

High-risk management standard
TRAFFIC MANAGEMENT

Updated
on
2023



Driving for work purposes on behalf of Veolia on both Veolia sites, and public roads has the potential to present a number of dangers and increased risk to the Group's activities.

Work on public roads simultaneously with all types of vehicles traffic and pedestrian circulation is a significant risk for Veolia employees and third parties.

This standard is intended to ensure that all measures are taken to prevent and reduce the risk of exposure to the hazards that are presented, associated with this type of activity.

SCOPE:

This document applies to all activities and sites of Veolia. It also applies to all activities, with or without vehicles, on public or private highways outside of Veolia sites.



*Global Occupational
Health & Safety*



LIFE SAVING RULES

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TRAFFIC MANAGEMENT

I always drive free from drugs and alcohol.
I fasten my seat belt and I do not handle any communication device when driving.



LIFE SAVING RULES

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TRAFFIC MANAGEMENT

I stay out of the path of moving vehicles or energised vehicles.



LIFE SAVING RULES

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TRAFFIC MANAGEMENT

I signal, slow down and check surroundings, before turning and reversing.

Section I

ON-SITE TRAFFIC

> Summary

New information
Is easy to find with markers
and highlights



Section I

ON-SITE TRAFFIC

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1.0 > Definitions

The traffic within the company corresponds to all flows and movements of people, with or without a vehicle.

Internal traffic that takes place on the site of the establishment includes:

- movements of machinery, vehicles, etc.
- pedestrian traffic, including the movement of people with reduced mobility.

This standard applies, both on Veolia sites and off-site where Veolia has control and responsibility for the work areas:

- to all Veolia employees;
- to subcontracting companies;
- to third parties (drivers, visitors, customers, delivery agents, etc.)

2.0 > Main occupational traffic hazards and risks

2.0.1 – Main hazards

Moving vehicles and machinery

The main on-site traffic hazard relates to moving vehicles and machinery. This hazard relates to the risk of collisions between machinery and/or with pedestrians. The challenge is to minimize the number of points where these flows cross, limiting the risk of collisions.

Ground condition

Poor ground conditions (holes, slippery surface, protruding objects, etc.) at closed sites can have consequences for machinery drivers (shock impact when passing over a hole), for pedestrians (falls) and, in certain cases, can cause machinery to become unstable or even overturn. This means that ground maintenance must be included in the site's maintenance and cleaning plan.

Differences in level

Just like the ground condition, large changes in level can cause a range of accidents such as machinery that overturns, pedestrian slips or falls, etc. This means it is important to limit access to these zones, organize operations there properly, and make sure that maximum differences in level as stated by manufacturers are always respected (for example: unloading bays, tail lifts, berms, windrows, access ramps, etc.).

Equipment in motion

As well as machinery and vehicles, other types of equipment may also be in motion at sites. This is the case, for instance, when loading and unloading dumpsters and containers, when opening or closing dumpster doors, etc.

Loads falling or overturning

Loads being handled or stored on site can overturn or fall during transport or storage.



2.0.2 – Main accidents categories

These main hazards lead to five main categories of accidents caused by on-site traffic flows:

- people hit or run over by a vehicle;
- people hit by a load falling from a vehicle;
- people who fall from a vehicle (when getting on/off, from rear foot, when covering, etc.);
- vehicles overturning;
- collisions between vehicles.

2.0.3 – Risks assessment of on-site traffic

NEW

At every Veolia site, and at every customer site where Veolia operates one or more traffic areas, an in-depth assessment must be carried out to reduce the risks related to the 5 categories of accidents listed above.

A competent person in charge of this transport safety risk assessment must ensure that it is carried out at the workplace and for a given site.

This in-depth analysis of occupational traffic flows, using the spaghetti diagram method, will be used to draft the:

- traffic plan allowing effective separation of flows;
- safety protocol;
- accident prevention plan for companies operating on-site;
- safety briefing session.

The analysis will also be useful for highlighting the relevance of the location of work areas and emergency assembly points.

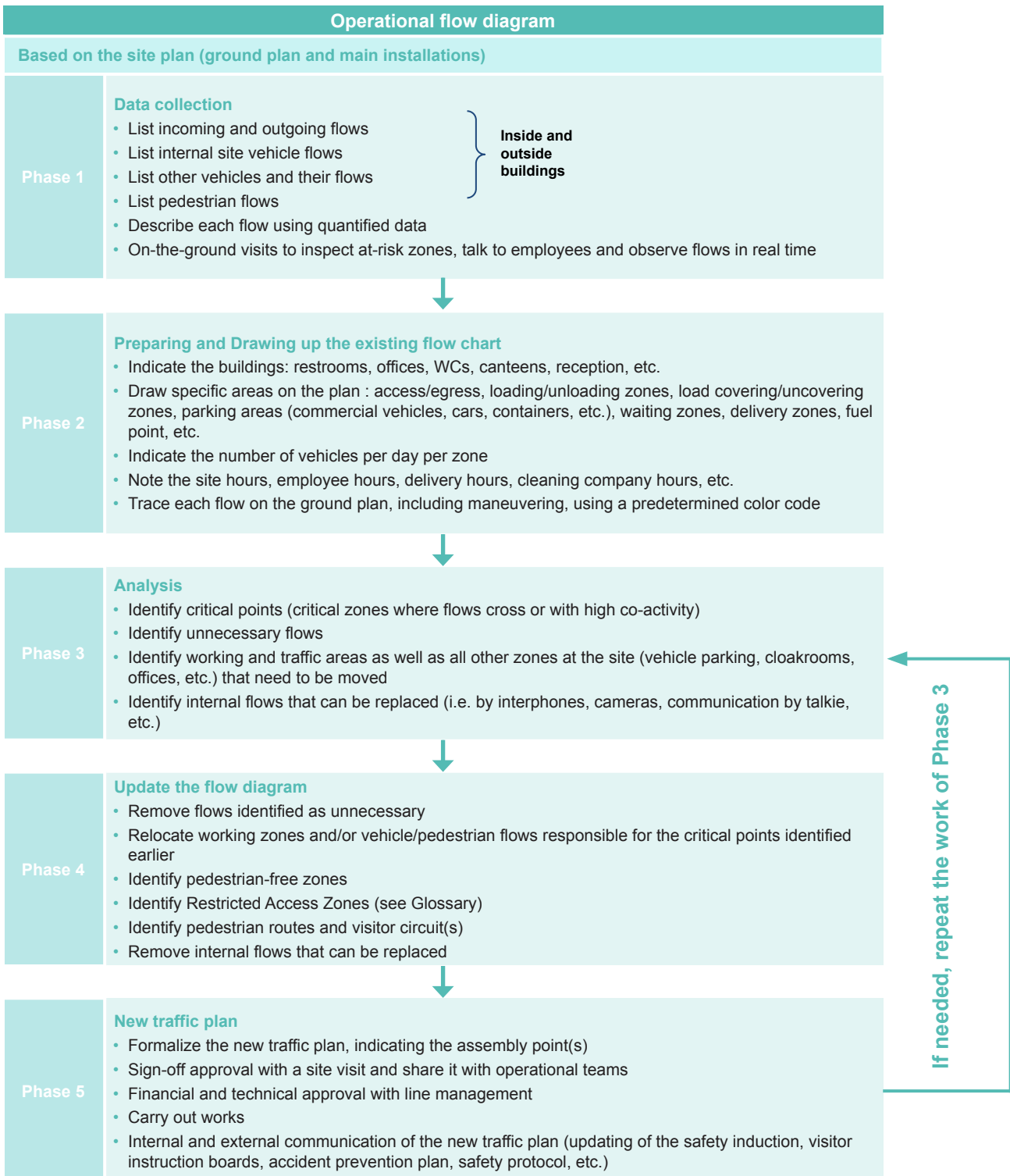
All employees, subcontractors and visitors must be trained and informed to ensure they are fully aware of the risks on the site and the measures they must take to reduce the overall risks.

The risk assessment must be reviewed at least once a year, or if there is reason to suspect that it is no longer valid, such as after a near miss and whenever there is a significant change in the level of risk on site. For example, the introduction of new vehicles; a change in traffic routes; a change in the type or number of people using the site, or the introduction of a new operation or process.

A competent traffic coordinator must be responsible for keeping the traffic plan up to date at each site.

2.0.4 – Flow diagram/summary

The flow diagram is drawn up by the operational team (line managers, employee representatives, operators, etc.) with support from QHSE experts to make sure the method is followed.



3.0 > Risk Management - Hierarchy of control

The risk assessment must determine the measures to put in place. It must also help:

- identify hazards;
- identify operators exposed to hazards;
- determine the causes and processes at the origin of the risk;
- identify the management and control measures to be implemented;
- check the existence and effectiveness of management and control measures.

Control measures must be ranked, from the highest level of protection and reliability to the lowest.

This process of logical thinking is a system used to eliminate or minimize exposure to risks. It is also known as the hierarchy of hazard control.

We must all try to eliminate hazards and people's exposure to them. If this is not reasonably possible, the risk must be minimized through a combination of the elements described below.



HIGHEST	ELIMINATE	<p>Can hazards be eliminated completely? For example:</p> <ul style="list-style-type: none"> • Eliminate co-activity (pedestrians/gear or between 2 moving equipment / vehicles flows) • Remove pedestrian access to hazardous areas • Remove differences in level • Repair ground in poor condition • etc. 	MOST
↑ Health and Safety Protection ↓	SUBSTITUTION	<p>Can the working method be replaced by a less dangerous method, organization or item of equipment/gear?</p> <p>Can the intervention frequency at these locations be reduced? Can interventions be rescheduled to avoid co-activity?</p>	↑ Reliability of control measures ↓
	ENGINEERING / DESIGN	<p>Is it possible to design or adapt traffic and working zones to maintain a distance between machinery and pedestrians? For instance by relocating production zones, cloakrooms, workshops, pedestrian routes, etc.)</p>	
	ISOLATION / CPE	<p>Is it possible to install systems to keep people away, or separated, from hazards? Collective protection equipment? (RAZ, physical barriers, signage, pedestrian detection systems, two-way radio communication systems, etc.)</p>	
	ADMINISTRATIVE CONTROLS	<p>Is it possible to provide training, improve surveillance or procedures? For example, a safety induction for everybody</p>	
LOWEST	PERSONAL PROTECTIVE EQUIPMENT	<p>Is it possible to limit the consequences of, or exposure to, hazards? For example, with safety footwear, hi-viz clothing, etc.</p>	LEAST

4.0 > Requirements at Veolia sites

Application

This high risk management standard applies to all interventions/activities related to occupational traffic at Veolia sites, exception made when stricter requirements must be complied (such as national regulations, international standards, clients requirements, codes of practices...).

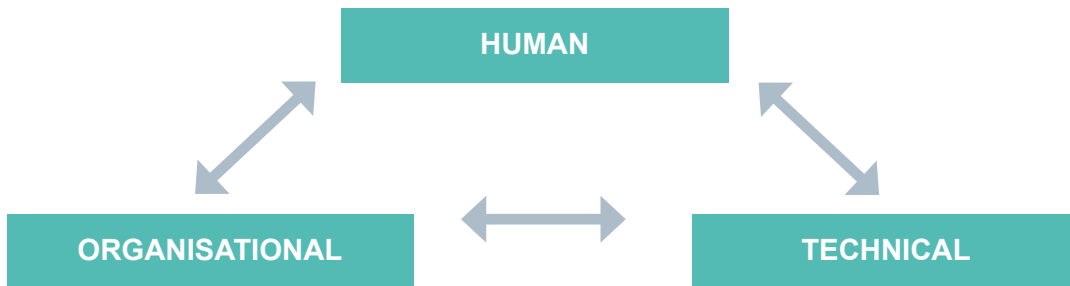
This standard applies to all Veolia entities and to all acting under their responsibility, such as managers, employees, contractors, suppliers, visitors or any other person acting in the name of a Veolia entity.

NEW

Preliminary requirements

Use of the word "MUST" in this standard indicates that this is a mandatory requirement.

Use of the word "SHOULD" in this standard indicates, primarily, that a requirement is mandatory but that specific circumstances may mean it is not reasonably possible to follow it, and that a procedure for degraded mode intervention must be put in place.



I stay out of the path of moving vehicles or energised vehicles



I always drive free from drugs and alcohol. I fasten my seat belt and I do not handle any communication device when driving



I signal, slow down and check surroundings, before turning and reversing

4.0.1 – Human requirements

1. The Life-Saving Rules relating to this standard must be rolled out to all employees and contractors.
2. **Rules for on-site traffic flows must** be communicated to everybody who may need to move around the site (pedestrians, machinery drivers, vehicle drivers, etc.).
3. Each employee or third party must respect the traffic rules of the entire site (internal and external traffic lanes of the buildings, vehicle parks, workshops, offices, etc.) and report any dysfunction observed.
4. A competent traffic coordinator must be responsible for keeping the traffic plan up to date at each site.
5. Every operator, including all visitors, contractors and third parties, must receive a traceable safety induction (dated and time-limited proof of safety induction, signed and dated certificate, issue of an access authorisation such as a badge or similar).
6. All persons entering a Veolia site must be specifically made aware of **Restricted Access Zones (RAZ)**.
7. **All employees moving around sites, including temporary workers, must follow the module of this standard in e-learning or face-to-face.** The e-learning must be refreshed every 3 years.
8. **Vehicle drivers must receive specific training relevant to their vehicle and their job.** The training must be properly documented (training certificate). The requirement also applies to workers from permanent or regular contractors that are involved in traffic on our site. Training must be recorded, maintained and periodically renewed every 5 years or whenever there is a change in the procedure.
9. An authorized examiner must assess the skills of trainees, and of the trainers providing the training.
10. Mandatory safety and personal protective equipment, such as hi-viz vest, safety shoes, helmet or communications device, etc.) must be worn.
11. All drivers must be medically fit to drive their vehicle.
12. Safety belts must always be worn in the vehicle.
13. Vehicle drivers must indicate, slow down and check their surroundings before turning or reversing.
14. The ban on driving under the influence of alcohol, narcotics or medicinal products liable to impact people's alertness must be enforced.
15. The ban on driving under the influence of alcohol, narcotics or medicinal products liable to impact people's alertness must be communicated to everyone. A monitoring system should be put in place.
16. All drivers must be at a halt before using a communication device (cellphone, radio, etc.) except where the vehicle is fitted with a hands-free kit or equivalent.
17. Everybody walking on site must move to a safe place before using their telephone.

18. In order to ensure that this standard is properly applied to all sites, observations (such as safety visits, audits, etc.) must be carried out regularly.
19. Observation (such as safety visits, audits, etc.) carried out during the intervention on our sites must take into account the behaviour of those observed.
20. Observations must lead to:
- the activity being stopped until compliance is restored in case of deviations from critical requirements of this standard;
 - immediate remediation and/or corrective action plan in case of deviations from requirements of this standard others than critical;
 - recognition of existing good-practices through sharing and "copy & adapt".

4.0.2 – Organisational requirements

1. Purchase, design, installation and assembly of equipment (including hired and contracted equipment) must meet the requirements of this standard.
2. An analysis of pedestrian and vehicle flows must be carried out to draft the traffic plan, which is required to follow the flow diagram methodology shown in section 2.0.4.
3. A pedestrian circuit must be set up at the entrance to the site and cover all zones where pedestrians are permitted.
4. Zones where pedestrians are not authorized and other specific zones must be clearly defined (waiting zones, zones for covering/uncovering vehicles loads, trailers, loading zones, equipment storage zones, etc.).
5. The maximum number of vehicles permitted in each specific zone must be determined.
6. The load covering/uncovering zone must be secured and each location physically separated.
7. Restricted Access Zones (RAZ) must be identified.
8. Wherever possible, a one-way traffic system must be put in place.
9. **A speed limit** must be defined.
10. The speed limit should be 12mph.
11. Manoeuvring on bends must be kept to a minimum.
12. All sites must be able to prove that they have **assessed all reversing operations** to reduce, minimise or eliminate them.
13. For reversing operations, which are classified as critical, a trained and competent person must guide the driver during the maneuver.
14. **Vehicles must reverse park**, except vehicles for people with disability or where there is insufficient visibility or space for the manoeuvre.

Example of signage



15. All persons entering a Veolia site must report, sign in and wait for permission to enter the site. They must be announced to the person in charge of reception area and then taken in charge (processing, badge, reception register, etc.).
16. All vehicles entering an operational zone should be recorded and authorized.
17. All visitors/third parties must be accompanied or supervised at the site by a Veolia employee.

18. Before being permitted to have unguided access to a working zone, all contractors/drivers must:
 - have had safety induction briefing/training;
 - have the risk assessment specific to the activity;
 - have an on-site Veolia contact person;
 - have written authorisation for contractors to access their work area;
 - have the appropriate safety equipment (PPE, radio, etc.).
19. The site's preventative maintenance plan must include keeping the traffic plan updated. Specifically, this must include:
 - road markings;
 - the operation of traffic lights and automatic barriers.
20. A systematic job safety analysis (JSA) must be carried out by the team executing the work (employees of Veolia and/or contractors) prior to starting the job. It must include the review of the environment analysis and the review of traffic rules and existing procedures to be applied.
21. A written emergency plan must be established, validated and communicated to all all persons present on the site.
22. Emergency assembly points must be identified and clearly signposted.
23. Potential accident scenarios must be identified and emergency measures must be defined and ready to be deployed. On industrial sites, this plan must be developed with the client.
24. Emergency plans should be tested regularly.

4.0.3 – Technical requirements

1. **Each site must be equipped with adequate and sufficient lighting** to ensure good visibility for vehicle drivers and pedestrians.
2. Systems such as mirrors, barriers and signal lights must be fitted at location with reduced visibility, for example the exit to car parks.
3. **Systems must be installed to regulate vehicle traffic** and reduce speeds (speed bumps, barriers, etc.).
4. At the site entrance, physical measures must be in place to manage the flow of vehicles and pedestrians (barriers and reception area and, where possible, restrooms).
5. Pedestrian and vehicle flows must be identified and separated using horizontal or vertical signs.
6. Pedestrian and vehicle flows should be separated by a physical barrier (safety barrier, curb, etc.).
7. Appropriate signage for pedestrians and vehicle drivers must be in place to identify traffic priorities.
8. Each operational site must define the mandatory PPE. Any person working on a site must at least wear high visibility clothing and safety shoes.
9. Radiotelephony systems must be implemented on site to facilitate communication between different locations. All vehicle drivers must be informed of the presence of these systems.
10. All vehicles must be fitted with a compliant lighting system, horn and audible reversing alarm. All must be in fully operational condition and checked daily. All other forms of reversing aid, such as rearview cameras, are strongly recommended.
11. All construction machinery must have cameras to cover blind spots.
12. All motorised vehicles must be equipped with a sufficient number of seats and seat belts in good condition.
13. All Restricted Access Zones (RAZ) must be physically closed off (see Appendix 3 “Summary RAZ requirements - Example”).
14. Every RAZ must include a clearly identified and secure waiting zone for pedestrians.
15. Every RAZ must be marked by signage at the pedestrian and machinery entries
16. In cases where all the preventive actions described in this standard are not sufficient to remove all risks of collision, systems to detect the presence of pedestrians must, as a minimum, be fitted to all plant machinery.

5.0 > Glossary

Blind spot: a zone outside the field of vision of a vehicle driver that prevents them from seeing part of their surroundings.

Competent person: somebody who has acquired the knowledge and skills needed to complete a task successfully, thanks to their training or experience. Competency is a combination of these elements that allows an operator to identify the risks of a situation and the measures needed to deal with them.

Critical points: on-site zones where significant collision risks have been identified.

Crossover zone: zone used or crossed by several flows of machinery, pedestrians and other vehicles.

Customer site traffic flows: movements that take place inside a customer site where Veolia intervenes. These movements can be on foot, or using a powered or unpowered machine. The rules of the customer's site apply.

Delivery zone: temporary parking zone for outside vehicles, dedicated to the delivery of products or materials. It is marked by vertical and horizontal signs.

Plant machinery: all machinery used at Veolia sites, with the exception of forklifts weighing under 5 metric tons.

Restricted Access Zone: a RAZ is a zone inside or outside a building where there may be a risk of collision between machinery (such as backhoes, loaders, telehandlers and forklifts) and pedestrians.

The following are considered as RAZ:

- areas where machinery works or moves and where one or more pedestrians may be present or in the vicinity as part of their tasks;
- machinery routes where one or more pedestrians may be present or in the vicinity as part of their tasks, such as a machinery maintenance workshop.

The following are not considered as RAZ:

- machinery routes clearly identified on the site's traffic plan;
- parking zones for machinery and vehicles.

Spaghetti diagram: method used to analyze traffic flows and their interactions at a site. This is used as part of a comprehensive process to reduce the risks of collisions.

Tanker filling/emptying zone: zone set aside for loading or unloading tanker vehicles. It is marked by vertical and horizontal signs.

Traffic coordinator: competent person named at each site to keep the traffic plan continually updated.

Traffic flows: on-site routes followed by various categories of machinery, vehicles and pedestrians.

Traffic plan: document that sets out movement rules for people and vehicles for the purpose of limiting traffic-related risks.

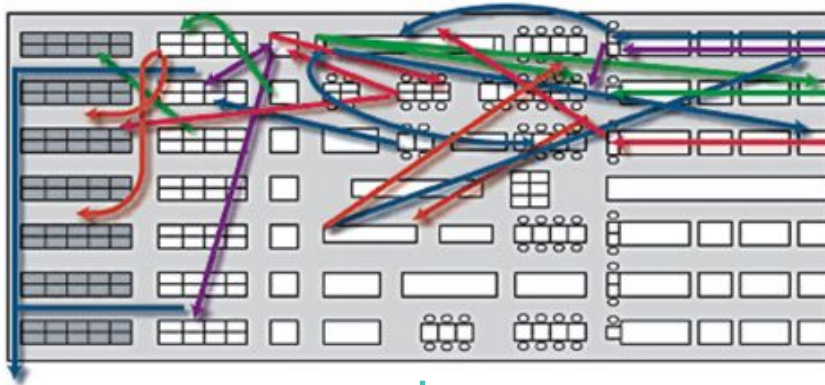
Vehicle: all forms of motorized transportation, including cars, mobile plant, light commercial vehicles, heavy trucks, machinery, etc.

Visitor circuit: on-site visitor route that must be secure.

Waiting zone: temporary parking zone for machinery and vehicles, indicated using signs and markings.

APPENDIX 1 > Example of flow diagram using the spaghetti diagram method

Before:



After:



- Pedestrian
- Forklift
- Truck

APPENDIX 2 > Example of a site entrance signboard

The information listed must include:

- a description of site rules;
- personal protective equipment requirements;
- plant and vehicle operating speeds;
- pedestrian route for site access.



APPENDIX 3 > Summary of RAZ requirements - Example

1 Closed Area

RAZ is physically closed, inside or outside a building, with a limited access for machines and pedestrians.



2
3
4 How to enter and leave a RAZ

- Make sure you have a mean of communication (walkie-talkie/phone)
- Follow the pedestrian paths
- Present yourself in the waiting zone



2
3
4 How to enter and leave a RAZ

In the waiting zone, before entering the RAZ:

- Ask the machine operator for permission to enter (direct verbal communication or by walkie-talkie/phone)
- Wait for verbal permission before entering the RAZ



2
3
4 How to enter and leave a RAZ

Entering the RAZ:

- The machine operator gives permission to enter the RAZ (oral agreement)
- The pedestrian is allowed to enter



2
3
4 How to enter and leave a RAZ

Leaving the RAZ:

- Inform the machine operator that you are leaving the RAZ (direct verbal communication or by walkie-talkie/phone)
- Wait for its verbal response before leaving the zone
- Follow the pedestrian paths



APPENDIX 4 > Applicability and compliance assessment at Veolia sites

> REQUIREMENTS	C	NC	Criticality
HUMAN			
1. The Life-Saving Rules relating to this standard must be rolled out to all employees and contractors.			1 : Critical
2. Rules for on-site traffic flows must be communicated to everybody who may need to move around the site (pedestrians, machinery drivers, vehicle drivers, etc.).			1 : Critical
3. Each employee or third party must respect the traffic rules of the entire site (internal and external traffic lanes of the buildings, vehicle parks, workshops, offices, etc.) and report any dysfunction observed.			1 : Critical
4. A competent traffic coordinator must be responsible for keeping the traffic plan up to date at each site.			1 : Critical
5. Every operator, including all visitors, contractors and third parties, must receive a traceable safety induction (dated and time-limited proof of safety induction, signed and dated certificate, issue of an access authorisation such as a badge or similar).			1 : Critical
6. All persons entering a Veolia site must be specifically made aware of Restricted Access Zones (RAZ) .			1 : Critical
7. All employees moving around sites, including temporary workers, must follow the module of this standard in e-learning or face-to-face. The e-learning must be refreshed every 3 years.			2 : Important
8. Vehicle drivers must receive specific training relevant to their vehicle and their job. The training must be properly documented (training certificate). The requirement also applies to workers from permanent or regular contractors that are involved in traffic on our site. Training must be recorded, maintained and periodically renewed every 5 years or whenever there is a change in the procedure.			1 : Critical
9. An authorized examiner must assess the skills of trainees, and of the trainers providing the training.			2 : Important
10. Mandatory safety and personal protective equipment, such as hi-viz vest, safety shoes, helmet or communications device, etc.) must be worn.			1 : Critical

C: Compliant

NC: Non compliant

P: Priority as defined

1: Critical = Requirement that is fundamental to be deployed to avoid serious incidents.

2: Important = Requirement that is essential and should be implemented to the extent possible to avoid incidents.

3: Useful = Requirement that has an effective role in strengthening prevention.

> REQUIREMENTS	C	NC	Criticality
HUMAN			
11. All drivers must be medically fit to drive their vehicle.			1 : Critical
12. Safety belts must always be worn in the vehicle.			1 : Critical
13. Vehicle drivers must indicate, slow down and check their surroundings before turning or reversing.			1 : Critical
14. The ban on driving under the influence of alcohol, narcotics or medicinal products liable to impact people's alertness must be enforced.			1 : Critical
15. The ban on driving under the influence of alcohol, narcotics or medicinal products liable to impact people's alertness must be communicated to everyone. A monitoring system should be put in place.			2 : Important
16. All drivers must be at a halt before using a communication device (cellphone, radio, etc.) except where the vehicle is fitted with a hands-free kit or equivalent.			1 : Critical
17. Everybody walking on site must move to a safe place before using their telephone.			1 : Critical
18. In order to ensure that this standard is properly applied to all sites, observations (such as safety visits, audits, etc.) must be carried out regularly.			2 : Important
19. Observation (such as safety visits, audits, etc.) carried out during the intervention on our sites must take into account the behaviour of those observed.			2 : Important
<p>20. Observations must lead to:</p> <ul style="list-style-type: none"> • the activity being stopped until compliance is restored in case of deviations from critical requirements of this standard; • immediate remediation and/or corrective action plan in case of deviations from requirements of this standard others than critical; • recognition of existing good-practices through sharing and "copy & adapt". 			1 : Critical

> REQUIREMENTS	C	NC	Criticality
ORGANISATIONAL			
1. Purchase, design, installation and assembly of equipment (including hired and contracted equipment) must meet the requirements of this standard.			1 : Critical
2. An analysis of pedestrian and vehicle flows must be carried out to draft the traffic plan, which is required to follow the flow diagram methodology shown in section 2.0.4.			1 : Critical
3. A pedestrian circuit must be set up at the entrance to the site and cover all zones where pedestrians are permitted.			1 : Critical
4. Zones where pedestrians are not authorized and other specific zones must be clearly defined (waiting zones, zones for covering/uncovering vehicles loads, trailers, loading zones, equipment storage zones, etc.).			1 : Critical
5. The maximum number of vehicles permitted in each specific zone must be determined.			2: Important
6. The load covering/uncovering zone must be secured and each location physically separated.			1 : Critical
7. Restricted Access Zones (RAZ) must be identified.			1 : Critical
8. Wherever possible, a one-way traffic system must be put in place.			2: Important
9. A speed limit must be defined.			1 : Critical
10. The speed limit should be 12 mph.			2: Important
11. Manoeuvring on bends must be kept to a minimum.			2: Important
12. All sites must be able to prove that they have assessed all reversing operations to reduce, minimise or eliminate them.			1 : Critical

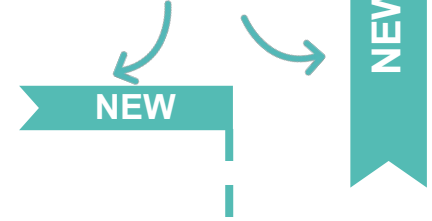
> REQUIREMENTS	C	NC	Criticality
ORGANISATIONAL			
13. For reversing operations, which are classified as critical , a trained and competent person must guide the driver during the maneuver.			1 : Critical
14. Vehicles must reverse park, except vehicles for people with disability or where there is insufficient visibility or space for the manoeuvre.			2: Important
15. All persons entering a Veolia site must report, sign in and wait for permission to enter the site. They must be announced to the person in charge of reception area and then taken in charge (processing, badge, reception register, etc.).			1 : Critical
16. All vehicles entering an operational zone should be recorded and authorized.			2: Important
17. All visitors/third parties must be accompanied or supervised at the site by a Veolia employee.			1 : Critical
18. Before being permitted to have unguided access to a working zone, all contractors/drivers must: <ul style="list-style-type: none"> • have had safety induction briefing/training; • have the risk assessment specific to the activity; • have an on-site Veolia contact person; • have written authorisation for contractors to access their work area; • have the appropriate safety equipment (PPE, radio, etc.). 			1 : Critical
19. The site's preventative maintenance plan must include keeping the traffic plan updated. Specifically, this must include: <ul style="list-style-type: none"> • road markings; • the operation of traffic lights and automatic barriers. 			2: Important
20. A systematic job safety analysis (JSA) must be carried out by the team executing the work (employees of Veolia and/or contractors) prior to starting the job. It must include the review of the environment analysis and the review of traffic rules and existing procedures to be applied.			1 : Critical
21. A written emergency plan must be established, validated and communicated to all all persons present on the site.			1 : Critical
22. Emergency assembly points must be identified and clearly signposted.			1 : Critical
23. Potential accident scenarios must be identified and emergency measures must be defined and ready to be deployed. On industrial sites, this plan must be developed with the client.			1 : Critical
24. Emergency plans should be tested regularly.			2: Important

> REQUIREMENTS	C	NC	Criticality
TECHNICAL			
1. Each site must be equipped with adequate and sufficient lighting to ensure good visibility for vehicle drivers and pedestrians.			1 : Critical
2. Systems such as mirrors, barriers and signal lights must be fitted at location with reduced visibility, for example the exit to car parks.			2: Important
3. Systems must be installed to regulate vehicle traffic and reduce speeds (speed bumps, barriers, etc.).			3: Useful
4. At the site entrance, physical measures must be in place to manage the flow of vehicles and pedestrians (barriers and reception area and, where possible, restrooms).			1 : Critical
5. Pedestrian and vehicle flows must be identified and separated using horizontal or vertical signs.			1 : Critical
6. Pedestrian and vehicle flows should be separated by a physical barrier (safety barrier, curb, etc.).			2: Important
7. Appropriate signage for pedestrians and vehicle drivers must be in place to identify traffic priorities.			2: Important
8. Each operational site must define the mandatory PPE. Any person working on a site must at least wear high visibility clothing and safety shoes.			1 : Critical
9. Radiotelephony systems must be implemented on site to facilitate communication between different locations. All vehicle drivers must be informed of the presence of these systems.			1 : Critical
10. All vehicles must be fitted with a compliant lighting system, horn and audible reversing alarm. All must be in fully operational condition and checked daily. All other forms of reversing aid, such as rearview cameras, are strongly recommended.			1 : Critical
11. All construction machinery must have cameras to cover blind spots.			1 : Critical
12. All motorised vehicles must be equipped with a sufficient number of seats and seat belts in good condition.			1 : Critical
13. All Restricted Access Zones (RAZ) must be physically closed off (see Appendix 3: Summary of RAZ requirements - Example).			1 : Critical
14. Every RAZ must include a clearly identified and secure waiting zone for pedestrians.			1 : Critical
15. Every RAZ must be marked by signage at the pedestrian and machinery entries (insert RAZ panel).			1 : Critical
16. In cases where all the preventive actions described in this standard are not sufficient to remove all risks of collision, systems to detect the presence of pedestrians must, as a minimum, be fitted to all plant machinery.			2: Important

Section II

TRAFFIC OUTSIDE THE SITES

New information
Is easy to find with markers
and highlights



> Summary (1/2)

Section II

TRAFFIC OUTSIDE THE SITES

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New information
Is easy to find with markers
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> Summary (2/2)

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TRAFFIC OUTSIDE THE SITES

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1.0 > Definitions

Traffic outside Veolia sites or on public roads corresponds to all flows of people traveling with or without a vehicle.

This includes:

- **Travel associated with work:**
 - travel between home and workplace;
 - travel for work mission;
 - travel to a worksite, site or customer location.
- **Fixed worksites**, which concern long-term interventions on public roads such as leak detection and repair operations, drain cleaning, cleaning, network inspections, network construction and repair (drinking water, sewer, energy, etc.).
- **Mobile worksites**, which are characterized by short worksites progressing in successive leaps such as drain cleaning, sewer inspections networks, leak detection or collection of voluntary supply points.
- **Mobile activities**, which concern operations conducted on the move, such as refuse collection, street-sweeping on foot or with a mechanical sweeper, meter reading, etc.

2.0 > Main occupational traffic hazards and risks outside the sites

2.0.1 – Main hazards

Moving vehicles

The main outside traffic hazard relates to the movement of vehicles.

The risks of collision between vehicles or with pedestrians are linked to this hazard.

Insufficient distance between vehicles or speed that is excessive or not appropriate to the surroundings increase this risk of collision and its consequences.

Condition of vehicles

Loss of vehicle control can be the result of a badly maintained vehicle (tires, brakes, lighting, wipers, screen demister, camera, rearview mirrors, seat belts, wheel tightening, etc.).

Substances or physical state liable to affect driver alertness

The consumption of alcohol, illicit drugs or certain medicines can have a significant impact on driver alertness. An advanced state of fatigue or a loss of attention linked to the use of means of communication can lead to a loss of control of the vehicle.

Aggression by third parties

Interventions on public roads exposes employees to potential aggression by third parties (humans, animals).

Road surface and ground condition

Poor road surfaces (holes, slippery ground, protruding objects, etc.) can have consequences for vehicles (impacts when passing over a hole, loss of grip, etc.) and can, in certain cases, cause machinery to become unstable or even overturn.

Poor ground conditions (slippery ground, holes, etc.), combined with heavy traffic nearby, can have consequences during mobile activities.

Differences in level

Just like the condition of the ground, large changes in level can cause accidents such as a vehicle that overturns.

Weather conditions

Rain, ice, snow, fog and wind are all factors to consider when traveling on public roads. Driving practices and vehicle equipment must be adapted to suit weather conditions.

Overloading

Vehicle overloading is a significant hazard when driving on public roads. Overloading increases braking distances, can destabilize a vehicle on a curve and increases wear on vehicle components.

Load distribution and securing

Loads in or on vehicles and trailers, which can be towed, constitute sources of hazards that must be controlled. This involves proper securing of all equipment and materials being carried, correct load distribution, and driving at an appropriate speed.

2.0.2 – Main accident categories

In relation to these main hazards, there are seven main categories of road traffic accidents:

- impact or crushing by a vehicle (employee or third party);
- aggression by third party;
- collision between vehicles (light vehicles, trucks, two-wheelers etc.);
- being hit by a load falling from a vehicle;
- falling from a vehicle (mounting/dismounting, footboard, etc.);
- vehicle overturning;
- vehicle leaving the road.

2.0.3 – Risk assessment related to traffic outside the sites

Every intervention on public roads must be subject to an in-depth risk assessment to reduce the likelihood of events relating to the 7 categories of accidents listed above.

The competent person responsible for the risk assessment must know the area where the fixed or mobile worksite will occur, or the course of evolution for a mobile activity.

Among other elements, the in-depth assessment is used to set out preventive measures and operating methods to be used during fixed or mobile worksites, collection or routing plans for mobile activities. They must be communicated by the managerial line and known to all operators.

A specific risk assessment methodology for each type of activity on public roads is described below.

2.0.3.1 – Risk assessment related to travel for mission

- Carry out an inventory of travel, taking account of real-life driving conditions (duration of travel, working hours, types and characteristics of vehicles, traffic conditions, weather conditions, etc.).
- Identify exposed employees.
- Analyze travel (scheduling, organization, etc.) and look at their purpose and characteristics.
- Identify driver habits: use of communication devices, offenses, travel time, annual distances travelled, etc.
- Look at the lessons learned: analysis of offenses, material accidents and personal injury accidents that have occurred on mission in recent years (direct and indirect costs).
- Define and implement a prevention policy related to travel for mission:
 - training & awareness;
 - vehicle inspection & maintenance;
 - run a challenge or competition focused on reducing the number of claims;
 - further measures to consider: development of remote meetings, encourage and promote carpooling and the use of public transportation, set a maximum road travel time per day, etc.

2.0.3.2 – Risk assessment for fixed worksites, mobile worksites and mobile activities

- Define the main characteristics of the fixed or mobile worksite or mobile activity:
 - duration, times;
 - work to perform, type of activity (collection, meter reading, cleaning);
 - number of machines/vehicles;
 - number of operators involved;
 - for mobile worksites: also define the frequency of movements;
 - etc.
- Carry out a prior visit to the worksite or the course:
 - analysis of surroundings (road type, traffic volume, etc.);
 - analysis of worksite footprint on roadway;
 - identification of authorizations required;
 - for mobile activities: also analyze topography and zones presenting a risk;
 - etc.
- Define preventive measure for the intervention (see appendix 1 and 2 for examples of site markings):
 - for fixed worksites: define the marking/signalling, the positioning of the vehicle to protect the operators, the control of access to the worksite, the need for alternating traffic or road closure...
 - for mobile worksites: define prevention measures in particular in the marking positioning phases (increased risk of being hit by a vehicle) as well as the visibility of the marking on the vehicle or directly on the road.
 - for mobile activities: define the intervention hours, routing, management of zones presenting a risk, etc.

2.0.3.2.1 – Specificity of the risk assessment of the mobile activities "Waste collection" and "Street cleaning"

- Define the main characteristics:
 - duration;
 - manual or mechanized;
 - type of packaging (bags, containers, bulky items);
 - grouping points;
 - collection hours, surroundings (shops, traffic density, urban/peri-urban or rural area, etc.);
 - seasonal;
 - variation in the quantity of waste;
 - weather restrictions;
 - etc.

- Carry out a prior visit to the collection and/or cleaning course to identify:
 - the zones authorized by exception for bilateral collection and/or cleaning;
 - dead ends, narrow streets, awkward parking;
 - the inability to conduct reversing maneuvers;
 - schools;
 - roadway characteristics (topography, curve, visibility, state of surface);
 - overhead obstacles (power lines, phone lines, etc.);
 - security risks (drugs, aggressions, etc.);
 - animal risks (dogs, snakes, rats, etc.).

- Define preventive measure for collection and/or cleaning by establishing a collection/cleaning plan that identifies (see appendix 3 "Examples of collection plan"):
 - zones where there are dangers on public roads, such as slippery ground, dead ends, schools, hospitals and children's nurseries;
 - intervention hours avoiding peak periods;
 - repositioning and reversing maneuvers and the operating mode to be applied for the driver and operators;
 - areas in which, by exception, work can be carried out on either side of the traffic lane (bilateral);
 - the precise route, including identification on the collection plan of routes to be followed by operators on foot;
 - the preventive measures to be put in place in zones where security or animal-related risk areas have been identified;
 - etc.

- Update and adjust the collection/cleaning plan using feedback from the field:
 - Organize the reporting of difficulties encountered in the field (roadworks, awkward parking, deviation, accumulation of waste, etc).
 - Organise regular reviews with the client to deal with difficulties that concern them.

3.0 > Risk management - Hierarchy of control

Control measures must be ranked, from the highest level of protection and reliability to the lowest.

This process of logical thinking is a system used to eliminate or minimize exposure to hazards. It is also known as the hierarchy of hazard control.

We must all try to eliminate hazards and people's exposure to them. If this is not reasonably possible, the risk must be minimized through a combination of the elements described below.

HIGHEST	ELIMINATE	<p>Can we eliminate travel? (e.g. remote reading, remote management of facilities, remote working, remote meetings, etc.)</p> <p>Can the work be performed in another way?</p>	MOST
<p>Health and Safety Protection</p> <p>↑</p> <p>↓</p>	SUBSTITUTION	<p>Can the working method be replaced by a less dangerous method or machine/material? (e.g. pneumatic waste collection, grouping points, etc.)</p> <p>Can we consider a less dangerous mode of travel? (e.g. public transport, etc.)</p>	<p>↑</p> <p>Reliability of control measures</p> <p>↓</p>
	ENGINEERING / DESIGN	<p>Can technical means be used to reduce the risks associated with traffic outside the sites (e.g. location of voluntary drop-off points, more suitable vehicles, etc.)</p> <p>Can we also reduce the frequency of intervention in these places?</p> <p>Can we shift the intervention ranges?</p>	
	ISOLATION / CPE	<p>Is it possible to install systems to keep people away, or separated, from hazards?</p> <p>Detection of pedestrians and/or two-wheelers: cameras, driver warning systems, rearview mirrors, etc.</p> <p>Collective protection equipment: side bars on trucks, markings, barriers, road signs, signs with retro-reflective strips, etc.</p>	
	ADMINISTRATIVE CONTROLS	<p>Can we provide training, improve monitoring, procedures to minimize exposure?</p>	
LOWEST	PERSONAL PROTECTIVE EQUIPMENT	<p>Can workers be protected from dangers and risks by providing them with personal protective equipment? (HV holding,...)</p>	LEAST

4.0 > Requirements related to traffic outside the sites

Application

This high risk management standard applies to all interventions/activities related to traffic outside Veolia sites, exception made when stricter requirements must be complied (such as national regulations, international standards, clients requirements, codes of practices...).

NEW

This standard applies to all Veolia entities and to all acting under their responsibility, such as managers, employees, contractors, suppliers, visitors or any other person acting in the name of a Veolia entity.

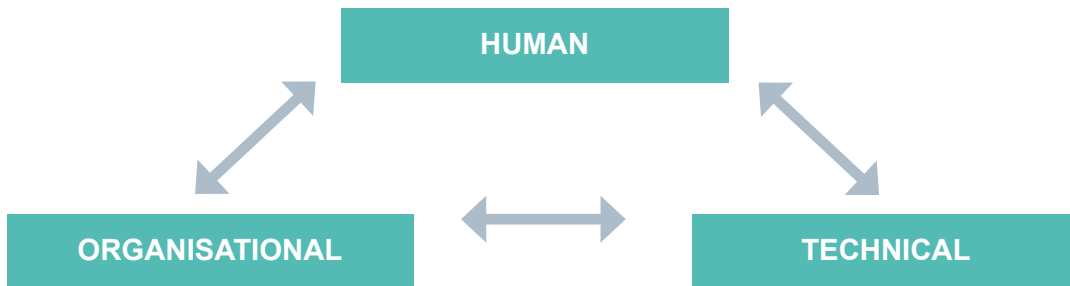
Preliminary requirements

Use of the word **MUST** in this standard indicates that this is a mandatory requirement.

Use of the word **SHOULD** in this standard indicates, primarily, that a requirement is mandatory but that specific circumstances may mean it is not reasonably possible to follow it, and that a procedure for degraded mode intervention must be put in place.

This standard contains GENERAL Human, Organizational and Technical (HOT) requirements that apply to all areas of activity, complemented by a added specific HOT requirements.

NEW



I stay out of the path of moving vehicles or energised vehicles



I always drive free from drugs and alcohol. I fasten my seat belt and I do not handle any communication device when driving



I signal, slow down and check surroundings, before turning and reversing

4.0.1 – General requirements applicable to all travel outside the sites

4.0.1.1 – General Human Requirements

1. The Life-Saving Rules relating to this standard must be rolled out to all employees and contractors.
2. The measures defined at the end of the risk assessment must be communicated to, and known by, all operators involved (collection plans, operating methods, job description , drivers' booklet, safety passport, etc.).
3. Every operator working on the public road on behalf of Veolia must receive a traceable safety induction (dated and time-limited proof of safety induction, signed and dated certificate).
4. **All persons, including temporary workers, involved in traffic outside the site** (procurement, sales, design & engineering, operators, managers, etc.) **must follow the module of this standard in e-learning or face-to-face**. The e-learning must be refreshed every 3 years.
5. All authorised workers, including vehicle drivers, must receive specific training relevant to their duties, vehicle and job. The training must be properly documented (training certificate). **The requirement also applies to workers from permanent or regular contractors that are involved in traffic outside our site. Training must be recorded, maintained and periodically renewed every 5 years or whenever there is a change in the procedure.**
6. An authorized examiner must assess the skills of trainees, and of the trainers providing the training.
7. In order to ensure that this standard is properly applied to all worksites, observations (such as safety visits, audits, etc.) must be carried out regularly.
8. Observation (such as safety visits, audits, etc.) carried out during the intervention on our sites must take into account the behaviour of those observed.
9. Observations must lead to:
 - the activity being stopped until compliance is restored in case of deviations from critical requirements of this standard;
 - immediate remediation and/or corrective action plan in case of deviations from requirements of this standard others than critical;
 - recognition of existing good-practices through sharing and "copy & adapt".
10. Every driver must have an appropriate license and must inform their managers in the event that it is lost or suspended.
11. Drivers must be physically fit and comply with local laws.
12. Every driver must follow all requirements of the highway code that applies in their country.
13. The seat belt must always be worn in the vehicle at all times by driver and passenger(s).
14. The ban on driving under the influence of alcohol, narcotics or medicinal products liable to impact people's alertness must be enforced.
15. Before departure and on a daily basis, vehicle users must report any anomaly using a pre-defined procedure (observation sheets, intervention requests, etc.).

16. Vehicle drivers must indicate, slow down and check their surroundings before turning or reversing.
17. **Vehicle drivers must ensure** that their vehicle is not overloaded.
18. In the event of doubt concerning the load or in case of a proven overloading, the driver must stop all operations and contact his manager.
19. Using a mobile phone in the absence of a hands-free kit in the vehicle must be prohibited.
20. Operational staff working on foot on public roads must stop and move to a safe place before using their mobile phone.
21. Operational staff walking on public roads should only use their mobile phone when stopped.
22. **Crossing the road** must always be done on the pedestrian crossings if existing.
23. In the absence of a sidewalk or when walking in the road, all pedestrians must always walk facing the oncoming traffic and hazards, **including operatives**.
24. Operational staff walking on the public road must stand outside the zone where vehicles or machinery are in motion.

4.0.1.2 – General Organisational Requirements

1. Purchase, design, installation and assembly of equipment (including hired and contracted equipment) must meet the requirements of this standard.
2. Companies that have a fleet of vehicles (purchase, rental) must set up an organization that ensures a good state of maintenance of the vehicles, the maintenance rules and the frequency of checks.
3. Driving and rest times, as defined by local laws, must be respected.
4. Regular inspections must be made to check the validity of the driving licenses of people using company vehicles.
5. Local rules for reversing or repositioning maneuvers must be defined.
6. A periodic medical examination must be scheduled and carried out by competent medical personnel as determined by local regulations.
7. A systematic job safety analysis (JSA) must be carried out by the team executing the work (employees of Veolia and/or contractors) prior to starting the job. It must include the review of the existing procedures to be applied.

4.0.1.3 – General Technical Requirements

1. All vehicles must be in perfect operational condition (tires, lighting, brakes, etc.) and be subject to regular documented inspections.
2. If any defect affects a safety device of a vehicle, the vehicle must be immediately taken out of service.
3. All motorised vehicles must be equipped with a sufficient number of seats and seat belts in good condition.
4. All motorized vehicles must be equipped with rearview mirrors.
5. The transported loads must be properly secured.

4.0.2 – Specific Mission Travel Requirements

4.0.2.1 – Specific Human Requirements

25. Every driver must adopt defensive driving which consists in anticipating and correctly assessing situations, and in reacting to them in an appropriate manner with an awareness of their own safety, that of third parties and of the environment.
26. Each traveler must ensure compliance with local administrative and health requirements before traveling (valid passport, visa, medical aptness certificate, proof of vaccination).
27. Each traveler who travels to an at-risk country must apply for authorization from the security department and undergo specific training.

4.0.2.2 – Specific Organisational Requirements

8. An assessment of the need for travel must be carried out (think about using communication technologies (videoconference, audio conference, internet), grouping appointments or meetings outside the company and eliminating unnecessary journeys by better preparing travel, etc. .).
9. A reduction in exposure to road risk must be achieved when traveling (use public transport such as public transport, train, plane).
10. An inventory of travel must be carried out and take into account actual driving conditions (duration of travel, working hours, types and characteristics of vehicles, traffic conditions, weather conditions, etc.).
11. An analysis of travel must be carried out regularly and on the basis of reality (time and mode of travel, organization, duration of the mission, frequency, etc.).
12. An analysis of events (offences, incidents, accidents, etc.) occurring during missions in recent years must be carried out a minimum annually.
13. Following the analysis, the optimization of travel management must be carried out (planning of routes, choice of routes, assessment of distances travelled, respect for break times, management of emergencies and delays, etc.)

4.0.2.3 – Specific Technical Requirements

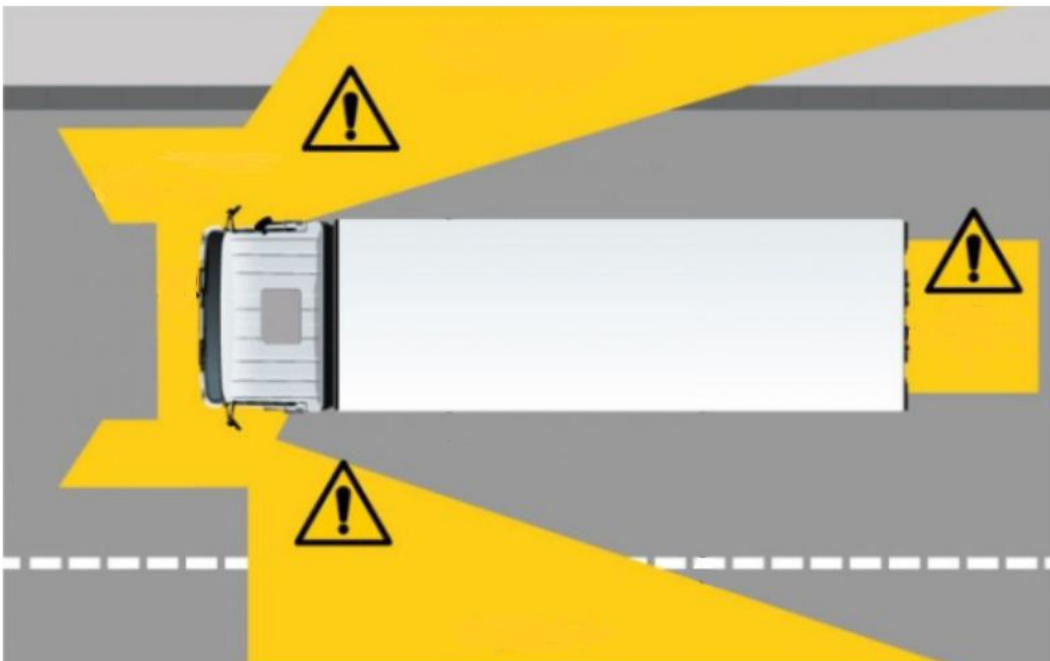
Refer to the general technical requirements applicable to all movements in § 4.0.1.3 - **General Technical Requirements**.

4.0.3 – Specific requirements for fixed/mobile worksites and mobile activities

4.0.3.1 – Specific Human Requirements

4.0.3.1.1 – Human requirements common to fixed and mobile worksites and mobile activities

- 25. Prior to the intervention on public roads**, a competent person must visit the site to:
- analyze the environment (type of road, traffic, etc.), the space available on the road and the authorizations required;
 - carry out a **risk assessment**;
 - define all preventive measures required.
- 26.** Mandatory safety and personal protective equipment (high visibility clothing on the top and bottom of the body in accordance with the Veolia charter, safety shoes) must be worn during all phases of the work.
- 27.** The measures defined at the end of the risk assessment must be communicated and known by all operators (collection plans, operating procedures, job descriptions, etc.).
- 28.** When manoeuvring and while on worksite, the vehicles' special lights (flashing lights, triffash) must always be in operation.
- 29.** During the guidance phase, the operator on the ground must always maintain visual contact with the driver (rear view mirror or direct vision).
- 30.** All team members must have received training to give them the skills necessary to master the guiding gestures (including guiding manoeuvres in reverse, see Appendix 4 “Example of guiding gesture training”) and to identify blind spots.



4.0.3.1.2 – Human requirements applicable only to fixed/mobile worksites

31. Before setting off in a vehicle, the driver must check that all the beacons/signing equipment is present, correct and in sufficient number, that all special flashing lights operate correctly, as well as the vehicle's front and rear lighting. All malfunctions must, without fail, be repaired before leaving.
32. Delimitation of the working area and upstream and downstream areas must be deployed and be appropriate to the task.
33. If the mobile worksite is hard to see: two additional upstream and downstream warning signs must be added.
34. The operations to deploy and remove signing must always be carried out facing the direction of traffic.
35. Before setting up the site or in case of modification, the team must analyse its environment to evaluate the risks linked to traffic:
 - location: countryside, urban area, industrial site, private site...
 - type of road: departmental roads, 4-lane roads, motorways, paths, etc;
 - weather: climatic conditions and luminosity;
 - The duration of the work and the travelling;
 - the size of the worksite: variable roadway footprint depending on the size of vehicle used;
 - type of users: pedestrians, two-wheelers, light vehicles, trucks, customer's activities;
 - traffic density.

4.0.3.1.3 – Human requirements applicable only to mobile activities

“Waste collection” and “Road cleaning” activity

31. The seat belt must always be worn by the driver and the collection team.
32. As an exception, for collection vehicles not equipped with a footboard and for distances of less than 50 meters between 2 stops, the wearing of a seatbelt must be recommended for operatives.
33. Bilateral collection and cleaning must be prohibited.
34. As an exception, bilateral collection or cleaning must be authorized only after risk analysis (example: the width of the road does not allow the passage of other vehicles) and registration in the collection/cleaning plan.
35. Any reversing must be authorized in advance and included in the collection/cleaning plan.
36. When reversing, the collection/cleaning team members must always remain in direct visual contact with the driver and at least one of them must guide the driver.
37. Workers must always stay outside the zone where there are moving elements (containers, skips, hook lift arms, suction arms, high pressure cleaners, etc.).

“Door-to-door waste collection” activity

31. All collection team members must always hold the handles firmly with both hands and remain within the vehicle's frame when on the rear step of the waste collection vehicle.
32. Collection team members must always get on and off the rear step when the vehicle is at a complete stop and always respecting the three points of contact rule.
33. A mode of communication (Emergency Code) must be defined and shared between the truck driver and the collection crew.
34. A newly trained or trainee collection worker must take the position nearest the sidewalk.
35. The collection team member should wear a helmet with a chin strap (bicycle helmet type).

“Collection of waste in a hook-and-loop skip” activity

31. Operators must never climb onto the skip.
32. If there is no suitable tarpaulin platform, the operator must always tarpaulin the skip from the ground.
33. The operator must always check the lock of the skip doors.
34. The operator must always check that the skip is properly locked to the body of the vehicle.
35. The operator must always secure his vehicle to avoid any untimely movement (keys removed from the engine, parking brake applied and if necessary, wheel blocks if parking on a slope).



36. The operator must always secure the trailer when parked with chocks on both sides of at least one wheel.

“Collection at a voluntary drop-off point requiring the use of truck crane”

31. Stabilisers must always be deployed on a stable and load-supporting surface when using the crane.
32. Operators must maintain a safety zone around the lifting and handling area and must stop the operation in case of intrusion.
33. Marking / Beacons should be put in place to clearly identify the lifting area.



4.0.3.2 – Specific Organisational Requirements

4.0.3.2.1 – Organisational requirements common to fixed and mobile worksites and Mobile Activities

8. All administrative authorizations needed must be requested and obtained prior to each operation or intervention on public roads.
9. The worksite beacon/signing procedure and the route plan must be established on the basis of the risk analysis and the prior visit.

4.0.3.2.2 – Organisational requirements applicable only to fixed/mobile worksites

10. Worksite signing must be visible and adapted to the configuration of the site (motorway, avenue, street, bend, top of a hill, lighting conditions, etc.).
11. The approach signage located upstream of the site must be placed beside the road.
12. The position signage must be placed on the work site's surroundings and must be used to mark out the work zone, to direct vehicles and to guide pedestrians. It must be placed beside or on the road: 10 m minimum in urban areas and 100 m minimum in non-urban areas.
13. If a pedestrian route is blocked or reduced by a worksite, the new pedestrian flow must be identified and marked.
14. As far as possible, physical barriers to protect operators must be put in place (e.g.: vehicles placed upstream to protect crews, or lane separators or any other approved means on public roads for fixed worksites).
15. Additional staff should be assigned to traffic control depending on the type of road and traffic conditions.

4.0.3.2.3 – Organisational requirements applicable only to mobile activities

“Waste collection” and “Road cleaning” activity

10. A risk analysis of collection or street cleaning must be carried out to establish a collection/cleaning plan, using the steps outlined in § 2.0.3.2.1 Specificity of the risk assessment of the mobile activities “Waste collection” and “Street cleaning”.
11. If reversing is unavoidable during collection or cleaning, it must be done according to a clear procedure with a foot guide system.

4.0.3.3 – Specific Technical Requirements

4.0.3.3.1 – Technical requirements common to fixed and mobile worksites and mobile activities

6. All vehicles must be equipped with lights and sound transmitters in perfect working order, as well as a reversing beeper and any other reversing aid.
7. All roadside vehicles and machinery must be visible and identifiable with at least:
 - one or more flashing lights;
 - coloured striped and retro-reflective warning strips at the front, rear and sides of the vehicle;
 - a registration or, if not possible, an identification number.



8. All trucks > 7.5 T must be equipped with:
 - front mirrors;
 - lateral bars;
 - blind spots signs (stickers at the front right and left and at the rear right and left);
 - loose wheel nut indicators, with one indicator per bolt.



9. All trucks > 7.5 T should be equipped with:
 - a front and passenger pedestrian detection system;
 - alcohol locking device.

4.0.3.3.2 – Technical requirements applicable only to fixed/mobile worksites

Refer to the general technical requirements applicable to all travel in § 4.0.1.3 - General Technical Requirements and to the technical requirements common to fixed, mobile worksites and mobile activities in § 4.0.3.3.1 above.

4.0.3.3.3 – Technical requirements applicable only to mobile activities

10. All vehicles must be equipped with rear and side working lights.
11. All collection vehicles (door-to-door collection, collection of voluntary supply points, collection with an ampliroll arm, etc.) and street cleaning vehicles must be equipped with wide-angle cameras to facilitate reversing.
12. All equipment used outside of the marking/signage system (e.g. sweeping trolleys) must be painted in a visible colour and fitted with retro-reflective warning strips.



“Waste collection” activity

13. Crane control stations must be arranged so that the equipment can be operated from the ground without exposure to falling material (remote control).
14. New collection trucks should be low cab trucks.
15. Footboards should be removed.
16. A system for visualising the contents of the skip (for good distribution) should be put in place (open skip, remote camera, etc.).

5.0 > Glossary

At-risk zones: during collections on public roads, zones that present particular dangers owing to their layout or surroundings (slippery ground, dead ends, peak times, schools, hospitals, children's nurseries, etc.).

Blind spot: area where the driver of a truck has no direct view of the road.

Competency: a combination of knowledge and experience.

Competent person: somebody who has acquired the knowledge and skills needed to complete a task successfully, thanks to their training or experience. Competency is a combination of these elements that allows an operator to identify the risks of a situation and the measures needed to deal with them.

Control a hazard: a hazard is under control once any potential exposure to it is provided via collective (organization, safety distance, ventilation, etc.) and/or personal protective measures.

Front view mirror: a system fitted to trucks that allows the area immediately in front of the vehicle to be viewed.

Operator: all persons working on public roads on behalf of Veolia.

Qualified person: competent person who has both a diploma or certification and professional experience.

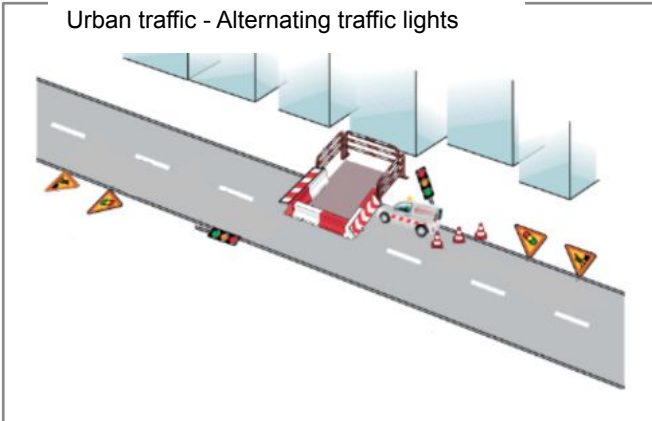
Vehicle: all forms of motorized and non-motorized transportation, including cars, light commercial vehicles, heavy trucks, machinery, three-wheelers, etc.

Wide-angle camera: a camera with, at least, a 160° wide-viewing angle

APPENDIX 1 > Examples of 4 types of signing for fixed worksites

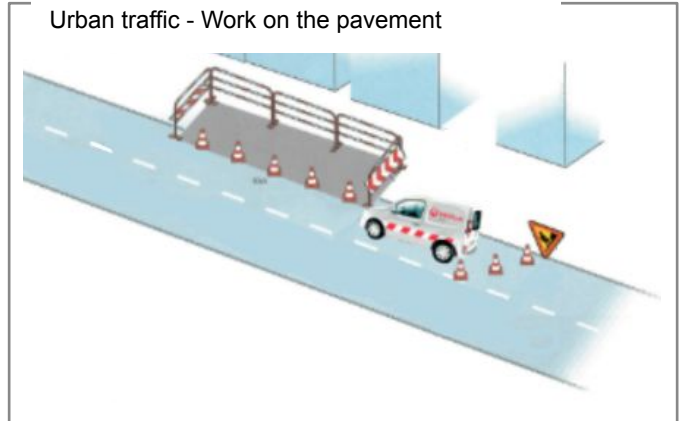
Fixed worksite

Urban traffic - Alternating traffic lights



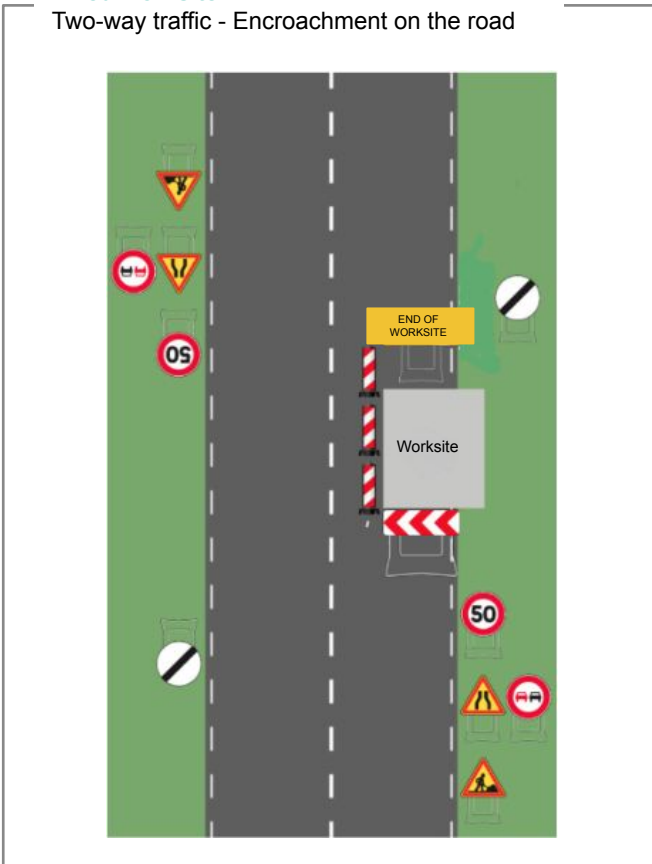
Fixed worksite

Urban traffic - Work on the pavement



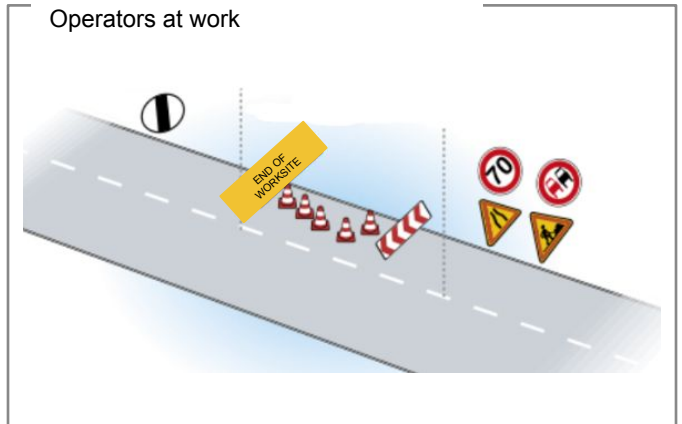
Fixed worksite

Two-way traffic - Encroachment on the road

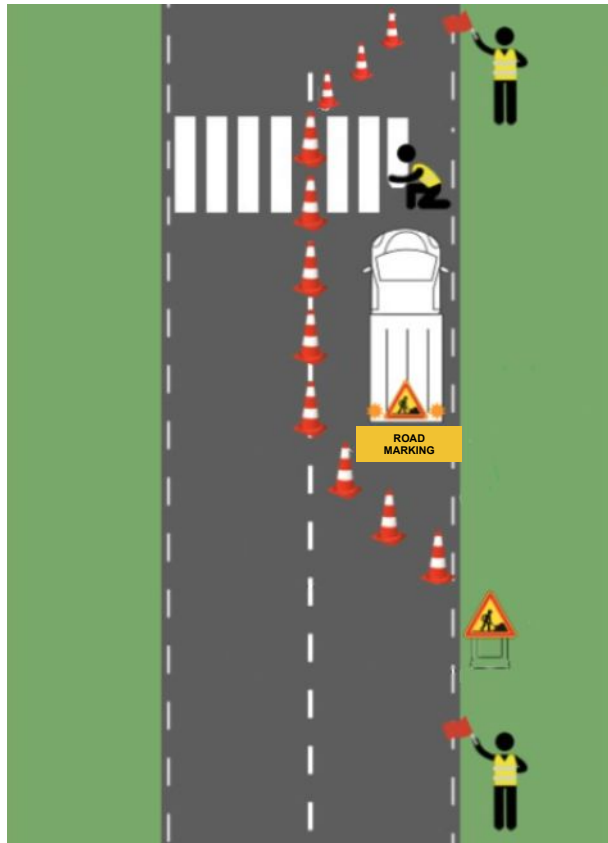
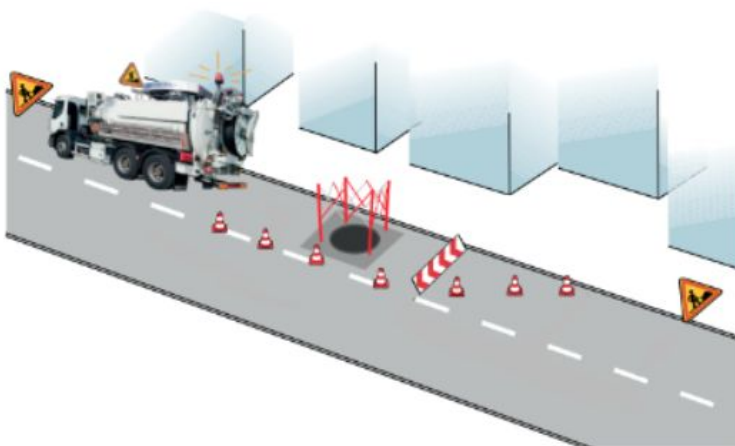


Fixed worksite

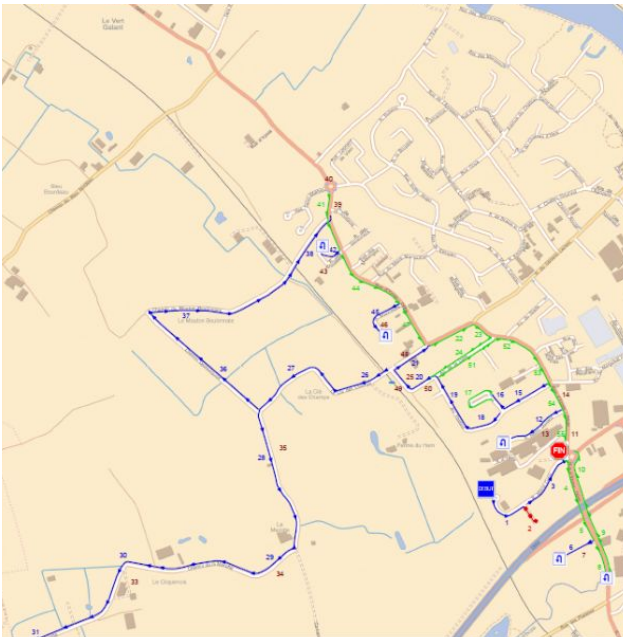
Operators at work












APPENDIX 2 > Examples of 2 types of signing for mobile worksites

Mobile worksite
Road marking work**Mobile worksite**
Works along the roadway

APPENDIX 3 > Example of collection plan



Legend

- | | | | |
|---|-------------------------|---|---------------------------------|
|  | Collect on one side |  | Turn around as soon as possible |
|  | Collect from both sides |  | Overhead lines |
|  | Reverse |  | Donkey's back |
|  | Assembly point |  | Rippers in cabs |
|  | Look for containers | | |

The entire route must be carried out in compliance with the highway code.

APPENDIX 4 > Example of guiding gesture training



Taking command

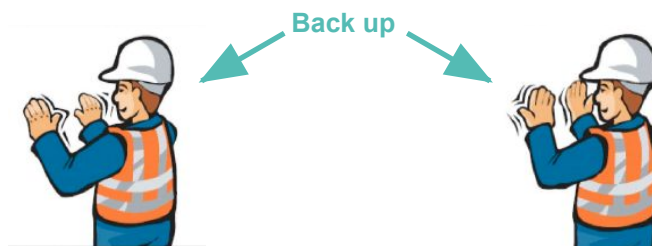
One arm at the side of the body, the other raised vertically, hand open.



STOP

Cross and uncross your arms.

If the team member guiding the driver is **in front of the vehicle**: push back gesture.



If the team member guiding the driver is **at the rear of the vehicle** on the side: make the driver come to you.



Make a change of direction

Use one finger to point in the direction of travel, the other arm to reverse.



Indicate a distance behind the vehicle

Arms raised at right angles, palms facing each other, indicate a distance by bringing the arms together.






Ending of the command

Arms extended and still, palms facing the driver.




APPENDIX 5 > Examples of road signage

Staggering of temporary signs

Area of use	Distance between signage
Agglomerations	 <p>10 meters</p>
Two-way roads	 <p>100 meters</p>
Motorways and separate roads	 <p>200 meters*</p>

* Distance can be reduced to 100 metres in emergency situations

Classification of signage

End of prescription signage	
Position signage	
Approach signage	

Examples of lane dividers



APPENDIX 6 > Applicability and compliance assessment on traffic roads outside Veolia sites

> GENERAL REQUIREMENTS FOR ALL TRAVEL OUTSIDE THE SITES	C	NC	Criticality
GENERAL HUMAN			
1. The Life-Saving Rules relating to this standard must be rolled out to all employees and contractors.			1: Critical
2. The measures defined at the end of the risk assessment must be communicated to, and known by, all operators involved (collection plans, operating methods, job description , drivers' booklet, safety passport, etc.).			1: Critical
3. Every operator working on the public road on behalf of Veolia must receive a traceable safety induction (dated and time-limited proof of safety induction, signed and dated certificate).			1: Critical
4. All persons, including temporary workers, involved in traffic outside the site (procurement, sales, design & engineering, operators, managers, etc.) must follow the module of this standard in e-learning or face-to-face . The e-learning must be refreshed every 3 years.			2: Important
5. All authorised workers, including vehicle drivers, must receive specific training relevant to their duties, vehicle and job. The training must be properly documented (training certificate). The requirement also applies to workers from permanent or regular contractors that are involved in traffic outside our site. Training must be recorded, maintained and periodically renewed every 5 years or whenever there is a change in the procedure.			1: Critical
6. An authorized examiner must assess the skills of trainees, and of the trainers providing the training.			2: Important
7. In order to ensure that this standard is properly applied to all worksites, observations (such as safety visits, audits, etc.) must be carried out regularly.			2: Important
8. Observation (such as safety visits, audits, etc.) carried out during the intervention on our sites must take into account the behaviour of those observed.			2: Important
9. Observations must lead to: <ul style="list-style-type: none"> • the activity being stopped until compliance is restored in case of deviations from critical requirements of this standard; • immediate remediation and/or corrective action plan in case of deviations from requirements of this standard others than critical; • recognition of existing good-practices through sharing and "copy & adapt". 			1: Critical
10. Every driver must have an appropriate license and must inform their managers in the event that it is lost or suspended.			1: Critical

C: Compliant

NC: Non compliant

P: Priority as defined

1: Critical = Requirement that is fundamental to be deployed to avoid serious incidents.

2: Important = Requirement that is essential and should be implemented to the extent possible to avoid incidents.

3: Useful = Requirement that has an effective role in strengthening prevention.

> GENERAL REQUIREMENTS FOR ALL TRAVEL OUTSIDE THE SITES	C	NC	Criticality
GENERAL HUMAN			
11. Drivers must be physically fit and comply with local laws.			1: Critical
12. Every driver must follow all requirements of the highway code that applies in their country.			1: Critical
13. The seat belt must always be worn in the vehicle at all times by driver and passenger(s).			1: Critical
14. The ban on driving under the influence of alcohol, narcotics or medicinal products liable to impact people's alertness must be enforced.			1: Critical
15. Before departure and on a daily basis, vehicle users must report any anomaly using a pre-defined procedure (observation sheets, intervention requests, etc.).			2: Important
16. Vehicle drivers must indicate, slow down and check their surroundings before turning or reversing.			1: Critical
17. Vehicle drivers must ensure that their vehicle is not overloaded.			1: Critical
18. In the event of doubt concerning the load or in case of a proven overloading, the driver must stop all operations and contact his manager.			1: Critical
19. Using a mobile phone in the absence of a hands-free kit in the vehicle must be prohibited.			1: Critical
20. Operational staff working on foot on public roads must stop and move to a safe place before using their mobile phone.			1: Critical
21. Operational staff walking on public roads should only use their mobile phone when stopped.			2: Important
22. Crossing the road must always be done on the pedestrian crossings if existing.			2: Important
23. In the absence of a sidewalk or when walking in the road, all pedestrians must always walk facing the oncoming traffic and hazards, including operatives .			1: Critical
24. Operational staff walking on the public road must stand outside the zone where vehicles or machinery are in motion.			1: Critical

> GENERAL REQUIREMENTS FOR ALL TRAVEL OUTSIDE THE SITES	C	NC	Criticality
GENERAL ORGANISATIONAL			
1. Purchase, design, installation and assembly of equipment (including hired and contracted equipment) must meet the requirements of this standard.			1: Critical
2. Companies that have a fleet of vehicles (purchase, rental) must set up an organization that ensures a good state of maintenance of the vehicles, the maintenance rules and the frequency of checks.			1: Critical
3. Driving and rest times, as defined by local laws, must be respected.			1: Critical
4. Regular inspections must be made to check the validity of the driving licenses of people using company vehicles.			2: Important
5. Local rules for reversing or repositioning maneuvers must be defined.			1: Critical
6. A periodic medical examination must be scheduled and carried out by competent medical personnel as determined by local regulations.			1: Critical
7. A systematic job safety analysis (JSA) must be carried out by the team executing the work (employees of Veolia and/or contractors) prior to starting the job. It must include the review of the existing procedures to be applied.			1: Critical
GENERAL TECHNICAL			
1. All vehicles must be in perfect operational condition (tires, lighting, brakes, etc.) and be subject to regular documented inspections.			1: Critical
2. If any defect affects a safety device of a vehicle, the vehicle must be immediately taken out of service.			1: Critical
3. All motorised vehicles must be equipped with a sufficient number of seats and seat belts in good condition.			1: Critical
4. All motorized vehicles must be equipped with rearview mirrors.			1: Critical
5. The transported loads must be properly secured.			1: Critical

> SPECIFIC REQUIREMENTS FOR MISSION TRAVEL	C	NC	Criticality
SPECIFIC HUMAN MISSION TRAVEL			
25. Every driver must adopt defensive driving which consists in anticipating and correctly assessing situations, and in reacting to them in an appropriate manner with an awareness of their own safety, that of third parties and of the environment.			2: Important
26. Each traveler must ensure compliance with local administrative and health requirements before traveling (valid passport, visa, medical aptness certificate, proof of vaccination).			1: Critical
27. Each traveler who travels to an at-risk country must apply for authorization from the security department and undergo specific training.			1: Critical
SPECIFIC ORGANISATIONAL MISSION TRAVEL			
8. An assessment of the need for travel must be carried out (think about using communication technologies (videoconference, audio conference, internet), grouping appointments or meetings outside the company and eliminating unnecessary journeys by better preparing travel, etc.).			2: Important
9. A reduction in exposure to road risk must be achieved when traveling (use public transport such as public transport, train, plane).			1: Critical
10. An inventory of travel must be carried out and take into account actual driving conditions (duration of travel, working hours, types and characteristics of vehicles, traffic conditions, weather conditions, etc.).			1: Critical
11. An analysis of travel must be carried out regularly and on the basis of reality (time and mode of travel, organization, duration of the mission, frequency, etc.).			2: Important
12. An analysis of events (offences, incidents, accidents, etc.) occurring during missions in recent years must be carried out a minimum annually.			2: Important
13. Following the analysis, the optimization of travel management must be carried out (planning of routes, choice of routes, assessment of distances travelled, respect for break times, management of emergencies and delays, etc.).			2: Important
SPECIFIC TECHNICAL MISSION TRAVEL			
Refer to the general technical requirements applicable to all movements in § 4.0.1.3 - General Technical Requirements .			

> SPECIFIC REQUIREMENTS FOR FIXED/MOBILE WORKSITES AND MOBILE ACTIVITIES	C	NC	Criticality
SPECIFIC HUMAN COMMON TO FIXED AND MOBILE WORKSITES AND MOBILE ACTIVITIES			
<p>25. Prior to the intervention on public roads, a competent person must visit the site to:</p> <ul style="list-style-type: none"> • analyze the environment (type of road, traffic, etc.), the space available on the road and the authorizations required; • carry out a risk assessment; • define all preventive measures required. 			1: Critical
<p>26. Mandatory safety and personal protective equipment (high visibility clothing on the top and bottom of the body in accordance with the Veolia charter, safety shoes) must be worn during all phases of the work.</p>			1: Critical
<p>27. The measures defined at the end of the risk assessment must be communicated and known by all operators (collection plans, operating procedures, job descriptions, etc.).</p>			1: Critical
<p>28. When manoeuvring and while on worksite, the vehicles' special lights (flashing lights, triflash) must always be in operation.</p>			1: Critical
<p>29. During the guidance phase, the operator on the ground must always maintain visual contact with the driver (rear view mirror or direct vision).</p>			1: Critical
<p>30. All team members must have received training to give them the skills necessary to master the guiding gestures (including guiding manoeuvres in reverse, see Appendix 4 "Exemple of guiding gesture training") and to identify blind spots.</p>			1: Critical
SPECIFIC HUMAN APPLICABLE ONLY TO FIXED/MOBILE WORKSITES			
<p>31. Before setting off in a vehicle, the driver must check that all the beacons/signing equipment is present, correct and in sufficient number, that all special flashing lights operate correctly, as well as the vehicle's front and rear lighting. All malfunctions must, without fail, be repaired before leaving.</p>			1: Critical
<p>32. Delimitation of the working area and upstream and downstream areas must be deployed and be appropriate to the task.</p>			1: Critical
<p>33. If the mobile worksite is hard to see: two additional upstream and downstream warning signs must be added.</p>			2: Important
<p>34. The operations to deploy and remove signing must always be carried out facing the direction of traffic.</p>			1: Critical
<p>35. Before setting up the site or in case of modification, the team must analyse its environment to evaluate the risks linked to traffic:</p> <ul style="list-style-type: none"> • location: Countryside, urban area, industrial site, private site, ...; • type of road: Departmental roads, 4-lane roads, motorways, paths, etc; • weather: Climatic conditions and luminosity; • the duration of the work and the travelling; • the size of the worksite: variable roadway footprint depending on the size of vehicle used; • type of users: pedestrians, two-wheelers, light vehicles, trucks, customer's activities; • traffic density. 			1: Critical

> SPECIFIC REQUIREMENTS FOR FIXED/MOBILE WORKSITES AND MOBILE ACTIVITIES	C	NC	Criticality
SPECIFIC HUMAN APPLICABLE ONLY TO MOBILE ACTIVITIES			
"Waste collection" and "Road cleaning" activity			
31. The seat belt must always be worn by the driver and the collection team.			1: Critical
32. As an exception, for collection vehicles not equipped with a footboard and for distances of less than 50 meters between 2 stops, the wearing of a seatbelt must be recommended for operatives.			2: Important
33. Bilateral collection and cleaning must be prohibited.			1: Critical
34. As an exception, bilateral collection or cleaning must be authorized only after risk analysis (example: the width of the road does not allow the passage of other vehicles) and registration in the collection/cleaning plan.			1: Critical
35. Any reversing must be authorized in advance and included in the collection/cleaning plan.			2: Important
36. When reversing, the collection/cleaning team members must always remain in direct visual contact with the driver and at least one of them must guide the driver.			1: Critical
37. Workers must always stay outside the zone where there are moving elements (containers, skips, hook lift arms, suction arms, high pressure cleaners, etc.).			1: Critical
"Door-to-door waste collection" activity			
31. All collection team members must always hold the handles firmly with both hands and remain within the vehicle's frame when on the rear step of the waste collection vehicle.			1: Critique
32. Collection team members must always get on and off the rear step when the vehicle is at a complete stop and always respecting the three points of contact rule.			1: Critique
33. A mode of communication (Emergency Code) must be defined and shared between the truck driver and the collection crew.			1: Critique
34. A newly trained or trainee collection worker must take the position nearest the sidewalk.			2: Important
35. The collection team member should wear a helmet with a chin strap (bicycle helmet type).			2: Important

> SPECIFIC REQUIREMENTS FOR FIXED/MOBILE WORKSITES AND MOBILE ACTIVITIES	C	NC	Criticality
SPECIFIC HUMAN APPLICABLE ONLY TO MOBILE ACTIVITIES			
“Collection of waste in a hook-and-loop skip” activity			
31. Operators must never climb onto the skip.			1: Critical
32. If there is no suitable tarpaulin platform, the operator must always tarpaulin the skip from the ground.			1: Critical
33. The operator must always check the lock of the skip doors.			1: Critical
34. The operator must always check that the skip is properly locked to the body of the vehicle.			1: Critical
35. The operator must always secure his vehicle to avoid any untimely movement (keys removed from the engine, parking brake applied and if necessary, wheel blocks if parking on a slope).			1: Critical
36. The operator must always secure the trailer when parked with chocks on both sides of at least one wheel.			1: Critical
“Collection at a voluntary drop-off point requiring the use of truck crane			
31. Stabilisers must always be deployed on a stable and load-supporting surface when using the crane.			1: Critical
32. Operators must maintain a safety zone around the lifting and handling area and must stop the operation in case of intrusion.			1: Critical
33. Marking / Beacons should be put in place to clearly identify the lifting area.			2: Important

> SPECIFIC REQUIREMENTS FOR FIXED/MOBILE WORKSITES AND MOBILE ACTIVITIES	C	NC	Criticality
SPECIFIC ORGANISATIONAL COMMON TO FIXED AND MOBILE WORKSITES AND MOBILE ACTIVITIES			
8. All administrative authorizations needed must be requested and obtained prior to each operation or intervention on public roads.			1: Critical
9. The worksite beacon/signing procedure and the route plan must be established on the basis of the risk analysis and the prior visit.			1: Critical
SPECIFIC ORGANISATIONAL APPLICABLE ONLY TO FIXED/MOBILE WORKSITES			
10. Worksite signing must be visible and adapted to the configuration of the site (motorway, avenue, street, bend, top of a hill, lighting conditions, etc.).			1: Critical
11. The approach signage located upstream of the site must be placed beside the road.			2: Important
12. The position signage must be placed on the work site's surroundings and must be used to mark out the work zone, to direct vehicles and to guide pedestrians. It must be placed beside or on the road: 10 m minimum in urban areas and 100 m minimum in non-urban areas.			2: Important
13. If a pedestrian route is blocked or reduced by a worksite, the new pedestrian flow must be identified and marked.			2: Important
14. As far as possible, physical barriers to protect operators must be put in place (e.g.: vehicles placed upstream to protect crews, or lane separators or any other approved means on public roads for fixed worksites).			1: Critical
15. Additional staff should be assigned to traffic control depending on the type of road and traffic conditions.			3: Useful
SPECIFIC ORGANISATIONAL APPLICABLE ONLY TO MOBILE ACTIVITIES			
"Waste collection" and "Road cleaning" activity			
10. A risk analysis of collection or street cleaning must be carried out to establish a collection/cleaning plan, using the steps outlined in § 2.0.3.2.1 "Specificity of risk assessment of the mobile activities "Waste collection" and "Street cleaning".			1: Critical
11. If reversing is unavoidable during collection or cleaning, it must be done according to a clear procedure with a foot guide system.			1: Critical

> SPECIFIC REQUIREMENTS FOR FIXED/MOBILE WORKSITES AND MOBILE ACTIVITIES	C	NC	Criticality
SPECIFIC TECHNICAL COMMON TO FIXED AND MOBILE WORKSITES AND MOBILE ACTIVITIES			
6. All vehicles must be equipped with lights and sound transmitters in perfect working order, as well as a reversing beeper and any other reversing aid.			1: Critical
7. All roadside vehicles and machinery must be visible and identifiable with at least: <ul style="list-style-type: none"> • one or more flashing lights; • coloured striped and retro-reflective warning strips at the front, rear and sides of the vehicle; • a registration or, if not possible, an identification number. 			1: Critical
8. All trucks > 7.5 T must be equipped with: <ul style="list-style-type: none"> • front mirrors; • lateral bars; • blind spots signs (stickers at the front right and left and at the rear right and left); • loose wheel nut indicators, with one indicator per bolt. 			1: Critical
9. All trucks > 7.5 T should be equipped with: <ul style="list-style-type: none"> • a front and passenger pedestrian detection system; • alcohol locking device. 			2: Important
SPECIFIC TECHNICAL APPLICABLE ONLY TO FIXED/MOBILE WORKSITES			
Refer to the general technical requirements applicable to all travel in § 4.0.1.3 - General Technical Requirements and to the technical requirements common to fixed, mobile worksites and mobile activities in § 4.0.3.3.1 above.			
SPECIFIC TECHNICAL APPLICABLE ONLY TO MOBILE ACTIVITIES			
10. All vehicles must be equipped with rear and side working lights.			1: Critical
11. All collection vehicles (door-to-door collection, collection of voluntary supply points, collection with an ampliroll arm, etc.) and street cleaning vehicles must be equipped with wide-angle cameras to facilitate reversing.			1: Critical
12. All equipment used outside of the marking/signage system (e.g. sweeping trolleys) must be painted in a visible colour and fitted with retro-reflective warning strips.			1: Critical
"Waste collection" activity			
13. Crane control stations must be arranged so that the equipment can be operated from the ground without exposure to falling material (remote control).			1: Critical
14. New collection trucks should be low cab trucks.			2: Important
15. Footboards should be removed.			2: Important
16. A system for visualising the contents of the skip (for good distribution) should be put in place (open skip, remote camera, etc.).			2: Important

