Utility Regulatory Authority Male', Republic of Maldives



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Waste Management Standards and Guidelines:

Municipal Waste Collection and Transportation

URA 3001:2022

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1. Introduction

Waste collection is one of the basic elements of any waste management system which refers to picking up wastes at homes, businesses, institutions, commercial and industrial plants and other locations while loading them into a collection vehicle and hauling them to a facility for further processing or transfer to a disposal site. After collection, wastes have to be transported either into a treatment facility/material recovery facility or a disposal facility. Collected waste is often transferred from small collection vehicles to larger transport vehicle or vessel via a transfer station for movement to a treatment/processing/recovery/disposal facility.

These standards are formulated and implemented by Utility Regulatory Authority (URA) under the powers vested in it by section 4 (L) of the of Act Number 26/2020 (Utility Regulatory Act).

2. Scope

The standard applies to the collection and transportation of Municipal Solid Waste (residential, commercial, and institutional solid wastes). Explicitly excluded are industrial solid wastes; hazardous wastes; sludges; liquid wastes; construction and demolition wastes; and infectious wastes. The requirements contained herein stipulates the minimum standard required of solid waste collection and transportation operations.

3. Waste Collection

4. Level of Service

The level of service may differ between areas depending on the practicality and cost efficiency of delivering the service. Service level may vary between;

- a) Community transfer to central collection point
- b) Organized transfer to central collection points and/or curbside collection/door to door collection

The standards for waste collection as outlined below will be equally relevant to all different levels of waste collection services.

5. Collection Requirements

5.1 Source Separation

- a) Waste shall be collected and separated at source and stored in bags or a leak proof container as required by regulations and as agreed between the customer and service provider.
- b) Hazardous waste shall not be mixed with ordinary municipal solid waste. Mixed hazardous and ordinary solid waste shall be disposed of like hazardous solid waste.



Source: USEPA, 2020)

1. communal collection with centrally located large bins in neighborhoods

5.2 Collection method

- a) In general, all dwelling units in a development must receive the same manner of waste collection and service quality. However, in exceptional circumstances, service shall be tailored to the needs.
- b) An appropriate method of waste collection shall be designed depending on the service level required by the service area as indicated in section 3.
- c) Road-based collection system (consumers simply dump the waste along the road or at designated open spaces) shall be avoided and instead, provide a suitable communal container system/door to door collection/on-time collection-based system as practical.
- d) A mechanism to collect waste during special circumstance such as pandemics, natural disasters and incidents shall be decided by the local authority administering the designated service areas in discussion with the relevant government authorities.
- e) If communal collection points are used for waste collection, it shall be clearly demarcated with propitiate receptacles. The collection point must be
 - a) Not on a municipal sidewalk
 - b) Must be directly accessible to the waste collection vehicle (if required)
 - c) Must be free of obstructions such as parked cars and vehicles
- f) Waste should always be collected and stored in a container in whichever collection method used.

5.3 Storage requirement

- a) All solid wastes shall be stored in such a manner that they do not constitute a fire, health, or safety hazard or provide food or harborage for vectors, and shall be contained or bundled so as not to result in spillage.
- b) All solid waste containing food wastes shall be securely stored in covered or closed containers which are nonabsorbent, leak-proof, durable, easily cleanable (if reusable), and designed for safe handling.
- c) Single-use bags containing food wastes shall be stored within the confines of a building or in container between collection periods.
- d) A private society or an association of flats/multistory buildings shall provide a community bin i.e., a bin large enough to hold the waste generated by the members of their society/association for storage of wet domestic wastes and instruct all residents to deposit their domestic waste in this community bin to facilitate collection of such waste by the service provider from the designated spot. The location of the bin should be under 24hr surveillance
- e) In settlements, where because of lack of access or due to narrow lanes, it is not found convenient to introduce house-to-house collection system, community bins of sizes suitable for mobility or sizes ranging from 40 to 120liter capacity shall be placed at suitable locations by the local body or the service provider to facilitate the storage of waste generated by them. They may be directed to put their waste into community bins before the hour of clearance each day.
- f) Commercial and institutional waste shall be kept on-site in containers until the time of doorstep collection. Such waste shall not be kept outside the commercial premises on any part of the road, however temporarily. The waste kept within the premises shall not obstruct those entering and exiting the premises.

- g) The association of private commercial complexes/multi-story buildings shall provide suitable liftable community bins which match with the waste collection and transportation system of the service provider for the storage of waste by their members and direct them to transfer their waste into the community bin before the prescribed time on a day-to-day basis.
- h) Waste generated from food and beverage service providers shall be kept in such manner determined among waste management service providers and the relevant health regulatory authority. They shall refrain from disposal of their waste into municipal street bins/containers
- i) If hazardous waste is included in the municipal waste collection system, municipal hazardous waste must be kept separately and disposed of in accordance with the directives of the relevant government authority or service provider.
- j) Unless otherwise authorized by the relevant government authority in a regulation or standard, expired/faulty food and drinks kept in commercial businesses pending disposal must be separated from their containers and sorted in accordance with solid waste segregation requirements.
- k) For storing vegetable/fruit Markets waste, depending on the size of the market, local body/service provider itself may provide large size containers with lid or skips for storage of market waste at suitable locations within markets.
- I) Fish Markets shall keep within their premises sturdy containers (of size not exceeding 120 liters having lid, handle on the top or on the sides and rim at the bottom of the container with adequate spare capacity to handle expected loads. If fish/meat market waste is subjected to a special guidance from a regulatory authority, such waste should be handled as per the guidelines given.
- m) General waste from Hospitals and health facilities are required to be stored in color coded bins as per the direction of the relevant health authorities.
- n) Waste Storage containers shall be of an adequate size (Not too small that waste will accumulate on the ground around them and not too large that large and bulky items are disposed into it) and in sufficient numbers (depending on the segregation requirements) to contain all the waste that a residence or other establishment generates in the period of time between collections. Commonly used container sizes are illustrated in Figure 1
- o) Containers shall be maintained in a clean condition so that they do not constitute a nuisance, and to retard the harborage, feeding, and breeding of vectors.
- p) When serviced, storage containers shall be emptied completely of all solid waste.
- q) Reusable waste containers which are emptied manually shall not exceed 35 kg when filled, and shall be capable of being serviced without the collector coming into physical contact with the solid waste. Reusable waste containers which are emptied manually should have a capacity of no more than 130 Liters in volume, unless they are mounted on casters and can be serviced by being rolled to the collection vehicle and tilted for emptying.

Table 1:Summary of Storage requirements for municipal waste sources.

Source of waste generation	Requirements
Households	 Not to throw/litter any solid waste in the neighborhood, on the streets, open spaces, and vacant lands, into the drains or water bodies. Keep food waste/biodegradable waste in a leakproof, non-corrosive container with a cover (lid) Keep, dry/recyclable waste in a bin/bag or a sack. Keep domestic hazardous waste if and when generated separately for disposal at specially notified locations
Multistoried buildings, commercial complexes, private societies	 1 to 4 as above. 5. Provide separate community bin/bins large enough to hold food/biodegradable waste and recyclable waste generated in the building/society. 6. Direct the members of the association/ society to deposit their waste in community bin on day-to-day basis before the hour of clearance.
High density settlements with narrow pathways	1 to 4 as above. 5. Use community bins provided by local body for deposition of food and biodegradable waste.
Shops, offices, institutions, etc.	1 to 4 as above. 5. If situated in a commercial complex, deposit the waste so stored as per 2 and 3 above in community bins provided by the association.
Hotels & Restaurants	1 to 4 as above. However, the container used should be strong, not more than 100 liter in size, should have a handle on the top or handles on the sides and a rim at the bottom for easy handling
Vegetable & Fruit Markets	 Provide large containers, which match with transportation system of the local body. Shop keepers not to dispose of the waste in front of their shops or open spaces. Deposit the waste as and when generated into the large container placed in the market.
Meat & Fish Markets.	 Not to throw/litter any waste in front of their shops or open spaces around. Keep a non-corrosive container/ container not exceeding 100-liter capacity with lid handle and the rim at the bottom and deposit the waste in the said containers as and when generated. Transfer the contents of this container into a large container provided by the association of the market or local body on day-to-day basis before the hour of clearance.
Street Food Vendors	 Not to throw/litter any waste on the street, pavement or open spaces. Keep bin or bag for the storage of waste that generates during street vending activity. Preferably have an arrangement to affix the bin or bag with the hand-cart used for vending.
Hospitals, Nursing Homes, etc.	 Not to throw/litter any solid waste in their neighborhood, on the streets, open spaces, and vacant lands, into the drains or water bodies. Not to dispose of the biomedical waste in the municipal dust bins or other waste collection or storage site meant for municipal solid waste. Store the waste as per the directions of relevant health authorities

5.4 Collection Equipment

- a) All vehicles/vessels used for the collection and transportation of solid waste shall meet all applicable standards established by the Government, including, but not limited to, Roadworthiness, Safety Standards, Noise and Air Emission Standards etc.
- b) All vehicles/vessels used for the collection and transportation of solid waste shall be enclosed or adequate provisions shall be made for suitable cover, so that while in transit there can be no spillage. A figure illustrating the standard for the waste transportation vehicle/vessel is included in Annex 1: Transportation Standards for Vehicle and vessels of this standard.
- c) Whenever possible, enclosed, metal, leak-resistant compactor vehicles shall be used for the collection of solid wastes.
- d) The equipment used in the compaction, collection, and transportation of solid waste shall be designed/manufactured/built, operated, and maintained in such a manner as to minimize health and safety hazards to solid waste management personnel and the public. This equipment shall be

maintained in good condition and kept clean to prevent the propagation or attraction of vectors and the creation of nuisances.

- e) Collection vehicles shall be maintained and serviced according to manufacturers' recommendations. Any irregularities shall be repaired before the vehicle is used. Vehicles should also be cleaned thoroughly at least once a week.
- f) Solid waste should not be allowed to remain in collection vehicles over 24 hours and should only be left in a vehicle overnight when this practice does not constitute a fire, health, or safety hazard.

5.5 Collection frequency

- a) Solid wastes shall be collected with frequency sufficient to inhibit the propagation or attraction of vectors and the creation of nuisances.
- b) Solid wastes which contain food wastes shall be collected daily
- c) Inorganic waste shall be collected at least once a week
- d) Waste deposited at communal collection points must be collected within 24 hours of receptacles being reported as full or at regular intervals to not to attract vectors
- e) Bulky wastes shall be collected at a minimum of once every 3 months, if the service is given in a regular basis or as requested by the customers.
- f) When solid wastes are separated at the point of storage into various categories for the purpose of resource recovery, a collection frequency shall be designated for each waste category.
- g) While establishing collection frequencies, waste generation rates, waste composition, and storage capacity shall be taken into consideration.

5.6 Collection Schedule

- a) Collection schedule shall be fixed so that it is convenient for the waste generator as well as the collector
- b) Rush hours shall be avoided

5.7 Collection Route

- a) Collection route shall be designed in a manner that will allow waste to be collected quickly and easily
- b) Collection shall begin at the point furthest away from the unloading and transfer point/treatment facility/disposal site
- c) Busy routes with heavy traffic shall be avoided to the extent possible
- d) Minimize right turns so as to avoid traffic

5.8 Collection management.

a) The collector and collection vehicle operator shall be responsible for immediately cleaning up all spillage caused by his operations, for protecting private and public property from damage resulting from his operations, and for creating no undue disturbance of the peace and quiet in residential areas in and through which he operates.

- b) Records shall be maintained detailing all costs (capital, operating, and maintenance) associated with the collection system. These records shall be used for scheduling maintenance and replacement, for budgeting, and for system evaluation and comparison.
- c) The collection system shall be reviewed on a regular schedule to assure that environmentally adequate, economical, and efficient service is maintained.
- d) Solid waste collection systems shall be operated in a manner designed to minimize fuel consumption, including, but not limited to, the following procedures.
 - I. Collection vehicle routes shall be designed to minimize driving distances and delays.
 - II. Collection vehicles should receive regular tune-ups, tires shall be maintained at recommended pressures, and compaction equipment shall be serviced regularly to achieve the most efficient compaction.
 - III. Compactor trucks shall be used to reduce the number of trips to the disposal site.
 - IV. When the distance or travel time from collection routes to disposal sites is great, transfer stations shall be used when cost effective.
 - V. Residential solid waste containers which are serviced manually shall be placed at the curb or alley or within the premises of the buildings. If the containers cannot be placed in such a manner, the relevant provisions of the Waste Management Service regulation (No.) shall be adhered to.

5.9 Customer Service Standards

- a) Weekly waste collection must be done on the same day every week according to the service provider's schedule.
- b) When the scheduled collection services are interrupted for-whatever reason, the service provider must resume the service as soon as is practical and address all backlogs so caused as a matter of priority.
- c) When collection has been missed, the waste shall be removed not later than on the next scheduled collection day.
- d) The collection team shall make every effort to return the same bin to the premises of the household if bins are used as receptacles.
- e) The service provider must stipulate the time at which the waste receptacle must be put out for collection on the collection day.
- f) If the waste receptacle contains unacceptable material as specified in the standards (such as builders' rubble) the waste may not be removed. The service provider must communicate to the customer of the reason and provide options available for the customers that will enable the waste to be removed.
- g) All complaints about the service must be addressed within the time frame specified by the service provider

6. Waste Transportation standards.

The following standards are applicable to the transportation of waste including the primary and secondary transportation when a transfer station is involved. Primary transportation includes waste transportation from the source to transfer station. Secondary transportation includes transportation of waste from the transfer point to the treatment or disposal facility.

- a) Vehicles and vessels used for solid waste transportation must be special-use ones that satisfy technical and safety standards.
- b) Heavily travelled roads should not be served or used during rush hours in land transportation of waste.
- c) Any infectious waste or hazardous waste should not be accepted into the normal/general waste collection vehicles/vessels
- d) Containers used to contain waste during transport shall be covered
- e) In the course of solid waste transportation, it is prohibited to leak or drop waste, emit dust or smell. Any leaked or dropped waste shall be immediately collected and the location cleaned.
- f) Waste shall be transported by land in such a manner that the waste is well-sealed so that its odour and the debris it contains are prevented from spreading to the environment. A figure illustrating the standard for the waste transportation vehicle is included in Annex 1: Transportation Standards for Vehicle and vessels of this standard.
- g) Where the waste is transported in a pushcart or a wheelbarrow, such waste shall be enclosed by a litter-proof method.
- h) In transporting waste by sea, the loading of waste to any vessel shall be conducted in such a manner so that no amount of the waste loaded is littered to the surrounding area or sea. A figure illustrating the standard for the waste transportation vessel is included in Annex 1: Transportation Standards for Vehicle and vessels1 of this standard
- i) Having loaded the waste to any seagoing vessel, the vessel shall set sail once the loaded waste is made litter-proof by covering it well with a sheet of tarpaulin or any such material.
- j) Where household generated waste is discarded individually, the waste shall be handled in such a manner that its odor is contained, and the organic liquid and debris generated from it are prevented from littering the streets.
- k) Vehicles/vessels used in transporting wastes shall be washed, cleaned, disinfected and maintained regularly
- I) Daily records of the quantity of solid waste collected, the origin of waste, the quantity of solid waste transferred to disposal site, shall be maintained.

6.1 Waste transfer

- a) Waste transfer operation (act of transferring waste from a primary vehicle to a secondary vehicle or vessel) shall be designed in a manner that waste handling and the time required for the transfer is minimized and the waste does not end up on the ground or sea.
- b) The secondary transportation vehicles or vessels shall have a large holding capacity.

- c) During the waste transfer operations, waste shall be transferred from the primary vehicles to secondary vessel or vehicle in a manner where waste does not have to be unloaded into the ground directly. Where practical, waste from primary vehicle shall be directly unloaded in to the secondary vessel or a large containers/small vehicles placed inside the transfer vessel/vehicle or the primary vehicle with the waste loaded directly to the secondary vessel/vehicle.
- d) Records of the waste transfer shall be maintained as stated in chapter 7 of this standards through a WTN (Waste Transfer Note)

7. Health and Safety

- a) Waste Collection and Transportation systems shall be operated in such a manner as to protect the health and safety of personnel associated with the operation.
- b) All waste collection and transportation workers shall receive:
 - I. Appropriate personal protective equipment, eg. gloves, masks, overalls, safety glasses, respirators, raincoats, gumboots or equipment as prescribed under the occupational health and safety standards set out by relevant government authorities. etc.
 - II. Ongoing training on health and safety issues and first aid
- c) During the course of waste collection and transportation, all the relevant legislations related to land and sea transport, driving, parking, health and safety, environmental, and waste management shall be adhered to
- d) Scavenging shall be prohibited at all times to avoid injury and to prevent interference with collection operations.
- e) All solid waste collection personnel should receive instructions and training in safe container and waste handling techniques, and in the proper operation of collection equipment and basic customer service training
- f) When conducting carryout collection, a leak-proof and puncture-proof carrying container shall be used to minimize the potential for physical contact between the collector and the solid waste or the liquids which may derive from it.
- g) Appropriate fire detection and firefighting equipment's shall be in place on transportation/collection vehicles as required by the Ministry of Defense
- h) During disasters and pandemics, the instructions given by the relevant government authorities shall be strictly followed
- i) An emergency response plan shall be prepared and implemented addressing the hazards and risks associated with waste collection and transfer operations and first aid kits shall be available on all vehicles

8. Monitoring and record keeping

- a) Waste collection and transportation equipment shall be inspected regularly and records maintained.
- A waste tracking system shall be used to track waste from the point of leaving a site of operation through to its final disposal point. The operator shall use a system of Waste Transfer Notes (WTNs). The WTN, which describes the nature and quantity of waste, shall accompany each load of waste

and will be signed by all parties involved in chain of custody for the transfer and disposal of the waste. A copy of each WTN signed at the final treatment or disposal facility shall be returned to the URA as evidence of the waste's proper disposal upon request. Example of a WTN is given in **Annex 2: Template for Waste Transfer Notes (WTN)** of these standards.

- c) Completed WTN notes shall be kept for a period required by relevant legislations.
- a) Unless otherwise stated in any other regulation or any term or condition of a permit, the record keeping and reporting mechanism in Table 2 shall be followed.

Table 2: Record	Keenina	and	Reporting	requirements
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Data	Record keeping frequency	Reporting frequency
Collection		
Quantity of waste collection from different sources (households,	Daily	Biannually
shops, offices, etc.,)		
Quantity of waste collected in segregated fractions	Daily	Biannually
Total number of vehicles, tricycles, and human resources allotted for waste collection for each service level	Daily	As required by URA
Areas left unattended	Daily	As required by URA
Capacity of vehicles dedicated to primary and secondary collection	Monthly	As required by URA
Number of containers/storage depots in each service area (communal collection)	Monthly	As required by URA
Quantity of waste deposited at storage depots (communal bins)	Daily	Biannually
Customer records by category and service levels	Monthly	As required by URA
Transportation of waste		
Number and type of vehicles and equipment's allotted	Daily	As required by URA
Number of trips made to processing facility/disposal facility in each shift	Daily	As required by URA
Total quantity of waste transported (WTN)	Daily	Biannually
Number of vehicles that transport waste but were not totally full	Daily	As required by URA
Number of bins cleared during the day	Daily	As required by URA
Breakdowns reported during the day and action taken	Daily	As required by URA
Arrangements made for clearing the backlog	Daily	As required by URA
Financial Aspects		
Cost of operations and maintenance for services managed by the operator (recurrent fuel, electricity, and any other consumables, maintenance cost, human resource, etc.,)	Monthly	Annually
Cost of collection per tonnes per day	Quarterly	Annually
Cost of transport per tonnes per day	Quarterly	Annually
Cost of disposal per tonnes per day	Quarterly	Annually
Cost recovery for MSWM service through tax, user fees, grants & subsidies etc.,	Quarterly	Annually
Allocation of revenue and capital budget	Quarterly	Annually
Billing records	Monthly	Annually
Complaints		
Number of complaints received	Daily	As required by URA
Type of complaints received	Daily	As required by URA
Time taken for issues to be resolved and appropriate actions taken	Daily	As required by URA
Legal matters		
Number of cases filed in courts for violation of applicable laws and regulations	Monthly	As required by URA

Corrective measures taken	Monthly	As required by URA			
Other records					
Maintenance logs	Daily	As required by URA			
Records on incidents and accidents					
Inspection of machinery and equipment Logs	As required	As required by URA			
Compliance inspection	Annually	As required by URA			
Health and Safety inspection	As per the standards	As required by URA			
Training records	Annually	As required by URA			
Inventory	Monthly	NA			

9. Definitions

Container: a portable device in which a material or waste is stored, transported, treated, disposed or otherwise handled.

Door-to-door collection: Waste collection system where the waste collator goes to each house and collects waste from the source and place it directly into the vehicle.

Hazardous waste: 'hazardous waste' means types of waste that possess the properties specified under Annex (j) of the waste management regulation (2013/R-58) or any other relevant regulation

Local Body: The local authority responsible for the administration of municipal services in a designated area

Municipal Solid Waste: combined household, commercial and industrial waste (excluding hazardous industrial waste) materials generated in a given area.

Organic Waste: Any waste that is a carbon-based plant or animal material or byproduct thereof which will decompose into soil and is therefore free of non-organic materials and contamination. Examples of organic materials include food residuals, leaf and yard residuals, grass clippings, and paper products.

Operator: The person/entity responsible for the overall operation activity and whose actions or failure to act may result in non-compliance with these standards or the operating license/permit.

On-time collection: waste collection system where the waste collection vehicle goes around a neighborhood at a specific time, and alerts the people using a bell, siren or loudspeaker. People then bring waste from their houses and put it directly into the vehicle.

Road-based collection: waste collection system, where the consumers simply dump the waste along the road or at designated open spaces. The waste collectors then sweep the streets and collect the waste on their vehicles.

Storage: means the actual or intended containment of wastes, either on a temporary basis or for a period of time, in such a manner as not to constitute disposal of such wastes.

Transfer: To carry, remove, transport, or shift solid waste from one place, facility, vehicle, trailer, or container to another

Transfer Station: solid waste management facility where solid waste is collected, aggregated, sorted, stored and/or processed for the purpose of subsequent transfer to another solid waste management facility for further processing, treatment, transfer or disposal.

Transport or Transportation: The movement of wastes by road, highway, or water

Treatment: Any method, technique, or process, including neutralization, designed to change the physical, chemical or biological character or composition of any hazardous or solid waste, so as to neutralize such waste, or so as to recover energy or material resources from the waste, or so as to render such waste safer for transport, amenable for recovery, storage, or reduced in volume.

Vectors: Organisms or media (e.g., air, water, soil) that serve to transmit disease organisms.

Waste: A material that is discarded or is being accumulated, stored or physically, chemically or biologically treated prior to being discarded or that has served its originally intended use and is normally discarded or that is a manufacturing or mining by-product and is normally discarded.

Waste collection: The act of picking up wastes at homes, businesses, institutions, commercial and industrial plants and other locations; loading them into a collection vehicle and hauling them to a facility for further processing or transfer to a disposal site.



10. References

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11. Annex 1: Transportation Standards for Vehicle and vessels

Figure 1: Diagram Showing how the waste transport vehicle should be (top) and should not be (bottom) while in transit



Figure 2: Diagram Showing how the waste transport vessel should be (top) and should not be (bottom) while in transit

- Waste will need to be covered by a water proof tarp at all times during transport, if the collected waste is loosely loaded into the vehicle/vessel or if there is a chance that the loaded waste would fall of or be blown due to weather or road conditions, or rainfall.
- Vehicles/Vehicles designed specific to carrying waste should have siding that is mechanically attached to the all sides of the vehicles. Siding can be made of metal or wood as long as it is of adequate strength.
- Waste should not be pilled higher than the siding of the vehicle/vessel and/or higher than the height of the driver's cabin
- Any amount of Waste/Water/leachate/mud from the loaded waste should not drip onto the road or leak into the sea while in transit

12. Annex 2: Template for Waste Transfer Notes (WTN)

Waste Transfer Note

Keep this page and copy it for future use. Please write as clearly as possible.

Section 1 – Description of waste 1.1 Description of the waste being transferred 1.3 How much waste? For example, number of sacks, weight	1.2 How is the waste contained? Loose Sacks Dustbins Containers Jumbo Bags Dustbin bags other
Section 2 – Current holder of the waste – Transferor 2.1 Full name Company name and address	2.3 Are you: The producer of the waste? The Collector/Transferor of the waste? The local authority?
Postcode	The holder of a URA License/Permit? License/Permit number
2.2 Name of your local authority or council	2.4 Transferor's signature Name Representing
Section 3 – The transfer 3.1 Address of transfer or collection point	3.2 Name and Address of the business who arranged the movement (if applicable)
Postcode Date of transfer (DD/MM/YYYY)	
Section 4 – Person collecting the waste – Transferee 4.1 Full name	4.3 Are you: The holder of a URA license/ permit?
Company name and address	Permit number
Postcode	4.4 Transferee signature
	Name
4.2 Are you: The local authority?	Representing