to a single grease trap pit. This has been done so that each Trade Waste Permit can have its own barcode as part of the permitting process. This practice has started to create confusion in the system

#### ONE TRADE WASTE PERMIT = ONE PRE-TREATMENT PIT

More than 1 property should not discharge to a shared pre-treatment pit. This is deemed to be a cross connection. The second property needs to install their own pre-treatment pit. See Figure 3.

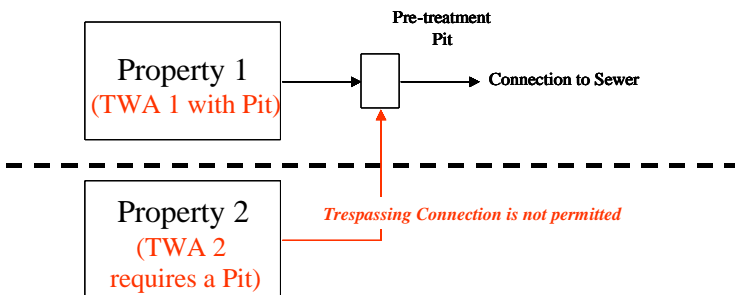


Figure 3 Shared pre-treatment between multiple properties showing cross-connection.

Where there are Strata Properties then a single shared pit is permitted but the Trade Waste Permit needs to be in the name of the Owners Corporation (Master Strata) with each sub-unit also having their own permit. The permits of each sub-unit will have no pre-treatment pit details.

- Owners Corporation would receive the Wastesafe charges only
- Individual properties would receive TW Quality charges and TW Permit fees.

### **ONE PRE-TREATMENT PIT = ONE BARCODE**

In order to manage the Wastelink system effectively there can only be 1 barcode per pre-treatment pit.

The barcode should be allocated to that pit and an appropriate pump out frequency applied to it.

### **ONE BARCODE = ONE TRANSPORTER**

In order to manage the Wastelink system effectively there can only 1 transporter allocated to 1 barcode.

This means that where there is a Master Strata or Single Owner of a property that has a shared pit arrangement then this person / group must nominate the Transporter for that pit. Any commercial implications need to be arranged directly by the parties concerned.

Sydney Water will not accept any Change of Transporter from a tenant where there is a shared pit arrangement. The nomination of a Transporter can only be received from the Master Strata or Sole Owner.

## **4.6 Recording the delivery of grease trap waste**

All waste delivered must be recorded on the treatment facility's Wastesafe Depot System.

The total flow or mass of all loads discharged at a facility must be recorded on the Wastesafe Depot System in accordance with the volume and weight recorded by the weighbridge, load cell or magnetic flowmeter.

## **4.7 Lids and covers**

1. only lids and covers certified by the manufacturer are to be used
2. lids and covers must be consistent with the lids or covers assessed with the device by the Water Services Association of Australia.
3. greasy waste generators must maintain a safe site and may be directed by Sydney Water to replace damaged or unsafe lids and covers
4. proper manual handling procedures should be followed when lifting grease trap lids.
5. transporters should not put weight on top of grease trap lids and covers
6. transporters must have a safe procedure in place to deal with the hazards presented by an open grease trap
7. grease trap lids and covers should never be removed by greasy waste generators

## 4.8 Noises and odours

All parties must ensure they comply with legislation relevant to noise and odours. The Protection of the Environment Operations Act 1997 (POEO Act) is the relevant legislation for the generation and control of noise and odours. The POEO (Noise Control) Regulation 2008 gives further regulation to noise generation, while the Technical Framework: Assessment and Management of Odour from Stationary Sources in NSW offers guidance on odour related issues.

Grease traps are often serviced outside of normal business hours. Transporters must make all reasonable effort to ensure that noise generated during a service is kept to a minimum.

If a grease trap is emitting excessively strong odours this can be a sign that the grease trap is not functioning correctly.

## 4.9 Filtered Grease traps

The minimum size for a grease trap is 1000 litres. In exceptional circumstances, some greasy waste generators may be permitted to install a smaller grease trap. These grease traps contain specially designed filters which allow the smaller grease trap to improve its relative performance.

Greasy waste generators with filtered grease traps must:

1. never interfere with the operation of the grease trap, either by removing or adding components
2. be aware that filtered grease traps operate in a different way to unfiltered grease traps and that may mean a more frequent service schedule
3. be aware that filtered grease traps rarely operate at their maximum theoretical capacity. Sydney Water determines service frequency based on practical performance as well as theoretical performance and this means the service frequency as determined by Sydney Water may be different from the manufacturer's recommendation.

Transporters must:

1. be trained in the correct servicing of grease traps fitted with filters and surge control devices
2. follow the manufactures instructions during service including the replacement of filters as required
3. report any misuse of a filtered grease trap to Sydney Water immediately
4. report any difficulty in obtaining filters from manufacturers to Sydney Water immediately

## 5 Greasy waste generator's responsibilities

### 5.1 General

The responsibilities of greasy waste generators are described in the conditions of their agreement with Sydney Water. All greasy waste generators with an agreement from Sydney Water to discharge trade wastewater are part of Wastesafe. Generally, greasy waste generators must:

1. ensure they have an active agreement with permission to discharge trade wastewater from Sydney Water
2. ensure safe access to grease traps for transporters and workers, including adequate lighting and keeping the area free from stored items, rubbish and debris
3. Ensure grease trap lids and covers are safe and in good condition and replace lids and covers if directed by Sydney Water
4. ensure a hose tap with backflow prevention is installed within five metres of every grease trap
5. follow good housekeeping practices as outlined below
6. ensure they engage a transporter authorised by Sydney Water to service their grease trap(s)
7. ensure their grease trap is adequately sized, installed correctly and meets the pre-treatment requirements of Sydney Water.
8. ensure their grease trap(s) are cleaned and serviced in accordance with the schedule set out by Sydney Water
9. ensure they comply fully with any agreement they enter into between themselves and an authorised transporter
10. ensure that all workers, tenants and managing agents are made aware of, and comply with, their responsibilities under the Wastesafe system and any agreement with Sydney Water.
11. There should be one pit per trade waste agreement
12. Each pit should be labelled with only one barcode
13. Each pit should be serviced by only one transporter

### 5.2 Housekeeping

Housekeeping refers to good practice in and around grease trap areas. Good housekeeping is essential to ensuring grease traps can be serviced in a safe and efficient manner. Good housekeeping is primarily the responsibility of greasy waste generators and should be implemented as a matter of good commercial practice.

1. the area around the grease trap should be kept clean and tidy at all times – a transporter will refuse to service a grease trap if it is inaccessible
2. items should never be placed on grease trap lids
3. greasy waste generators must follow the manufacturer's guidelines while their grease trap is in operation
4. Wastesafe signs and/ or barcodes should be clearly visible and accessible at all times.
5. Only one barcode should be attached per pit



## 6 Waste transporter's responsibilities

Waste transporters will:

1. Endorse this code of practice or enter into a Wastesafe Transporter Agreement with Sydney Water to comply with this code of practice before they begin operating as a greasy waste transporter
2. where the transporter is a member of the Waste Contractors & Recyclers Association of NSW (WCRA) they agree to adhere to the WCRA code of ethics (see Appendix 1)
3. not carry out jobs that present a health and safety risk to workers or the general public, and notify Sydney Water of unsafe grease traps or unsafe conditions related to servicing grease traps on customers' premises
4. use barcode scanning devices and docking stations at the Grease Trap Waste Treatment Depot to download information back to the WasteLink system in accordance with the Wastesafe management process
5. affix Wastesafe barcodes and signs if required
6. ensure all workers are adequately trained and appropriately equipped to complete their duties in a safe and efficient manner
7. ensure all workers are aware of their responsibilities under this code, as well as any other relevant law or binding agreement
8. notify Sydney Water as soon as practicable of variations to the customers they service or their designated vehicles list, or if the transporter will be ceasing business permanently or for an extended period of time.
9. when requested, notify greasy waste generators of the treatment facility to be used for the disposal of their waste
10. discharge waste only at treatment facilities authorised by Sydney Water
11. ensure each vehicle (including sub-contracted vehicles) used by the Transporter for the collection of grease trap waste carries its Wastesafe vehicle identification card at all times and uses a barcode scanner to record that the grease trap service and delivery to a treatment facility has occurred
12. ensure that they have been nominated by the greasy waste generator to provide the grease trap service before conducting a grease trap service
13. ensure each grease trap service is completed according to the collection timeline in the Wastesafe system
14. notify Sydney Water via email outlining the reason(s) if the transporter is unable to carry out scheduled grease trap service
15. ensure grease traps are serviced in accordance with the grease trap servicing guidelines described in this code of practice
16. manually enter the load volume into the treatment facility's Wastesafe Depot System if the treatment facility does not have automatic load weighing or volume measuring
17. ensure that the fixed containers on designated vehicles meet the following requirements (see Figure 4.):
  - a. only draw waste into the top of the container by means of a fixed pipe, the outlet of which protrudes into the container by no more than 10mm
  - b. any pump connected to the container for the purpose of creating a vacuum within the container shall not be capable of being quickly reconfigured to pressurise the container
18. ensure that designated vehicles permanently display the words "GREASE TRAP WASTE" on each side of the tank in letters 200mm high and on the rear in letters 100mm high
19. ensure that designated vehicles shall be dedicated to the purpose of transporting only grease trap waste, excepting that other food wastes may be deemed compatible by consultation with Sydney Water and the operators of depots receiving grease trap waste for treatment

20. ensure they take appropriate measures to ensure the use of vehicles to transport grease trap waste does not cause pollution. This includes appropriate sealing and closing of hatches during transport, and collection and disposal of wastewater from internal or external vehicle washing to prevent pollution of waters, including stormwater.

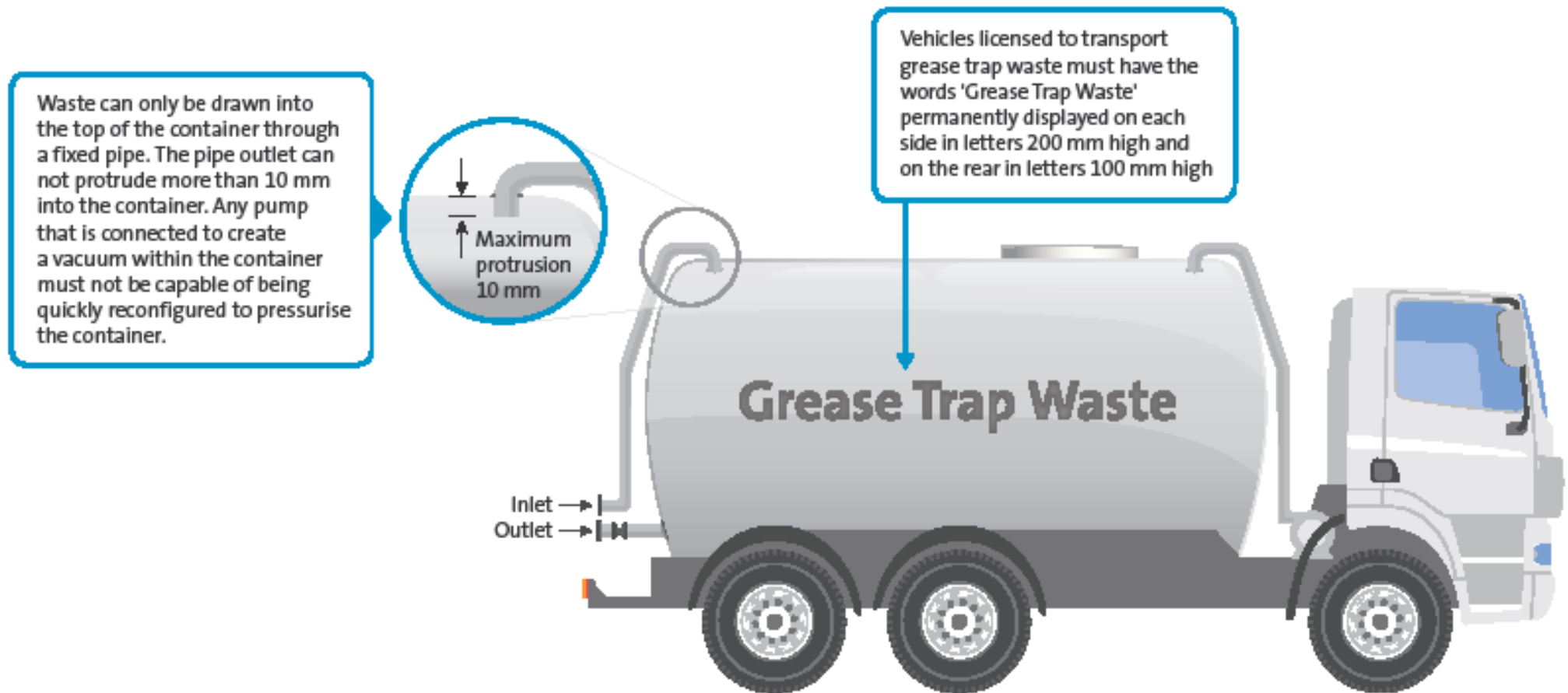


Figure 4 Grease trap waste transport truck which complies with Sydney Water's requirements

## 7 Sydney Water's responsibilities

Sydney Water will:

1. administer the Wastesafe system
2. maintain a system for the registration of authorised transporters
3. advise treatment facilities of changes to the list of authorised transporters
4. issue vehicle identification cards to all Wastesafe transporters
5. advise generators, transporters and treatment facilities on their obligations under this code and provide advice as to the best way to meet these obligations
6. advise generators, transporters and treatment facilities on their obligations under any other agreement that exists between them and Sydney Water
7. act promptly and on advice from transporters about unsafe grease traps or conditions related to servicing grease traps on customers premises
8. act promptly to register all transporters' new customers
9. maintain confidentiality with advice received from transporters related to servicing grease traps on greasy waste generators' premises
10. ensure that commercially sensitive information collected as a result of the operation of the Wastesafe program is not disclosed to any unauthorised persons
11. inspect vehicles used for the collection of grease trap waste
12. periodically review the performance of transporters and treatment facilities
13. issue advice on pump-out requirements to waste generators and transporters
14. ensure that barcodes are used to identify grease traps
15. in the event of any discrepancies or disputes over volumes of grease traps, determine the volume of any grease trap
16. issue the following forms to Transporters for communication with Wastesafe:
  - a. Wastesafe – Transporter Nomination Form (this form is the only recognised way a transporter can inform Sydney Water that they should be issued the Wastesafe information for a Wastesafe customer).
  - b. Wastesafe - Action Request Form (this form is used by Transporters to request Wastesafe to follow up on a particular problem or concern in regard to a Wastesafe customer).
21. Wastesafe barcode information should be kept accurate and amended when the need arises either by the generator, for onsite information, or Sydney Water for database information

## 8 Treatment facilities responsibilities

Treatment facilities will:

1. use the Wastesafe processes and systems as intended without manipulation
2. comply with their Environment Protection Authority licence
3. ensure the site is safe for transporters, staff, Sydney Water employees and contractors who may be required to visit the site in relation to the Wastesafe program
4. ensure at all times the treatment facility has a working flow meter, load cell, weighbridge or other measuring device acceptable to Sydney Water for measuring the grease trap waste collected by transporters and being discharged at the Wastesafe treatment facility. The measuring device must at all times be able to transfer to the Wastesafe Depot System the volume/weight discharged automatically. The measuring device is to be regularly maintained, recalibrated/calibration checked every 24 months by the manufacturer or NATA approved tester. A calibration certificate is to be sent to Sydney Water within 7 days of the recalibration/calibration check
5. ensure the Wastesafe Depot System is in a location that is safe, covered, easily accessible, clean and dry
6. contact Sydney Water immediately to advise of the problem if the Wastesafe Depot System and/or scanner docking station is not operating properly
7. Make the "Depot Card" available for scanners to deliver load data to Wastesafe if the Wastesafe Depot System and/or scanner docking station is not operating properly
8. Supply and maintain at all times a dedicated telephone line connection point that must be in close proximity to the Wastelink Depot System to provide a ADSL/telephone connection to the Wastelink Depot System
9. supply and maintain at all times a 240 Volt power connection point installed as per Australian standards in close proximity to the Wastelink Depot System to provide power to the Wastelink Depot System
10. only accept grease trap waste from vehicles listed on Sydney Water's Schedule of Authorised Transporters. The treatment facility is to ensure the transporter's driver has the correct vehicle identification card and the scanner is docked for the load being received
11. provide information to transporters and/or generators about the treatment methods used, if requested.

## 9 Workplace health and safety

All parties participating in Sydney Water's Wastesafe program are responsible for complying with their obligations under the Work Health and Safety Act and Regulation 2011 (NSW).

### 9.1 General

All parties to this code agree:

1. to refuse to conduct jobs that present a health and safety risk to workers or the general public, and notify Sydney Water of unsafe grease traps or unsafe conditions related to servicing grease traps on customers' premises
2. to ensure grease traps are not left unattended when open
3. that all workers will be provided with adequate Work Health & Safety training in the exercise of their duties
4. that all workers will be provided with equipment necessary to complete their work safely
5. that hazard identification and risk assessment process carried out prior to tasks and will be documented
6. that a transparent and open process by which all hazards, incidents and near misses can be reported must be in place
7. that appropriate workers compensation and public liability insurance must be in place
8. to actively discourage unsafe practices
9. Encourage a culture of safe work practices.

### 9.2 Confined spaces

Regulation 67 of the Work, Health & Safety Regulation 2011 states that a person conducting a business or undertaking at a workplace must not direct a worker to enter a confined space to carry out work unless the person has been issued a **confined space entry permit** for the work.

Please note the following:

*(2) A confined space entry permit must:*

*(a) be completed by a competent person, and*

*(b) be in writing, and*

*(c) specify the following:*

*(i) the confined space to which the permit relates,*

*(ii) the names of persons permitted to enter the space,*

*(iii) the period of time during which the work in the space will be carried out,*

*(iv) measures to control risk associated with the proposed work in the space, and*

*(d) contain space for an acknowledgement that work in the confined space has been completed and that all persons have left the confined space.*

Grease traps are found in various locations. All locations can pose safety issues for inspection. General precautions are primarily around manual handling issues such as lifting and slip/trip hazards.

Grease traps may be located in dedicated rooms inside a building. These rooms are normally used when there is a lack of sufficient space outside the building or in other areas such as undercover parking or waste areas. These rooms should be mechanically or naturally vented to atmosphere to prevent odours entering the building, and should also have adequate lighting. Rooms meeting

these criteria along with safe access/egress are generally considered a place of work and not considered confined spaces.

Confusion is sometimes caused when “confined spaces” signage is placed on or near many of these rooms. An incorrect sign is not a reason for a site to be declared a confined space.

If it is necessary to enter the grease trap itself, by descending a ladder or step irons (or any other means of entry), this is considered as a confined space and should be treated accordingly.

Regard should also be made under Regulation 67 of the Work, Health & Safety Regulation 2011 which regulates requirements for a permit to enter a confined space.

Continuous communication between any person entering a confined space and workers from outside that space are also required. There should always also be a standby person observing the work being carried out.

If an actual confined space has been identified, a record needs to be made for future reference. All parties to this Code of Practice should ensure their relevant workers are trained in confined spaces awareness, and any workers required to enter confined spaces are accredited to do so.

## 10 Non-compliance with this code of practice

Where Sydney Water becomes aware that a transporter has failed to comply with the code of practice, Sydney Water will notify the transporter and may:

- remove the transporter from its authorised transporter list
- cancel the Transporter Agreement
- advise greasy waste generators that the transporter is no longer authorised by Sydney Water to collect and transport greasy waste

Where Sydney Water becomes aware that a licensed treatment facility has failed to comply with the code of practice, Sydney Water will notify the treatment facility and may:

- cancel or suspend the treatment facility's Wastesafe Depot Agreement
- advise transporters and greasy waste generators that the treatment facility is no longer authorised by Sydney Water to accept and treat greasy waste.
- notify the EPA



# 11 Dispute resolution

1. The participants in Sydney Water's Wastesafe program agree to co-operate, so far as is reasonably practicable, to avoid a dispute. Any dispute must be notified by the disputing party to the other party in writing, setting out the nature and details of the dispute.
2. Representatives of the participants will negotiate to resolve a dispute if it does arise. Any dispute shall be dealt with between the Manager Assurance, Business Customer Services, Sydney Water on behalf of Sydney Water, and a senior executive of the other party nominated by that party.
3. If resolution of the dispute is not achieved within 7 days of the date of first notification (or by such larger date as is agreed between the parties), a party is entitled to commence litigation in relation to the dispute.

## 12 Communication and Disclosure

All parties will encourage awareness of this Code of Practice within the industry. Copies of this document should be made available to all staff of parties to this document engaged in the activities described within.

All parties will nominate a contact person or position including contact details. Parties will communicate within a reasonable time the intention to change the contact person. The contact shall be contactable five days per week, Monday to Friday inclusive.

Notice will be deemed to have been successful

- in the case of hand delivery, upon written acknowledgment of receipt by an officer or other duly authorised employee, agent or representative of the receiving party;
- in the case of registered mail, twenty-four (24) hours after it shall have been sent;
- in the case of facsimile or email made during Business Hours, upon completion of transmission;
- In the case of facsimile or email made outside Business Hours, on the next Business Day following completion of transmission

### 12.1 Transporters:

Transporters will:

1. Report poor waste generation practice to the relevant waste generator and to Sydney Water
2. Report poor practice and/ or non-compliance with this code of practice by any treatment facility to the treatment facility and to Sydney Water
3. Notify Sydney Water as soon as practicable if the transporter enters into a Deed of Agreement, an order is made for it to be wound up, an external receiver or administrator is appointed or it is placed under official management.

### 12.2 Treatment facilities

Treatment facilities will:

1. Report poor practice and/ or non-compliance with this code of practice by any transporter to the transporter and to Sydney Water
2. Notify Sydney Water and all affected transporters of any changes to any greasy waste process and disposal licence from the Office of Environment and Heritage or any other similar approval
3. Notify Sydney Water as soon as practicable if the transporter enters into a Deed of Agreement, an order is made for it to be wound up, an external receiver or administrator is appointed or it is placed under official management.

### 12.3 Sydney Water

Sydney Water will:

1. Advise transporters, treatment facilities and greasy waste generators of any significant changes to the Wastesafe program.
2. Respond promptly to issues raised by any party to this code of practice.

Any queries in regards to this code of practice should be directed to Sydney Water Business Customer Services on (02) 9616 2485 or 1300 985 227 or by email to [businesscustomers@sydneywater.com.au](mailto:businesscustomers@sydneywater.com.au).

# Appendix 1: WCRA Code of Ethics

## WASTE CONTRACTORS & RECYCLERS ASSOCIATION OF NSW

### CODE OF ETHICS AS AT 2015

All Waste Contractors & Recyclers Association of NSW Members are required:

1. To work towards improving the environment and maintaining public health.
2. To provide the most suitable type of vehicles and equipment applicable to each case and to ensure that all maintenance is in accordance with the manufacturer's specifications.
3. To maintain a high standard of cleanliness of vehicles in the interests of safety and to improve the public image of industry.
4. To take all necessary steps to ensure that employees receive adequate training to enable them to deal with all forms and classes of waste material likely to be encountered and to operate with safety all forms of equipment in their charge.
5. To be professionally advised and ensure that relevant employees are trained on methods of handling transporting and disposing all classes of waste (inert, solid, industrial and hazardous).
6. To ensure that all operatives engaged in these activities are properly equipped with the appropriate personal protective equipment.
7. To make sure that they carry adequate Workers Compensation and Public Liability Insurance Cover, including cover for accidental pollution and where appropriate, cover for long term gradual effects.
8. To ensure that all relevant transport awards and industrial and employment related legislation are complied with.
9. To ensure that good and proper OH&S systems are in place and being practised.
10. To ensure that they have all relevant local government and planning approvals relating to the activities being conducted and that such approvals are being complied with.

We.....

**hereby agree that we will abide at all times and not wittingly breach these ethics which are the Code of Ethics of the Waste Contractors and Recyclers Association of N.S.W.**

Dated.....

Signature

.....

# Appendix 2: Sydney Water business ethics guide



Sydney Water must meet standards of accountability, value for money and fair dealing. Everything we do must be fair, honest, safe and environmentally responsible.

Sydney Water expects our staff to behave ethically.

Sydney Water also relies on private industry and contractors to maintain a high standard of ethical conduct in their dealings with Sydney Water, our suppliers, service providers and customers. Ethical conduct means asking the question *'what is the right thing to do?'* A reasonable test is whether a proposed action is fair to all concerned.

This means Sydney Water, our staff, suppliers and service providers will:

- Promote fair and open competition among suppliers and service providers and seek/deliver value for money on behalf of the community.
- Behave honestly, safely and in an environmentally responsible manner.
- Be respectful and fair in our dealings with our customers and each other.
- Not offer, solicit or accept gifts, benefits or inducements.
- Maintain confidentiality over private and sensitive information and Sydney Water intellectual property.
- Take timely steps to avoid and disclose conflicts of interest in any dealings with or on behalf of Sydney Water.
- Deliver quality in meeting the needs of Sydney Water, our customers and the community.
- Safeguard and do not misuse Sydney Water assets and resources.
- Keep appropriate records.
- Ensure legislation, and government and Sydney Water policies, procedures and requirements are met.
- Follow lawful and reasonable instructions.
- Report any instance of suspected corrupt conduct, maladministration or serious and substantial waste to Sydney Water management, **Internal Audit (8849 5601)**, the independent **Corruption Hotline (1800 500 965)** or to external agencies such as the Independent Commission Against Corruption (ICAC), NSW Ombudsman or the Audit Office of NSW. All reports will be dealt with confidentially.

**Kevin Young**  
Managing Director

If you wish to confidentially discuss any issue relating to suspected corrupt conduct, maladministration or serious and substantial waste concerning Sydney Water please call Sydney Water's **Internal Audit** team on 8849 5601 or freecall the **Corruption Hotline** on 1800 500 965.