AMPS Africa

Growing our Industry

Standard Operating Procedures
Safe Working Methods

for

Servicing and Delivery of
Mobile and Portable Toilets 2024

PRINCIPLE

The purpose of this Standard Operating Procedure is to provide uniformity and guidance in the process of servicing and delivering of portable and mobile toilets, thereby ensuring consistency in accordance with the AMPS Best Practice guidelines.

REF NO	OPERATING PROCEDURE OUTLINE
1.	Health and Safety - General
2.	Operators Protective Equipment Procedure - (PPE)
3.	Chemical usage
4.	Pre-delivery inspection
5.	Loading of portable toilet on delivery vehicle at depot
6.	Hitching of mobile toilet units onto vehicle in the depot
7.	Delivery and positioning and preparing toilet units ready for use
8.	Unloading of a portable toilet from delivery vehicle at site
9.	Un-hitching mobile toilet units from vehicle on site
10.	Manual movement of a portable toilet
11.	Portable toilet servicing and maintenance procedures
12.	Emptying of waste tank
13.	Spillage procedure
14.	Collection
15.	Loading of portable toilet on delivery vehicle at site
16.	Unloading of a portable toilet from delivery vehicle at depot
17.	Disposal of waste sewerage dumping

1. HEALTH AND SAFETY – GENERAL	
POTENTIAL HAZARD	The health and safety of personnel can be safeguarded to a great extent by taking the necessary safety measures to: a. Eliminate hazardous work procedures or at least to avoid accidents due to improper practice of service delivery. b. Prevent the risk of acquiring diseases due to following unhygienic and unscientific work procedures. c. Provide information on protective gears, and their applicability to the specific task or duties be performed to prevent injuries.
PROCEDURE / RISK CONTROL MEASURES	The following is important and is recommended to be in place. **Employer's Responsibility**: a. Health and Safety policies and procedures. b. Appropriate machinery and equipment in safe operating and working condition. c. MSDS (material safety data sheet) for Chemical Hazard Identification d. Relevant training of staff relating to general process operating procedures of machinery and equipment. e. Correct protective gear and safety devices to be identified and worn by the staff. f. The complete hazard or risk involved taking the health and safety measures into account. g. Health and safety emergency preparedness in the event of accidents or injuries. <u>Emergency Preparedness and First Aid requirement</u> An emergency plan to execute the work/service delivery is required to be prepared upfront. A first aid kit distinctly marked with a red cross on a white background should be readily available, which should at least have the following items as listed (as per the OHSA requirement- General safety regulation) - Wound cleaner / antiseptic (100ml) - Swabs for cleaning wounds - Cotton wool for padding (100g) - Sterile gauze (minimum quantity 10) - 1 pair of forceps (for splinters) - 1 pair of scissors (minimum size 100mm) - 1 set of safety pins - 4 triangular bandages - 4 roller bandages (75mm x 5m) - 4 roller bandages (100mm x 5m) - 1 roll of elastic adhesive (25mm x 3m) - 1 non-allergenic adhesive strip (25mm x 3m)

	- 1 packet of adhesive dressing strips (minimum quantity 10 assorted sizes) - 4 First aid dressing (75mm x 100mm) - 4 First aid dressings (150mm x 200mm) - 2 Straight splints - 2 Pairs large and 2 pairs medium disposable latex gloves - 2 CPR mouth pieces or similar devices **Note: -** The Regulation 3 states that the employer should ensure that only articles and equipment as mentioned above, or other similar equipment or medicine is kept in the first aid box or boxes. Precaution against infection: The personnel working in the sanitation environment, specifically relating to handling of human waste are vulnerable to infections and hence precautions should be taken to eliminate such: a. Workers should be educated about diseases relating to this specific work environment. b. Cuts and grazes should be covered with waterproof plasters. c. Effective immunization of workers against diseases should be done where applicable. h. The importance of personal hygiene to be emphasized to avoid contamination and risk of acquiring disease due to unhygienic conditions. i. When work is completed, thoroughly wash all contaminated parts of the body. Selection and recruitment with regards to health and safety When recruiting employees, the inherent requirement of the job with regards to persons with disabilities and including physical, mental, and emotional capacity should be given consideration. **Employees' Responsibility:** Adhere to any health and safety procedures. Procedures should be always followed and adhered to, including wearing of appropriate PPE and safety equipment, to ensure personal safety and the safety of others.

2. OPERATORS PROTECTIVE EQUIPMENT PROCEDURE - (PPE)	
POTENTIAL HAZARD	Hazard identification and risk assessment should be undertaken, and control measures implemented to eliminate or reduce risks before the required PPE is considered. Using worn or damaged personal protective equipment (PPE) may be a catalyst to harm.
PROCEDURE / RISK CONTROL MEASURES	PPE should be worn whilst servicing portable toilets.

While Section 14 of the Occupational Health and Safety Act stipulates that the employer should provide the PPE, it remains the responsibility of the user to inspect, and care for and correctly use the PPE for its intended purpose.

In the workplace however, the employer is responsible for identifying and assessing potential risks-

a. Identify where PPE equipment should be required.
b. Select the appropriate PPE for the risk(s) present and ensure all employees who may be exposed use the PPE provided.
c. Communicate selection decisions to all employees who may be exposed.
d. Ensure selected PPE fits correctly and is compatible with the employees.
e. PPE that is contaminated should be disposed of in a manner that protects employees, environment and public from exposure to hazards.
f. Ensure that all defective or damaged PPE is either destroyed and discarded or if it requires repairs or testing, is fitted with an "Out of Service" tag and is not used.
g. Educate employees with regards to above, by means of example, toolbox talks.

It is the employee's responsibility to-

a. Ensure that they are aware of the risks associated with the task.
b. Ensure compliance with the Occupation Health and Safety Act.
c. Ensure they do not misuse their PPE.

Training

The employer is encouraged to ensure that personnel required to wear PPE are given appropriate training.

The training on the use of PPE should include, but should not be limited to, the following:

a. Legal aspects including wearer's responsibilities;
b. When and what PPE is necessary;
c. How to properly wear PPE;
d. The proper care, maintenance, usage life, and disposal of the PPE.

Employees should demonstrate an understanding of the training, and the ability to effectively use the required equipment before performing work requiring its use.

Cleaning and Maintenance

It is important that all PPE be kept clean and properly maintained. PPE should be inspected, cleaned, and maintained each time before use and at regular intervals to ensure that the PPE provides the necessary protection.

	"A simple rule of thumb is to avoid using solvents or chemicals to clean PPE, and to always refer to the manufacturer's recommendations when cleaning the product." a. A visual inspection of all PPE products should be done before the wearer dons the apparel. This is to make sure that there is no damage that may affect the integrity of the product and put the user at risk of injury. b. The manufacturer's recommendations and/or regulatory requirements on whether a product is 'disposable' should be adhered to by the end user. c. The recommended usage period (or lifespan) of the product should not be exceeded, as this may affect the integrity of the product and put the wearer at risk.

3. CHEMICAL USAGE	
POTENTIAL HAZARD	In the Portable Sanitation industry most chemical products used, are classified as low hazard. It is unlikely that serious injury should be sustained from use of these products, however, to avoid potential risks, it should be used in accordance with the manufacturer's instructions. Providers should be aware of any hazards prior to use and provided with access to all safety data on request.
PROCEDURES / RISK CONTROL MEASURES	**Personal Protective Equipment** The required PPE including gloves and goggles should always be used when using chemicals as they could be harmful to skin, eyes etc. if contact is made with the chemicals. When working with chemicals which has the potential of giving off fumes, wearing of a mask is required. **Using chemicals** All equipment should be checked and cleaned before re-using, to ensure all residue is removed before mixing of new chemicals. When chemicals are mixed, they can give off potentially harmful fumes, which could be inhaled. a. When using chemicals which is being diluted, always put the water in the bucket first so that the chemicals do not foam and if there should be splash back from the chemical the chemical is diluted. b. The chemical should be used according to the manufacturer's instructions. c. When one has used the chemical replace the lid to prevent spillages. d. Any chemicals that have been used should be poured down the sluice sink so that they can be dealt with properly. Never pour chemicals in kitchen sinks or toilets. e. All chemicals are stored labelled with lids tightly fitted or trigger spray bottles switched to the off position.

	Chemical Hazard Identification All chemicals should have a manufacturer's label clearly displayed. MSDS data is provided by the manufacturer on all Chemicals. Before using any chemicals check for the risk assessments or whether MSDSs are available. If not, seek the advice from your supervisor or manager before using the chemical. Operators are advised of the following general good practices when dealing with toilet waste and chemicals used in servicing as follows: a. **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. b. **Eye contact**. Avoid all eye contact with Chemicals. Check COSHH (Control of Substances Hazardous to Health) data on individual products, but generally most chemicals should cause irritation of the eye. c. **Ingestion**. Do not ingest any chemical or effluent. Nausea and stomach pain may follow accidental ingestion, but please check COSHH data for information on individual products prior to seeking medical attention. d. **Inhalation**. Avoid inhalation of all chemical fumes. Some chemicals should 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. e. **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. f. **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 manufacturer's address or telephone number for advice.

4. PRE-DELIVERY INSPECTION OF A PORTABLE TOILET	
POTENTIAL HAZARD	Portable toilets are often not cleaned, serviced, or transported in a safe and hygienic manner —increasing the risk of infections and disease for employees and the public, and well as resulting in poor delivery of service. Potential use of incorrect equipment could cause injury or loose part of the load in transit, injuring other road users, or causing environmental harm if faecal sludge (i.e., a mixture of human excreta and anal cleansing material from on-site or non-sewered systems), is spilled in the environment. Therefore, there should be a provision for containing faecal sludge.

PROCEDURES / RISK CONTROL MEASURES	During a pre-delivery inspection, the portable toilet should be cleaned and checked over thoroughly to ensure that client receives the unit in a satisfactory and safe condition, ensuring cleanliness and that everything is in good working order. **Cleaning of the Unit** The unit should be thoroughly cleaned prior to delivery. a. Appropriate PPE is to be worn. b. Use suitable detergents required for the cleaning process. c. All the parts of the unit should be cleaned, including- - Urinal - Accessible areas of waste tank (top, front and inside) - Fresh water tank - Bowl and flap - Wall, floor, door, and roof, both inside and out After the cleaning of the unit, the following checklists should be applicable to assure unit is in good working order prior delivery- - Door - Hinges, door handle and door locking system to be good working order. - Roof and Floor -Check for any damages. Roof should be water tight. - Walls - Vents should be in good shape, toilet holder in place and mirror (where applicable). - Wash basin & hand/foot pump - Check that there are no cracks and pump is working. - Ball valves – No leakage. - Waste tank - Seat (all parts in good repair, nothing broken). - Bowl & flap - To be clean and operational. - Skids - Check for damage - repair or replace all broken and damaged sections as required. - Water system - To operate correctly and ensure dirty water is piped to the holding tank. - Pumps & filters - All to be operational. - Mains water toilet – Check that flushing system operates correctly. On trailer units, the additional checks should apply: - Brakes – Ensure it is in working order. - Jockey wheel – Ensure it is in working order. - Prop stands – Ensure it is stable, securely fastened and in working order. - Taillights – Ensure brake and indicator lights are in working order. - Wheels – Ensure it is properly inflated, with no bulges and with sufficient tread.

	- Wheel nuts – Ensure wheel nuts are torqued and securely fastened. - Axle – Ensure the axle is in good condition, and not bent. Ensure axle nuts are securely fastened. - Suspension – Ensure the suspension is in good working order. - Weight – Ensure the trailer with load does not exceed the GVM. Ensure unit has been thoroughly cleaned inside and outside. Check the unit is suitable for its intended customer (e.g., construction or event). <u>Note</u>: After the unit is cleaned, repaired, and inspected, the portable toilets should be deemed ready for delivery.

5. <u>LOADING OF PORTABLE TOILET UNITS ONTO VEHICLE IN THE DEPOT</u>	
POTENTIAL HAZARD	Hazards include potential for injuries in the event of incorrect handling procedures being used, as well as potential for incorrect strapping of the toilet and losing the unit while travelling.
PROCEDURES / RISK CONTROL MEASURES	a. Wherever possible the loading of portable toilet units onto the service/support vehicle should be done using a mechanical aid. If this is not possible, follow instructions for Manual Movement of Portable Toilet Units. b. Never attempt to lift the toilet unit unaided. c. Once the toilet unit has been positioned onto the tail lift of the vehicle, raise the tail lift to the appropriate level. d. Ensure that there are no obstacles on the flatbed of the vehicle before proceeding, then position the portable toilet unit ready for securing to the vehicle and/or filling with the required amount of water. e. Exit the vehicle using a safe method of lowering yourself to the ground. f. Secure the toilet unit(s) before moving off.

6. <u>HITCHING OF MOBILE TOILET UNITS ONTO VEHICLE IN THE DEPOT</u>	
POTENTIAL HAZARD	Hazards include potential for injuries in the event of incorrect handling procedures being used, as well as potential for damage or injury if the hitch fails.
PROCEDURES / RISK CONTROL MEASURES	a. Ensure that the prop stands, and steps are fastened in the upwards position before the trailer is being hauled to the vehicle. b. Ensure the jockey wheel is securely fastened in the downwards position and bearing the weight of the hitch point before hauling the trailer to the vehicle. c. To prevent back injury, ensure the hand brake is released before hauling the trailer to the vehicle. d. Ensure the trailer is pulled / pushed to the vehicle by two or more people to prevent back injury.

	e. Ensure the trailer hitch point is being lifted by use of a properly functioning jockey wheel and not through manual lifting. f. Ensure a secure hitch at the hitch point, usually the hitch point has a mechanism to indicate a secure hitch. Be sure to check that a secure hitch is obtained. g. Ensure that the 7 PIN plug is inserted to the vehicle and check that brake and indicator lights are working. h. Ensure that the breakaway cable is in the correct position and that the hand brake is still released. i. Ensure that the jockey wheel is securely fastened in the upwards position prior to departure.

7. DELIVERY OF A PORTABLE TOILET AND POSITIONING AND PREPARING UNIT READY FOR USE	
POTENTIAL HAZARD	Incorrect work procedure being followed (relating to project or customer specs), can impact on safety and effective service delivery. Placement of portable toilet is important to safety. If the ground is not level and dry then you risk it sliding, or even worse, tipping over.
PROCEDURES / RISK CONTROL MEASURES	Delivery should be on time as per the agreement between the Customer and the Company. a. Ensure Correct product type. b. Ensure correct location/delivery site t as per customer spec. c. Position the vehicle as close to the location of where the toilet unit is to be placed. d. Follow correct site procedures in place as provided by the customer spec, ensuring service accessibility. e. Ensure friendly service and safe work procedure are followed throughout delivery. **Preparing the unit ready for use** a. The unit should be placed level on the site. b. Attention should be given to airflow; units should not be placed directly under air conditioners or against a solid wall. c. Fresh water amount in the tank should cover solid waste and approved deodoriser dosage to the manufacturer's recommendations. d. The toilet holder is filled with paper. A final clean should be done, in the event of the unit becoming dirty in transit and on-site inspection of the unit should be conducted to ensure it's ready for use.

8. UNLOADING OF PORTABLE TOILET UNITS FROM VEHICLE ON SITE	
POTENTIAL HAZARD	Potential for injuries in the event of incorrect handling procedures being used.

PROCEDURES / RISK CONTROL MEASURES	a. On arrival at site, speak with the customer or his agent to determine where the toilet is to be situated. b. Advise the customer of the best position for the toilet unit so that the service operator can have good access when servicing the toilet unit. (If it is to be put in an area with poor access this should be notified to the operating company so that the service operative can be made aware of potential problems). c. Position the vehicle as close to the off-loading area as possible to limit the amount of manual handling required. Ask the customer or site staff to guide you whilst you are manoeuvring your vehicle into position. d. Ensure that there are no obstacles on the flatbed of the vehicle before proceeding to move the toilet unit onto the tail lift. Lower the tail lift to ground level. e. Exit the vehicle using a safe method of lowering yourself to the ground. f. Never attempt to lift the toilet unit unaided. g. If there is a mechanical aid on site, ask customer if it can be used. If not, then follow procedures shown in *Manual Movement of Portable Toilets*.

9. <u>UN-HITCHING MOBILE TOILET UNITS FROM VEHICLE ON SITE</u>	
POTENTIAL HAZARD	Potential for injuries in the event of incorrect handling procedures being used.
PROCEDURES / RISK CONTROL MEASURES	a. On arrival at site, speak with the customer or his agent to determine where the toilet is to be situated. b. Advise the customer of the best position for the toilet unit so that the service operator can have good access when servicing the toilet unit. (If it is to be put in an area with poor access this should be notified to the operating company so that the service operative can be made aware of potential problems). c. Position the vehicle as close to the off-loading area as possible to limit the amount of manual handling required. Ask the customer or site staff to guide you whilst you are manoeuvring your vehicle into position. d. When the vehicle is parked in the optimal position, pull the handbrake up and switch of the vehicle. e. Pull up the handbrake of the trailer. f. Let down the jockey wheel and secure in downwards position. g. Let down the prop stands and secure in downwards position. h. Remove the brake away cable. i. Unhitch the hitch point. j. Use jockey wheel and prop stands to level out trailer.

10. MANUAL MOVEMENT OF PORTABLE TOILET UNITS	
POTENTIAL HAZARD	Potential for injuries in the event of incorrect lifting techniques being used.
PROCEDURES / RISK CONTROL MEASURES	Never attempt to lift a toilet unit. The Primary Method of manual movement should always be the first option. a. **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 (a) above, other methods are as follows: b. Facing the toilet unit, push on the corners, 'walking it' into position, this method increases the amount of twisting to the operator's back and torso and, therefore, should not be the primary method used. OR c. Facing the toilet unit and 'walking it' by pulling towards you, this method does increase the amount of twisting to the operator's back and torso and, therefore, should not be the primary method in used. 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: a. Check for mechanical alternative. b. Ask for physical help from other staff or the customer. c. Call your company and ask if the toilet unit can be emptied to reduce its weight. **Special circumstances** Urinals, Welfare Units and Disabled toilet units require special treatment. **Urinal Units** In general, these units require the aid of a pallet truck and, on collection, may need to be emptied as they can hold up to 450 kg. If the urinal is only part full you should be required to decide as to whether it is manageable. If not, then use options shown in (3) above. **Welfare Units** These units cannot be filled before delivery. Therefore 30 litre containers of water should be taken to fill the unit on site. On collection the unit should be drained by removing the drain plug. **Disabled Units** These units tend to be difficult to move due to their physical size rather than their weight. If the unit cannot be moved using the recommended procedure, use options in 3 above.

11. PORTABLE TOILET SERVICING AND MAINTENANCE PROCEDURES	
POTENTIAL HAZARD	A toilet is deemed unusable or not available if it is not adequately sanitized and cleaned for use. Remember, an unsanitary toilet does not meet the requirements for an "adequate and readily accessible" toilet.
PROCEDURES / RISK CONTROL MEASURES	**Servicing the portable toilets (on site)** The provider is required to "establish and implement a schedule" to ensure that portable toilets are "maintained in a clean, sanitary, and serviceable condition." Servicing should include cleaning at intervals based on requirement (Type: Event/Construction site etc.) To assist in meeting the minimum requirement- a) The regular servicing of portable toilet is most important to ensure a sanitary condition. b) Use PPE equipment: gloves, face mask, boots and overall. c) Only clean with approved chemicals and methods that are appropriate for the cleaning of portable toilets. d) Ensure sufficient charge load to prevent mounding. e) Cabin disinfecting. **Toilet Servicing Checklist (on site)** ✓ Ensure toilet is on a level surface. ✓ Vac pump the waste tank until completely empty. ✓ Clean toilet seat, replace it if broken. ✓ Clean all internal walls and floor. ✓ Add the recommended dosage of approved chemicals and enough water to cover solid waste. ✓ Replenish toilet paper. ✓ Refill water for hand basin and flush system. ✓ Test flush system and pump *. ✓ Check door locks. ✓ Deodorise. ✓ Flush the toilet until all liquid has been purged out of the flush line and only air is being pumped through **. ✓ Add sufficient water to cover the filter by at least 20mm **. ✓ Flush the toilet until the flush line is fully charged with chemical mix **. *Full flush and hand basin toilets **Recirculating toilets **Notes re procedure for on-site cleaning-** a. Start by filling the portable toilet with 20 litres of water and one chemical sachet or block.

	b. For flushing models, pump all the air out of the system first, so that the water should cover the strainer in the tank or drum (water should reticulate). c. Best practice is to use non-formaldehyde chemicals, sachets, or blocks, or should be approved by Water Management organizations' laboratories. d. A chemical treatment should be provided after every service. This can be in the form of sachets, powders, liquid, blocks, or pills etc. e. Wash hands after handling the chemicals. f. Add toilet paper to the roll holders. g. Fill the wash hand basin or hand sanitizer. h. Portable toilet to be placed on hard stable ground, that is level and has access to the service trucks for cleaning and pump outs. i. Use a diluted soap mix to wash or spray inside the portable toilet - no harsh chemicals to be used. j. Use a rag or squeegee to dry off the plastic - no boiling water or acid to be used. k. If you are using a disinfectant, make sure that it is diluted with water and that the surfaces are all wiped off and dry. l. Replace any loose rivets/ fittings, check and oil the door hinges and closure spring. m. If you are using waste drums, we recommend that you purchase 2 per portable toilet unit for efficient services and to substitute with one, while the other is being serviced and cleaned. n. Damaged or non-functional portable toilets should be repaired on site or replaced. o. Where necessary, the area around the outside of the toilet should be treated to neutralize any contamination. This point might be outside the toilet but should be charged for and added to toilet hire specifications, best practices etc. as an "additional charge". **Site maintenance** a. During progress of the work and upon completion thereof, the portable toilet should be kept clean, and the site left in a safe, clean, and orderly condition. b. The Company should be required to store materials and equipment for which he is responsible in an orderly manner and should keep the site free from debris and obstructions. c. All aspects of the cleaning should be supervised by competent and trained personnel.

12. EMPTYING OF WASTE TANK	
POTENTIAL HAZARD	Exposure or contamination to sewage may result in numerous diseases if the correct safety measures are not adhered to when dealing with the disposal of waste.

PROCEDURES / RISK CONTROL MEASURES	a. Put on essential high visibility clothing and PPE. b. Check toilet is not in use, prop open toilet door, prop up toilet lid and check contents of waste tank. c. Check vacuum tank assembly and hoses and start donkey engine. d. Using the wand, stir waste holding tank contents. e. Open valve and empty waste holding tank. f. Close valve - replace hose and wand on vehicle - take care to avoid any spillage. g. Fill 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. h. Replace hose and wand on vehicle and switch off vacuum pump assembly and donkey engine. i. Refill toilet with suitable toilet additive and freshwater mixture (Additive being an approved solution that is used for the control of odour, also stimulating the breakdown of waste matter and toilet paper in waste holding tanks of portable toilets and not have a deleterious effect on operator equipment, operators, and treatment plant). Flush system to ensure it works correctly. j. Spray air freshening agent inside unit - complete service sticker/label if used.

13. SPILLAGE PROCEDURE	
POTENTIAL HAZARD	Incorrect Spill Response could see wastewater enter the environment (soil, stormwater, waterways)
PROCEDURES / RISK CONTROL MEASURES	Basic care and attention regarding the storage of chemical containers on the vehicle, correct handling of product and checking of vacuum hoses and plant should go a long way to prevent spillage of chemicals or effluent. **Checklist for avoiding spillage - Pump Truck** a. Before leaving the yard check all hoses for fractures and damage - replace hoses and connection fittings immediately where necessary. b. Make sure all valves and outlets on the vehicle effluent tank are secure. c. Ensure that all chemical containers are tightly sealed and stowed securely in an upright position to avoid becoming detached from the vehicle whilst negotiating rough terrain. d. Make sure that there is adequate spare capacity within the effluent tank for the day's workload. e. 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. f. Before leaving the site make sure that all containers are stowed securely on the vehicle.

	g. In the case of contamination because 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. h. 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. i. 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. j. 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. k. Once the contaminated toilet has been removed, clean up any other contaminants using a spillage kit and remove from site for secure disposal. **<u>In the event of accidental spill - Procedure</u>** a. Assess safety and make sure that people are kept clear. b. If it is a chemical spill, consult the Material Safety Data Sheet (MSDS). The MSDS should have instructions on how to deal with specific chemical spills. c. Put on suitable protective clothing. If necessary, PPE such as gloves and goggles, a mask, etc. d. Providing it is safe to do so, stop the spill at its source. This may involve righting an overturned container or sealing holes or cracks in containers. e. Contain and control the flow. f. The spill should be prevented from filtrating into the ground or entering the stormwater system. g. Clean up the spill. Promptly cover the spill using absorbent materials such as the correct absorbent granules for the product, sand, and rags, being mindful not to splash the spill - note that some strong acids should react with some types of granules and sawdust. Using a dustpan or spade, the absorbent granules or sand should then be scooped up and placed into a container. h. Notify the appropriate authority, e.g., Local municipality. i. Record the spill on an incident report form and submit to the appropriate authority. Record when, what, how and where the spill occurred, clean up measures undertaken and the names of any witnesses. j. Also make note of what changes can be made when handling, transporting, or storing chemicals to ensure a similar incident does not happen again.

14. COLLECTION OF PORTABLE TOILETS	
POTENTIAL HAZARD	Potential for injuries in the event of spillage and incorrect handling procedures being used.
PROCEDURES / RISK CONTROL MEASURES	a. Complete pumping out of the contents of the waste tank into the service vehicle as per regulations. b. Removal of toilet paper and other consumables. c. Remove any loose unsecured items that may dislodge in transit. d. Load and secure the unit onto a truck for transportation. e. Use tie downs to secure your portable toilets in transit and make sure the doors are closed and locked.
15. LOADING OF PORTABLE TOILET UNITS ONTO SERVICE/SUPPORT VEHICLE ON SITE	
POTENTIAL HAZARD	Potential for injuries in the event of incorrect handling procedures being used. Potential for incorrect strapping and losing the toilet while travelling.
PROCEDURES / RISK CONTROL MEASURES	a. On arrival at site, speak with the customer or his agent to determine where the toilet is situated. b. Position the vehicle as close as possible to the loading area to limit the amount of handling required. Ask the customer or site staff to guide you whilst you are manoeuvring into position. c. If there is a mechanical aid on site, ask customer if it can be used. If not, then follow procedures in SOP guide note *Manual Movement of Portable Toilets.* d. Never attempt to lift the toilet unit unaided. e. Once the toilet unit has been positioned onto the tail lift of the vehicle, raise the tail lift to the appropriate level. f. Position the toilet unit for travelling by filling the capacity of the vehicle from the headboard to rear (evenly). g. Exit the vehicle using a safe method of lowering yourself to the ground. DO NOT JUMP OFF THE BACK OF THE VEHICLE. h. Secure the toilet units before moving off.

16. UNLOADING OF PORTABLE TOILET UNITS FROM SERVICE/SUPPORT VEHICLE IN THE DEPOT	
POTENTIAL HAZARD	Potential for injuries in the event of incorrect handling procedures being used. Potential for incorrect strapping and losing the toilet while travelling.
PROCEDURES / RISK CONTROL MEASURES	a. Wherever possible the unloading of portable toilet units from the service/support vehicle should be done using a mechanical aid. If this is not possible follow the *Manual Movement of Portable Toilet Units*-guiding SOP. b. Never attempt to lift the toilet unit unaided. c. Position the vehicle as close as possible to the off-loading area as possible to limit the amount of manual handling required. d. Ensure that there are no obstacles on the flatbed of the vehicle before proceeding to move the toilet unit onto the tail lift. Lower the tail lift to ground level.

	e. If for any reason a pallet truck or forklift is not available, then follow procedures in in *Manual Movement of Portable Toilet Units.* f. Exit the vehicle using a safe method of lowering yourself to the ground. g. Wherever possible the loading of portable toilet units on to the service/support vehicle should be done using a mechanical aid. If this is not possible, follow instructions for Manual Movement of Portable Toilet Units. h. Never attempt to lift the toilet unit unaided. i. Once the toilet unit has been positioned onto the tail lift of the vehicle, raise the tail lift to the appropriate level. j. Ensure that there are no obstacles on the flatbed of the vehicle before proceeding, then position the portable toilet unit ready for securing to the vehicle and/or filling with the required amount of water. k. Exit the vehicle using a safe method of lowering yourself to the ground. l. Secure the toilet unit(s) before moving off.
17. <u>DISPOSAL OF WASTE /SEWAGE DISPOSAL</u>	
POTENTIAL HAZARD	Potential contravening of Local Municipality regulations if the correct waste disposal procedure is not followed. This may result in pollution of the environment and risk to public health.
PROCEDURES / RISK CONTROL MEASURES	a. The transportation and disposal of the waste should be in accordance with the required regulations as applicable. b. The waste should be properly disposed of at the scheduled or assigned waste-water disposal points, as outlined by Local Municipalities, etc. c. This should be an approved site and the dumping should comply with all statutory and municipal regulations. d. The Company should be in possession of at least 1 vacuum truck (minimum) with a waste load carrying capacity of about 2 000 litres. **No sewage should be allowed to be diverted into the environment!** a. It is not permissible for waste material simply to be thrown away. b. The Company should contact the relevant officials regarding the disposal sites provided and all surplus or unsuitable material should be disposed of on a site provided in a relevant given depot area, within whose boundaries the site is located.