

S/N	Question	Question addressed to	Response
1	Does an alarm trigger when personnel is within the hot zone area?	Mr JJ Simon / Mr Alvin Chia	For roll-on compactors, the answer is No. This is because the RED Zone area is the area where the bin lifter is. That is why we emphasize that only trained personnel can operate the equipment. The position of the operator is in the safe zone, on the side of the equipment, away from the bin lifter.
2	I have observed workers washing the CRC spraying the water indiscriminately all over. Is there any protection of electrocution hazards?	Mr JJ Simon / Mr Alvin Chia	In fact, this cleaning process is unnecessary. Once the discharge of the waste from the RHE to the refuse truck, there is a sequential operation that will flush the waste residue from the discharge plate of the RHE to the refuse truck. If the Spray nozzles are in position correctly and the refuse truck wait for the flushing operation of the RHE to be completed, this cleaning process can be avoided.
3	Any thoughts on the waste refuse alarm sounder being very loud and can be heard 4 to 5 blocks away? Can the future machines be quieter, and the alarm sound audible only close to within 20 meters of the waste buggy? It is a source of disturbance to residents.	Mr JJ Simon / Mr Alvin Chia	The alarm sound is from the refuse truck and is a LTA requirement. This is a standard requirement for heavy vehicles, to warn audibly to anyone nearby, that the truck is reversing. The sound is activated once the driver engages the reverse gear.
4	Is the room for the common rubbish chute in HDB estate installed with CCTV? Is it a good practice to install CCTV in bin centres?	Mr JJ Simon / Mr Alvin Chia	CCTV cameras are installed in HDB Bin Centres by the PWCs but do not see them in HDB CRC refuse rooms. You may wish to refer to the Town Councils for more information.
5	Do you think that all waste related equipment such as CRC, compactor, Rear end loader and etc should comply to DIN EN 574 safety machinery design... and safety norm such as EN13849?	Mr JJ Simon / Mr Alvin Chia	DIN EN 574 was superseded by <u>DIN EN ISO 13851</u> in Nov 2019. ISO 13849-1:2015 provides safety requirements and guidance on the principles for the design and integration of safety-related parts of control systems. REL's comply with SS EN1501 and SS 649 standards.

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6	Waste collector equipment - have a maintenance regime?	Mr JJ Simon / Mr Alvin Chia	There is a maintenance regime decided upon between the management office, MCST or Town Council and the RHE maintenance company. Do note that that after the DLP, a company would be engaged to maintain the RHE through a tender process.
7	I noticed that the rubbish cover where the resident throws the rubbish is installed with counter weight. The counter weight closed very fast when released. I noticed the edges between the cover and the opening of the rubbish can result in serious injury to hands when someone who happens to be between pinch point. Can this door be installed with device to slow down the cover closing?	Mr JJ Simon / Mr Alvin Chia	You may be referring to the Hopper when you referenced the rubbish cover. If it is the hopper, it is Spring Reacted, using a pull and push effect. Since ZENITH is not the supplier of the hopper, we are unable to provide you with further details, but you may wish to check in with the Town Council you observed this for information.
8	For many multi-tenanted buildings with bin centres, they are not aware of WSH requirements. How is WSH knowledge cascaded to these bin centre operators?	Mr Zainal Sapari	Under the Waste Management and Recycling WSQ framework, all waste collection drivers and crews, and operators are required to be trained in different WSQ modules depending on their licence type. As the Progressive Wage Model expands to the Waste Management industry, the Tripartite Cluster for Waste Management is exploring possible avenues to upgrade the skills of workers in the industry, including WSH training for Waste Management workers.
9	How often are the workers sent for health screening as they are exposed to so many vermin/parasites in the course of their duty?	Mr Zainal Sapari	We highly encourage Companies to do their own risk assessment at their worksites, as the health of their workers are dependent on their scope of duties, working environment, etc. When necessary, regular health screening should be conducted to ensure workers' safety. Workers in Unionised companies can approach their Union Representatives if they feel that their employers could do more to protect their safety and health.

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10	What's the job scope of the town council cleaners? Are they supposed to clean- the compactor room? - the slide tray from the RHE discharge outlet?- the inside of compactor?Some of the cleaners might store their equipment inside the compactor room which is accessible by public. Do you recommend to provide (a) keys and locks to the shutter of compactor and (b) the compactor machine on/off switch?	Mr Zainal Sapari	The Union's position is that the compactor room should be restricted to access by the public waste management company only. Any other unauthorized personnel who require access must get permission from the Town Council.
11	To MOM, for the lesson learn to previous accidents, are we able to have access to a detailed corrective action so that it is helpful for prevention?	Ms Emily Yeo	You may wish to refer to WSH Council's WSH alert or advisory for recommendations. In addition, WSH Council also publishes case studies with possible causes, recommendations and learning points.
12	For multi-tenanted buildings, sometimes we observe that there are no proper traffic management plans implemented and building owner or managing agents not taking accountability. How is the authority managing this?	Ms Emily Yeo	Under the WSH Act, as an occupier of the premises, in this case the building owner and managing agent, must ensure that the workplace is safe including all pathways to and from the place of work. During our inspection at multi-tenanted buildings, we do check whether the occupier has implemented proper traffic management plan to segregate the movement of pedestrian and vehicles. WSH Council has also pushed out notifications regularly to remind occupiers (i.e. MCST, MA) of their WSH responsibilities.

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13	There are WSH Committees in some organizations, but it is important that WSHO shall be secretary for committees if workforce size is less than 100. Would it be possible to have mandatory appointment of WSHO for waste management facilities, to ensure WSH Committee focus more on pro-active measures to prevent accidents with expertise of WSHOs?	Ms Emily Yeo	WSH (WSH committees) Regulations apply to every factory with 50 or more full-time persons at work. If the workplace has a WSHO, he is deemed to be appointed as the secretary of the WSH committee.
14	We always see those waste collection crews standing behind the trucks in motion without any means of Fall Protection. What is MOM / NEA stand on this potential risk?	Ms Emily Yeo / Ms Soh Jing Yi	The rear-end loader vehicles have built-in safety feature to travel at speed limit of 15km/hr, activated when the waste collection crew stands on the side step. Waste collection crew should only stand at the back of RELs in situations such as when conducting collection from bins placed at short intervals between multiple points, where alternate procedures (hopping on and off the cabin; walking from point to point) are not feasible. They should otherwise be seated in the REL cabin with the driver. Precautionary safety checks and measures should be put in place by the waste collection companies to safeguard against falls and injuries while standing at the back of RELs. Waste collection crews should also be properly trained for such operations.
15	Cleaners under town councils, waste collectors under NEA - any best way to manage the control access to CRC?	Ms Emily Yeo / Ms Soh Jing Yi	You may wish to refer to the Town Councils for more information.
16	For waste mgmt. industry, what could be the core functions expected of a WSHO? Are there any specific regulations governing specifically chemicals waste or hazardous wastes management?	Ms Emily Yeo	You may wish to refer to WSH Council's WSH alert or advisory for recommendations. In addition, WSH Council also publishes case studies with possible causes, recommendations and learning points.

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17	I wonder if the WHMR industry should develop a holistic COP to address the design, fabrication, installation, commissioning, operations, maintenance and decommissioning of WHM processes?	Ms Soh Jing Yi	Under the WSH Act, as an occupier of the premises, in this case the building owner and managing agent, must ensure that the workplace is safe including all pathways to and from the place of work. During our inspection at multi-tenanted buildings, we do check whether the occupier has implemented proper traffic management plan to segregate the movement of pedestrian and vehicles. WSH Council has also pushed out notifications regularly to remind occupiers (i.e. MCST, MA) of their WSH responsibilities.
18	Refuse trucks' collectors have frequently been seen riding on the rear of the trucks while the trucks are being driven along driveways in housing estates. Under NEA's licensing of GWCs, does the regulating of GWCs covers the safe manner of works carried out by the collectors?	Ms Soh Jing Yi	WSH (WSH committees) Regulations apply to every factory with 50 or more full-time persons at work. If the workplace has a WSHO, he is deemed to be appointed as the secretary of the WSH committee.
19	will we be looking at 3R for sustainability? currently we are not handling at ground level especially at households. Eg: unlike in the Netherlands, EU, households will need to segregate the waste before disposal	Ms Soh Jing Yi	Singapore adopts a commingled or single stream collection system where all types of recyclables (i.e. paper, metal, plastic and glass items) can be deposited into the blue bins. The recyclables are sent to Materials Recovery Facilities (MRFs) where the different types of recyclables are sorted, baled and sent to local/overseas recycling plants. Under this collection system, less time and effort is needed to sort out the different types of recyclables, and less additional space is required to store different types of recyclables separately, which makes it convenient for residents to recycle and lowers the barrier to start recycling. It also avoids the additional resources and carbon footprint associated with multiple road trips needed for separate collection of different recyclable streams. In addition, the Extended Producer Responsibility (EPR) scheme for electrical and electronic waste has recently been introduced to provide households with channels to segregate e-waste for recycling.

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20	<p>May I ask what's the procedure and system in place for bunk items to be sold to collector in HDB waste bin?</p> <p>I seen Malaysia lorry come collect bulky items from the workers from the waste bin. When I called the town council, they informed me that the transaction is undertaken by a subcontractor.</p>	Ms Soh Jing Yi	You may wish to refer to the Town Councils for more information.