



Section One

BACKGROUND AND SCOPE

Some history ...

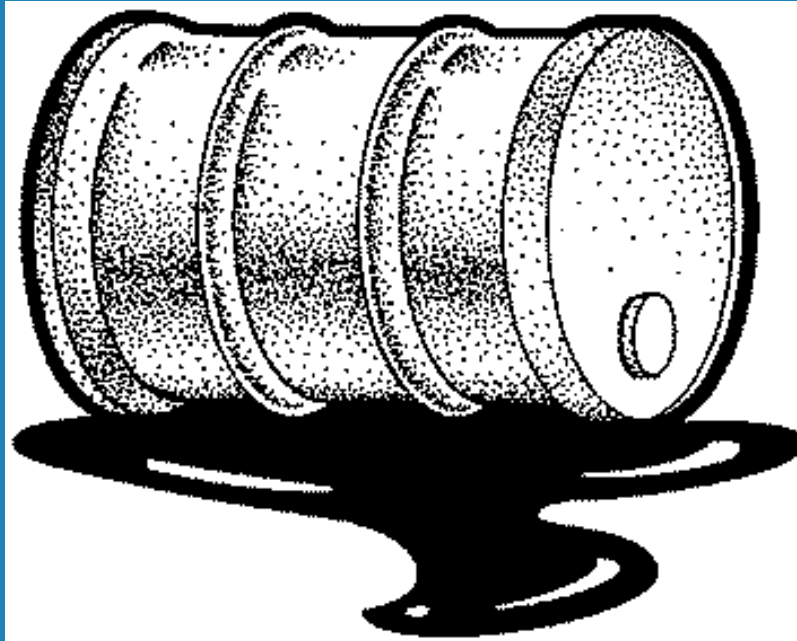
- **Used Oil, Oil Filters and Containers Regulation (MR86/97) of the Waste Reduction and Prevention Act passed in July 1997**
- **The goal is to maximize the collection of used oil, filters and containers to protect the environment from contamination.**



Why is this important

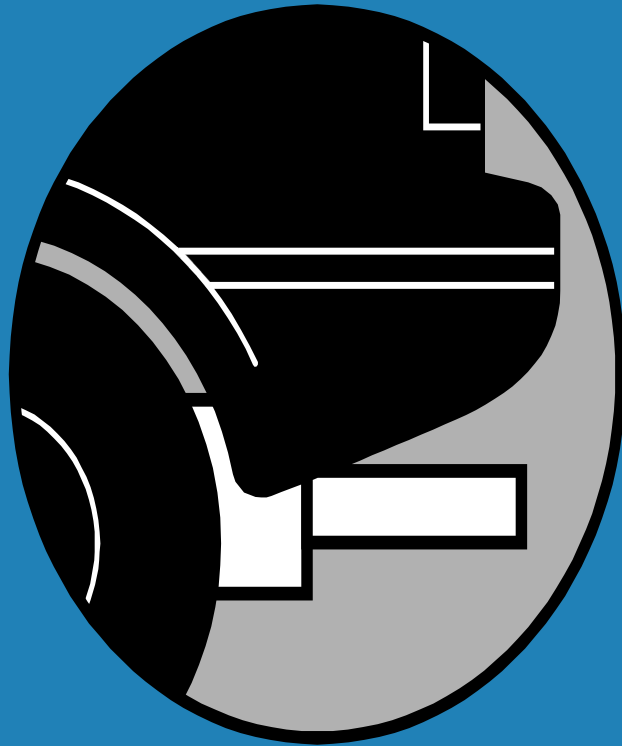
- ❑ Prior to the oil recovery program, every day Manitobans discarded without proper treatment 36,000 litres of used oil - the equivalent of a tanker truck load.
- ❑ Every year Manitobans threw away nearly 8 million empty oil containers
- ❑ and 1,500,000 used oil filters.

Why is this important?



- A single litre of waste oil has the potential to contaminate one million litres of water
- As little as 50 parts per million of oil in water can cause problems in sewage treatment plants.

Why is this important?



- Oil can be contaminated by heat and metal particles from engines, and by exhaust gases
- Nickel found in crankcase oils has a harmful effect on the environment.



WHY IS THIS IMPORTANT?

- 95% of 53 random samples met the criteria as hazardous waste. (1995 study)
- As a regulated waste, shipments of used oil must be reported to the government.
- Of the approximately 19.8 million litres of used oil generated in Manitoba, **only one third (6.3 million litres) was properly managed. (1994)**



Section Two

ROLES AND RESPONSIBILITIES



Manitoba Department of Conservation and Climate

- Under the Environment Act, the government of Manitoba has an obligation to protect our province's environment from damage and degradation



Conservation and Climate

- **Ensure a "level playing field"**
- **Monitor, evaluate and verify the success of this Stewardship Program.**
- **Harmonize with the other prairie provinces.**



Conservation and Climate

- Maintains generator registry
- Approves and licenses carriers to collect and transport used oil
- Approves processes to reclaim or re-use the recovered oil.

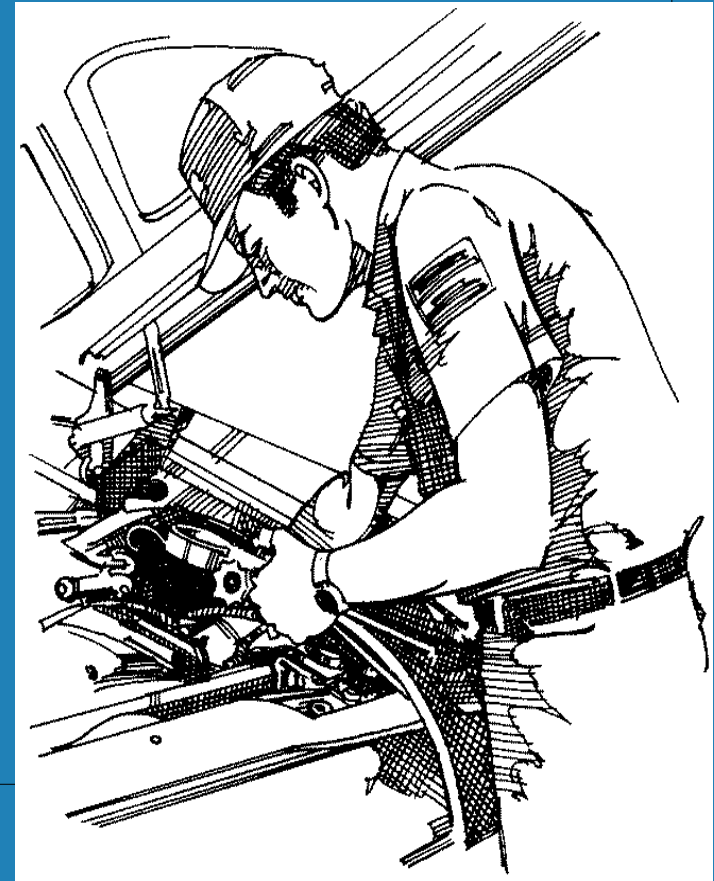
Steward

- the first person who supplies oil, oil filters or oil in containers to another person in Manitoba



Steward

- or who uses oil, oil filters or oil containers obtained outside Manitoba.



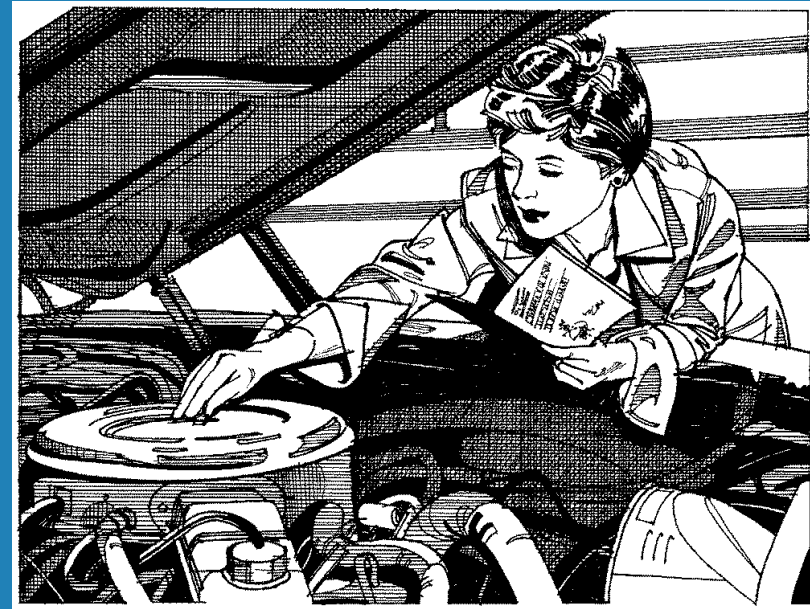
Environmental Handling Charge (EHC)

- paid by the stewards on each sale of lubricating oil
- provides for proper post-use management
- paid in relation to the amount each sells
- is remitted to MARRC to finance the recovery system.



Consumers

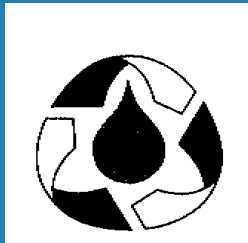
- Share the responsibility for proper management of lubricating products
- Includes returning them for recovery.



Commercial Generators

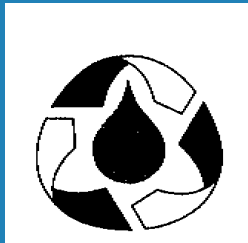
Required to make arrangements with Approved Collectors for the on-site collection of used oil from the generator's location.





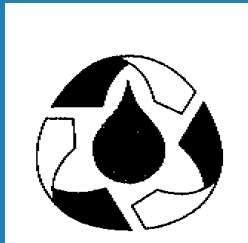
MARRRC

- ❑ The Manitoba Association for Resource Recovery Corp.
- ❑ Incorporated in 1997 as a non-profit organization
- ❑ formed by manufacturers and marketers of oil and oil filters operating in Manitoba.



MARRRC Mandate

- Develop, implement and administer a cost-effective, sustainable, industry-financed and province-wide stewardship program
- Maximize the collection of used oil, used oil containers and used oil filters on behalf of its members.



MARRRC Mandate

- developing a harmonized system with the other western provinces;
- liaison with Manitoba Department of Conservation and Climate
- liaison with current and potential members of MARRRC,
- developing informational and educational materials for distribution to stakeholders.

EcoCentres



- **Independent collection depots were to be established across Manitoba over a three year period**
- **Serve consumers and small volume generators not directly served by Collectors.**

No Smoking

USED OIL, FILTER & CONTAINER
ECO-CENTRE

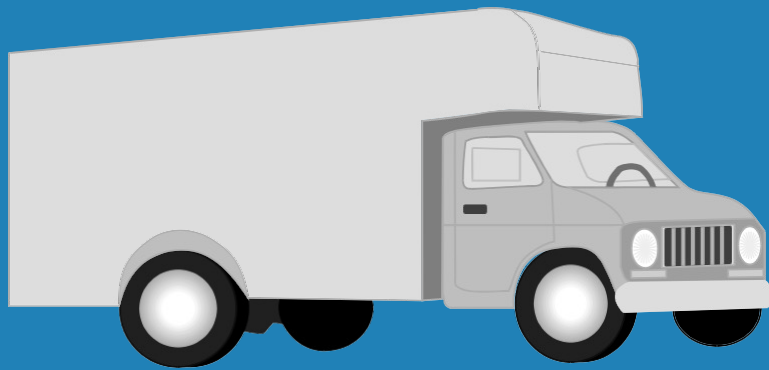


Operated By:
RM of Lac du Bonnet

Disposal Manu
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To Limit P
Quantities
Before Cont
Produce

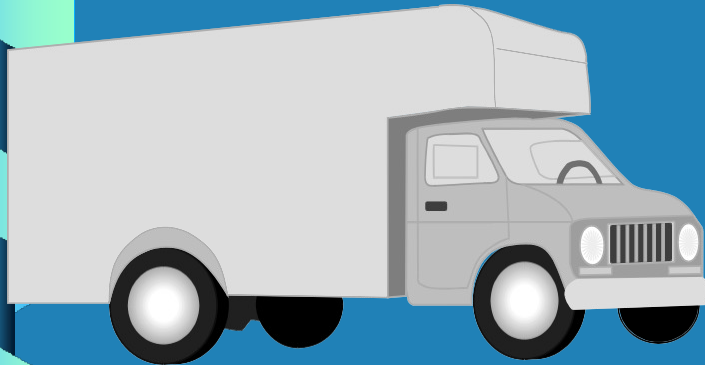
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Approved Collectors



- Individuals or organizations licensed to collect used lubricating products from generators and EcoCentres

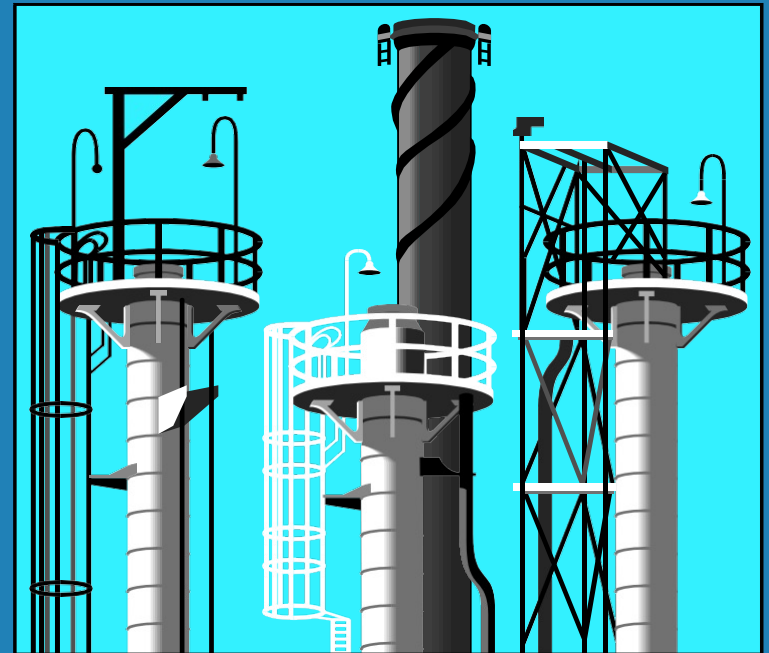
Approved Collectors



- Approved Carriers registered with MARRC receive Return Incentives (RIs) payable based on volumes delivered to government-approved processors and end users.

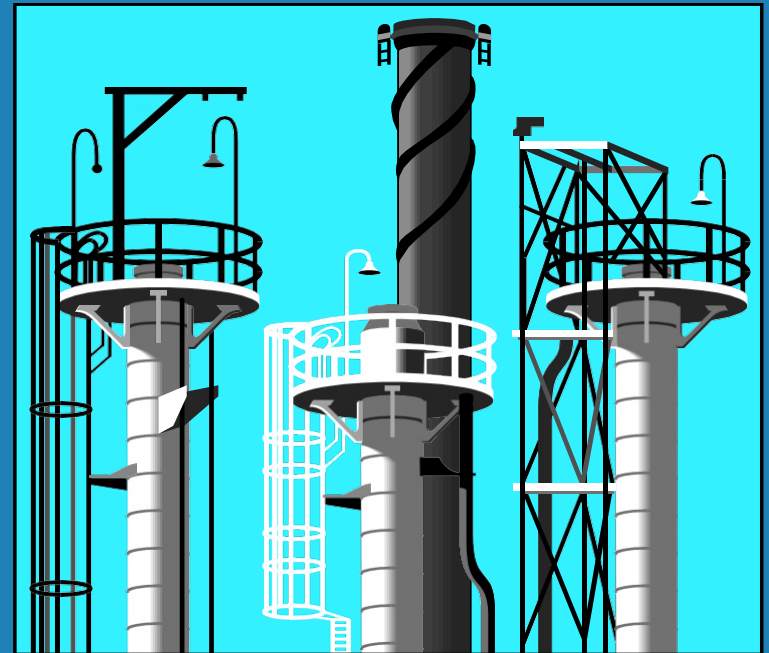
Approved End Use Receivers

- an organization licensed to receive used lubricating products for processing
- transfer to an other organization or
- for its own use.



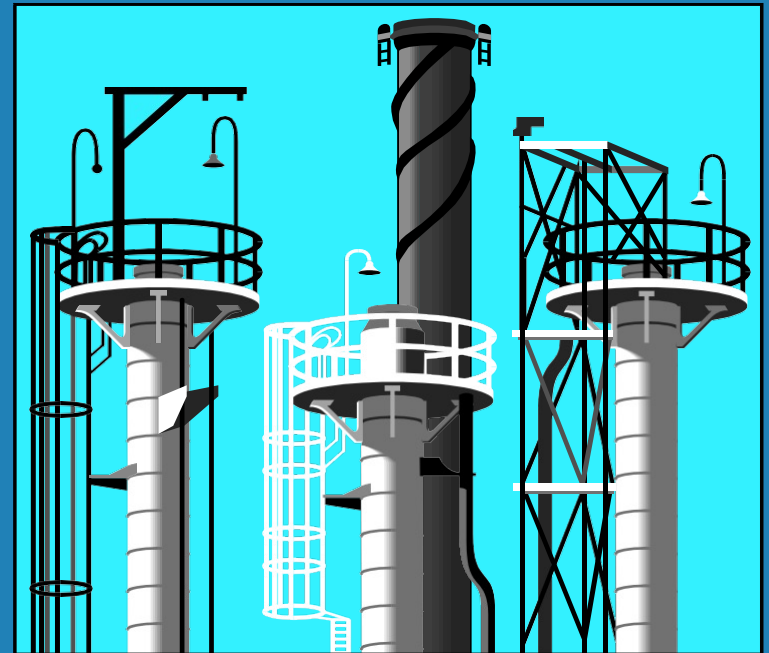
Approved End Use Receivers

- refining as base stock for lubricating oil
- slipstreaming for use as base stock for other petroleum products



Approved End Use Receivers

- processing to burn for heat
- direct burning for heat.





Section Three

Regulated Lubricating Products



Designated Materials

- Oil, oil filters and containers are for purposes of the **Used Oil Products And Stewardship Program.**

Designated Materials

MARRC requires EcoCentres

- to accept all three products
- at no charge to the consumer or generator.



Definition: Oil.

Oil means any petroleum or synthetic crankcase oil, engine oil, hydraulic fluid, transmission fluid, gear oil, heat transfer fluid, or other fluid capable of use for lubricating purposes in machinery or equipment.



Definitions: Used oil.

Used oil means oil that through use, storage, handling, defect, damage, expiry of shelf life or other similar circumstances can no longer be used for its original purpose.

Used Oil Management Associations

AB Used Oil Management Assoc (**AUOMA**)
BC Used Oil Management Assoc (**BCUOMA**)
MD Association for Resource Recovery Corp (**MARRC**)
SK Association for Resource Recovery Corp (**SARRC**)

QC La Société de gestion des huiles usagées (**SOGHU**)
NB Société de gestion des huiles usagées de
 l'Atlantique/Atlantic Used Oil Management Association
 (**UOMA NB**)

PE Société de gestion des huiles usagées de
 l'Atlantique/Atlantic Used Oil Management Association
 (**UOMA PE**)

Environmental Handling Charges (EHC)

Applicable Products List and Rates Schedule

EHC Applicable Products List

All Oil Fluid and Oil Container (for container sizes of 50 litres or less)

Fluid is EHC applicable since it is not consumed in use and is available for collection and recycling.

circulating oil	hydraulic fluid	polyester fluids	turbine oil
compressor oil	marine engine oil for vessels operating domestically	power steering fluid	vegetable oil for lubrication
crankcase oil (petroleum or synthetic)	mineral heat transfer fluid	refrigeration system oil	
electrical insulating oil (Except for QC, NB, PE)	natural gas compressor oil not consumed in use	re refined oil	
engine oil	paper machine oil	synthetic crankcase oil	
gear oil	petroleum crankcase oil	transmission fluid	

Oil Container only (for sizes of 50 litres or less)

Fluid is not EHC applicable since it is consumed in use and not available for collection and recycling.

2-cycle engine oil	driftless tube	metal working oil	saw guide oil
agricultural spray oil	emulsified oil	natural gas compressor oil consumed in use	silicone lubricant
anti-seize lubricant	food grade white mineral oil	pneumatic system oil	textile oil
chain oil	form release oil	process oil	wiring pulling lubricant (petroleum or vegetable based)
conveyor lube	gasoline / 2 cycle engine oil mixco	quenching oil	
dedusting oil	machine tool and slideway lubricant	rock drill oil	
drawing, stamping and shaping oil	marine cylinder oil	rustproof oil	

Oil Filters

spin-on or element style filter that is used in hydraulic, transmission or internal combustion engine applications including diesel fuel filter			
coolant filter	household furnace fuel filter	plastic / paper element style filter	sump type automatic transmission filter
diesel fuel filter used at retail & commercial pump islands	oil / air separator filter	storage tank diesel fuel filter	

EHC is NOT Applicable on the following Products

Neither Oil Product nor Container

3-in-1 household oil	export oil sales	oil treatment	urethane coating
aerosol propelled lubricant (Except for QC, NB, PE)	glycol-based heat transfer fluid	penetrating oil	water glycol hydraulic fluid
base oil, including re-refined base oil	grease	phosphate ester hydraulic fluid	wax
brake fluid	gun oil	polyglycol synthetic compressor oil	windshield washer fluid
cleaning/flushing fluids for motors/equipment	heating furnace oil	propylene glycol heat transfer fluid	winter start fluid
cooking oil	hydraulic jack oil	sewing machine oil	
diesel fuel treatment	hydraulic oil dye	silicone heat transfer fluid	
electrical insulating oil (QC, NB, PE only)	kerosene	solvents	
ethylene glycol heat transfer fluid	marine engine oil for vessels operating internationally	synthetic aromatic hydrocarbon heat transfer fluid	
	oil additive	undercoating	

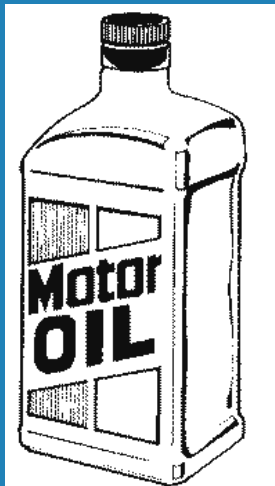
nor Filters

air filter	household furnace air filter
crankcase ventilation filter	sock-type filter
gasoline fuel filter	

Neither Antifreeze Product nor Container

antifreeze plumbing fluid	fuel line de-icing fluid
windshield washer fluid	aircraft de-icing fluid
lock de-icing fluid	

Definition: Containers.



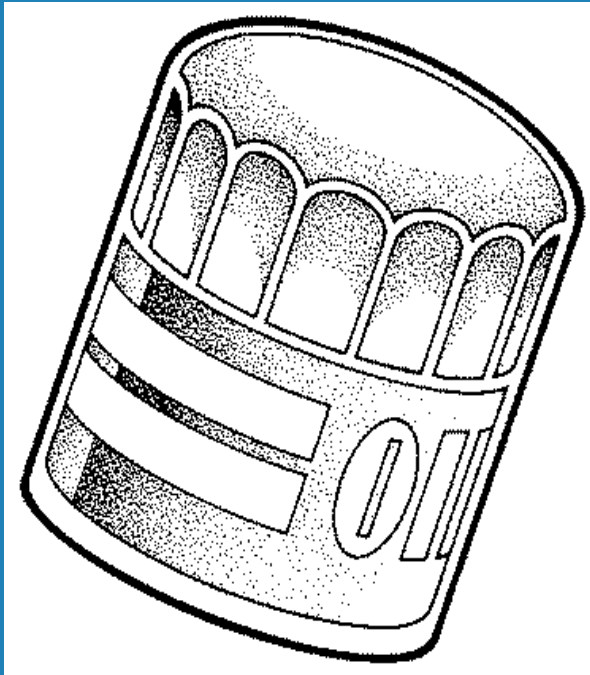
A **container** means a container that is manufactured for the purpose of holding oil or in which oil is supplied.



Definition: Used Container.

A used container means a container that contains or has contained oil and that through use, storage, handling, defect, damage, expiry of shelf life or other similar circumstances can no longer be used for its original purpose.

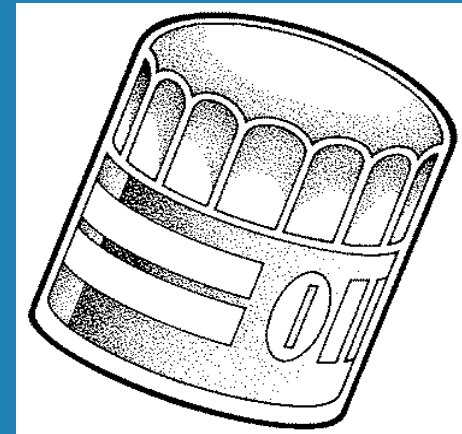
Definition: Oil Filters.



- An **oil filter** means any spin-on or element style oil filter used in hydraulic, transmission or in internal combustion engine applications
- Includes a diesel fuel filter, but does not include a gasoline fuel filter.

Definition: Used Oil Filters.

- A used oil filter means an oil filter that through use, storage, handling, defect, damage, expiry of shelf life or other similar circumstances can no longer be used for its original purpose.



Definition: Recycling



- A process which converts a waste material into a useable product.
- Means re-use.
- Does not include destroying waste in a combustion process or spreading it on land.



Section Four

Site and Facility Requirements



Site Selection

The following features should be considered when selecting a site:

- Vehicle access
- Location away from sensitive occupancies
- Properly zoned by local zoning authority
- Water wells and drainage systems and environmentally sensitive areas



Site Preparation

A receiving area must be provided immediately adjacent to the storage tank for placement of full containers being delivered to the depo.

The surface of the containment area must be concrete or metal or other impermeable material that is acceptable to Manitoba Sustainable Development regulations.



Facility Design

The depot design includes a pre-cast concrete building large enough to accommodate an oil storage tank and the receptacles for holding the used containers and filters.



Facility Design

The used oil tank is positioned over a concrete containment base which capture any overflow or the oil spill if the container ruptures. The tank installation is done in accordance with the manufacturer's instructions.



Facility Design

Eco Centres must also provide suitable receptacle to receive oil containers and used oil filters designed to contain the oil which drains from filter or containers. The size of container provided will be determined by the expected throughput of the Eco Centre, and the receptacles located so the contents can be removed safely and effectively.



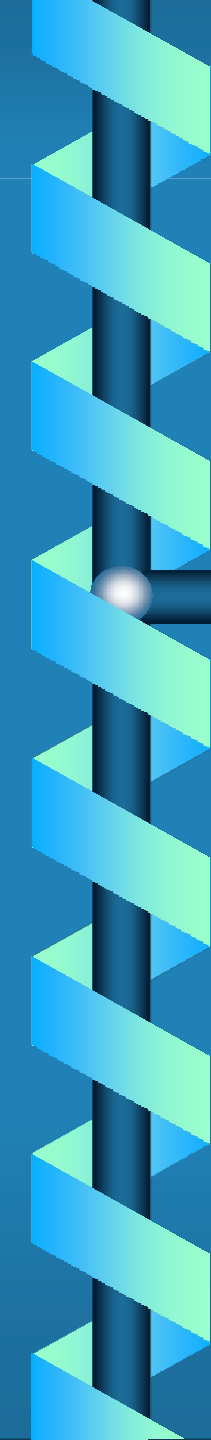
Site Security and Access

Eco Centres must guard against the potential for unauthorized or unsupervised deliveries to the facility. The storage tank, container and filter receptacles and the receiving areas must be surrounded by fence with a minimum height of 1.8 metres to discourage unauthorized entry. The fenced area must be equipped with a lockable gate.



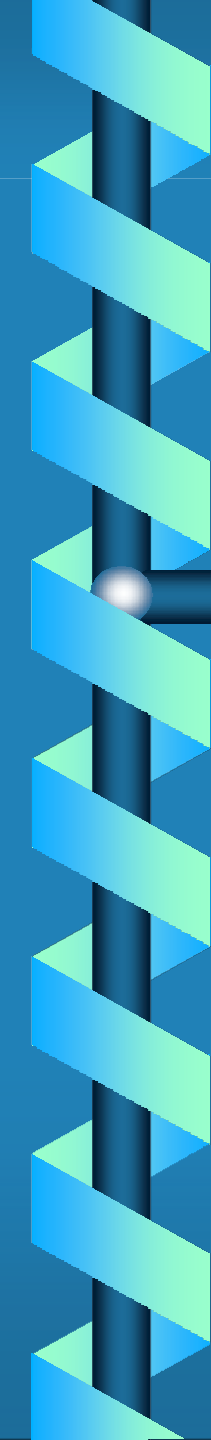
Site Security and Access

Where the Eco Centre is located within a fenced waste disposal ground, municipal yard or other site where access is not permitted unless the operating staff is on site, an additional fence is not required around the depot site. Where the depot area is not fenced, the storage tank must be capable of being locked so as to prevent unauthorized depositing of used oil into the tank.



Signage, Equipment and Supplies

Legible, weather-proof signs must be posted at the entrance to the Eco Centre identifying the area as a used oil collection facility. The sign must indicate the hours of operation, a contact number and a warning not to leave used oil products at the depot when the operator is not present to accept the delivery.



Signage, Equipment and Supplies

Instructions on how and where to leave oil products may also be posted on the sign.

Any spillage that occurs during the handling of oil products must be contained and cleaned up promptly. Sufficient and appropriate clean-up materials must be available on the site at all times for this purpose.



Section Five

Administrative Requirements



Registration to Operate

As used oils are classified as hazardous waste in Manitoba, facilities that collect, store or process waste oils are considered to be hazardous waste disposal facilities and are required to be approved by Manitoba Conservation and Climate under the authority of The Dangerous Goods Handling and Transportation Act and the Hazardous Waste Regulation MR 195/2015.



Registration to Operate

Registration for the establishment and operation of Eco Centres is to be submitted to the regional office of the Environmental Operations Division in the region in which the Eco Centre is to be located.



Registration to Operate

A list of Manitoba Conservation and Climate's Regional Offices is contained in the Directory of Resources in the Appendices. Forms can be found online at:

https://residents.gov.mb.ca/forms.html?d=details&pub_id=2417&filter_keyword=hazardous%20waste%20registration

**** Reference your Student pack for actual application



Registration to Operate

The following information must be provided in the completed Generator Registration Form:



Registration to Operate

Generator (legal name)

Corp File #

Mailing address

Operation Name

Site location Operation Mailing address



Registration to Operate

Waste Description including:

- Physical State
- TDG shipping name or Type of Hazardous Waste
- UN Number or Provincial Waste Code
- TDG Class (if applicable)
- Packing Group (if applicable)
- Provincial waste class code
- Quantity generated per month
- Frequency of generation



Registration to Operate

Waste Management Information

- General business type
- Source of hazardous waste
- Hazardous waste carrier(s) used
- Hazardous waste receiver(s) used



Licensing

Licenses are not required for used oil collection depots for total volumes of under 5000 litres. Licensing approvals can be applied for at:

https://www.gov.mb.ca/sd/permits_licenses_approvals/eal/licence/index.html



Licensing

Hazardous waste generators are issued a registration number which consists of the prefix MB followed by seven digits. The Eco Centre operator must record this registration number on the Customer Log for all non-domestic deliveries to the depot.



Licensing

Registration numbers are not required for small volumes of oil and filters delivered to the depot.
(20 litres of oil – 20 kilograms of filters)

Eco Centres are not allowed to receive used oil from unregistered generators, other than domestic “do-it-yourself” sources delivering volumes of waste oil less of than 20 litres.



Liability Considerations and Insurance

Responsibility and liability for the products collected in accordance with the Used Oil, Filters and Containers Stewardship Regulation rests with whoever has care, custody and control of the oil or oil product.



Liability Considerations and Insurance

Eco Centre operators must ensure that their facilities meet standards and conditions set out in their licenses and follow established procedures to minimize the risk of contamination.

Carriers and receivers of the oil must also follow procedures to reduce their liability.



Liability Considerations and Insurance

Eco Centre operators must ensure that they maintain adequate property, comprehensive general liability and environmental impact liability insurance coverage. Operators must provide evidence by way of insurance certificates to the Manitoba Association for Resource Recovery Corp. when the Eco Centre approval is first applied for, and on an annual basis thereafter.



Liability Considerations and Insurance

Eco Centres must carry policies in the amount of not less than \$50,000 for property coverage, \$5,000,000 for Comprehensive General Liability, and \$1,000,000 for Environmental Impact Liability Insurance inclusive of any one loss.



Due Diligence Steps to limit Eco Centre Liability

1. Ensure the Eco Centre has obtained a hazardous waste generator number.
2. Operate the Eco Centre within the conditions of the license.
3. Accept only approved products.
4. Be on the lookout for product contamination.
Inspect each load before accepting it.
5. Ensure that public access is controlled, and that the depot is adequately staffed during hours of operation.



Due Diligence Steps to limit Eco Centre Liability

6. Train and supervise depot staff to ensure that they operate in accordance with established administrative, operating and emergency response procedures.
7. Maintain the facility in a clean and orderly condition.
8. Follow established procedures for operating equipment and transferring products.



Due Diligence Steps to limit Eco Centre Liability

9. Maintain accurate logs and inventory records to verify the source of the oil and the amount held on the site at all times.

10. Ensure a capability to deal promptly and correctly with leaks, spills and emergencies through proper procedures, equipment and supplies, and staff training.



Due Diligence Steps to limit Eco Centre Liability

11. Immediately inform Manitoba Sustainable Development of all reportable spills or dangerous occurrences.
12. Ensure continuing and adequate insurance coverage.
13. Contract only with an approved collector who is licensed and insured to remove products.



Staffing and Training

A trained person must be on site at all times when the depot is open to receive used oil, containers and filters. The Eco Centre personnel have the responsibility for ensuring that all in-coming shipments comply with the acceptance criteria and that the day to day operation of the depot is in accordance with the conditions of the Director's Order or license.



Staffing and Training

As a minimum, MARRC requires that Eco Centre operators and their staff be trained in the following areas:



Staffing and Training

- the types of materials which can be received at the depot
- procedures for examining oil in relation to the acceptance criteria
- record keeping requirements - log sheets, inventory control
- operating procedures for the collection tank and associated equipment including tank unloading
- emergency prevention and response procedures for spills and leaks, fire and first aid



Staffing and Training

- handling of accumulated run-off water
- occupational safety and health procedures to ensure safe operation
- training to meet regulatory requirements, including WHMIS and Transportation of Dangerous Goods (TDG).



Record Keeping

It is important to maintain a dedicated binder containing all documentation pertaining to the EcoCentre's licensing and approval to operate. This documentation should also include:



Record Keeping

- The Eco Centre's Hazardous Waste Generator and Receiver Numbers;
- TDG training records, and copies of TDG certificates;
- the contract with the approved carrier;
- blank Hazardous Waste Generator registration forms to provide to commercial generators who require a number;
- emergency telephone numbers.



Customer Logs

Eco Centre operators and staff must keep a current and accurate record of all used oil deliveries in the Customer Log. Filters and plastic containers do not need to be recorded on the Customer Log. Complete the log in accordance with the Guideline, including:



Customer Logs

- The date of delivery
- **customer name** and **license number** of the vehicle, or
- the MB hazardous waste generator number for non-
- domestic deliveries. Use **MB 1000** for **farm generators**.
- the kind of **oil** product
- **quantity** of the oil in **litres**
- the **customer's signature** to confirm the information.



Inventory Control

Eco Centre staff are required to maintain an ongoing inventory record and summary for all receipts and collections as outlined on the Inventory Control Log. The tanks should visually inspected occasionally so that any leaks can be Identified without delay.



Inventory Control

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Inventory Control

EcoCentre staff must also visually inspect and record the estimated volumes in the tank using the dip stick before and after pick-up by the Approved Collector.



Receiving Oil in Quantities over 20 liters

The Hazardous Waste Regulation allows for quantities of oil in the amount of 20 litres and filters in the amount of 20 kilograms to be delivered without being registered with Manitoba Conservation and Climate. Amounts in excess of 20 litres or kilograms must only be transported by registered carriers and must be documented on a *movement document* or waste manifest.



Regulatory requirements (The Transportation of Dangerous goods)

As used oil is classified as a hazardous waste according to Manitoba's Dangerous Goods Handling and Transportation Act (DGHTA) commercial generators, carriers, Eco Centre operators, Processors and End Use Receivers of used oil all have duties under the act



Regulatory requirements (The Transportation of Dangerous goods)

As used oil is classified as a hazardous waste according to Manitoba's Dangerous Goods Handling and Transportation Act (DGHTA) commercial generators, carriers, Eco Centre operators, Processors and End Use Receivers of used oil all have duties under the act

Regulatory requirements (The Transportation of Dangerous goods)

important elements of the DGHTA which must be considered by an Eco Centre operator:

- Duties are placed on those who handle, offer for transport, and transport hazardous waste.
- Anyone who performs these duties must be a trained person and possess a certificate issued by the employer describing the aspects for which the employee has been trained to perform.

Regulatory requirements (The Transportation of Dangerous goods)

- Whoever has care, custody and control of the dangerous good has the liability for the dangerous goods in their possession, including the responsibility for reporting dangerous occurrences such as spill or fires which involve the loss of the product, contamination or evacuation situations.
- The mandatory reporting requirements obligate the reporting of spills greater than 5 litres or 5 kilograms to Manitoba Conservation and Climate.

Regulatory requirements (The Transportation of Dangerous goods)

- As a hazardous waste, used oil is controlled during transport. The Regulation allows for shipments of 20 litres or less to be transported to the depot with documentation or generator registration.
- The generator of the oil in quantities greater than 20 litres must be registered with the Province of Manitoba and obtain a generator registration number. The Generator Number must be included on the Customer Log.

Regulatory requirements (The Transportation of Dangerous goods)

- Eco Centres may receive manifested shipments of used oil from small commercial generators and must retain the depot copy of the Waste Manifest for two years. It must be available for inspection by an (Environment) Officer.
- When the used oil is transferred from the Eco Centre by an Approved Collector, the shipment will also require a Waste Manifest or movement document.



Regulatory requirements (The Transportation of Dangerous goods)

- Whoever signs the Shipping Document or Waste Manifest on behalf of the Eco Centre must be certified under TDG to offer the product for transport and the Eco Centre must retain the consignor's copy for two years.



Section Six

Operating Procedures



Operating Procedures

Eco Centres are intended primarily for the convenient recovery of domestic quantities and small commercial consignments of used oil products. It is possible that they will be requested to accept large volume shipments from commercial generators. The EcoCentre operator must ensure that the acceptance of large volumes of oil does not overload the facility or restrict its accessibility to the general public.



Confirmation of Acceptability

It is very important to ensure that used oil received at a collection depot does not contain contaminants other than those resulting from the routine use of the oil. Oil contaminated with antifreeze, gasoline, paint and paint thinners or water in excess of 5 % cannot be accepted by an Eco Centre. Even a small concentration of contamination can render an entire tank of used oil unfit for certain end uses.



Visual Inspection

Eco Centres are provided with samples of oil which have been contaminated with water, antifreeze, gasoline and paint / thinners for comparison to assist staff in identifying contaminated product. Each container of used oil delivered to a depot must be visually examined before the contents are transferred to the collection tank.

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Visual Inspection

If the oil is stratified, it is likely contaminated with water, antifreeze or other liquids. In addition to the appearance of the oil, odours can indicate contamination. If a distinctive odour of gasoline or solvent is noticed when the container is opened, the oil should not be accepted until the exact nature of the material is confirmed.

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Rejection and Explanation

The most common reasons for rejection are likely to be:

- the product is not an acceptable product (See Section 3 for definitions)
- the product contains a contaminant which makes it unacceptable for recovery and reuse.
- A clear explanation to the customer on the reasons for rejecting the product
- Provide the customer with information on where they can obtain information on legal disposal of the product.



Rejection and Explanation

- Under no circumstances should suspicious or contaminated product be transferred to the tank. Return it to the customer or hold it in the locked storage area until it can be tested to determine if it acceptable, or a decision is made on how to dispose of it.



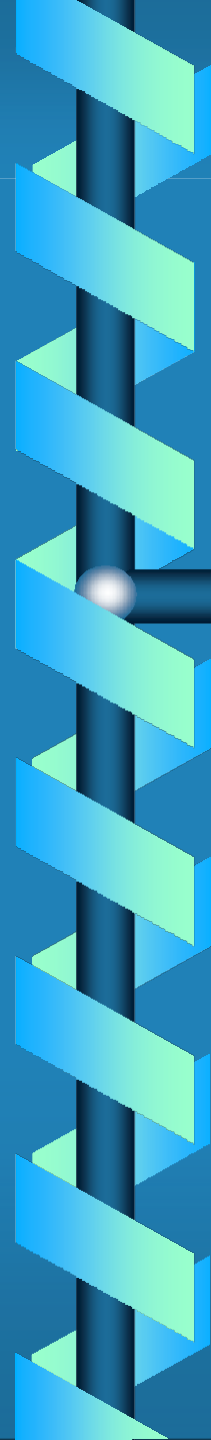
Maintaining Customer Log

A record of quantities and sources of used oil received at the Eco Centre is necessary in order to determine the quantity of oil on-site at the Eco Centre at any given time. A Customer Log must be kept at the depot during the hours of operation.



Maintaining Customer Log

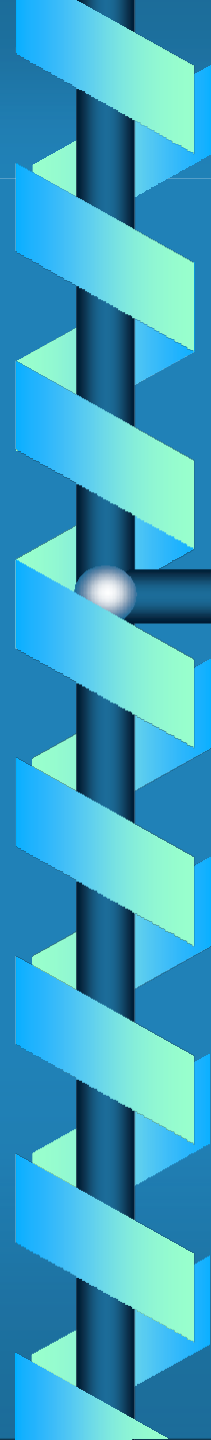
For oil received from non-domestic generators, the waste generator registration number must be shown. If the shipment received by the Eco Centre is accompanied by a waste manifest, record the manifest number on the Customer Log. The completed log book must be retained for two years and be available for inspection by an Environment Officer.



Occupational Health and Safety Procedures

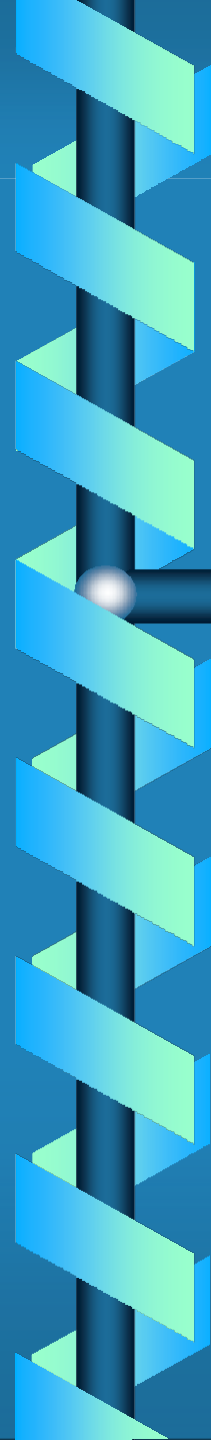
MARRC requires that Eco Centres are consistently operated to high standards which will protect the safety of employees and users of the facility and will safeguard the environment.

Employees are required to act on the information provided by the employer by means of safe work practices and procedures which are to be communicated through worker training programs.



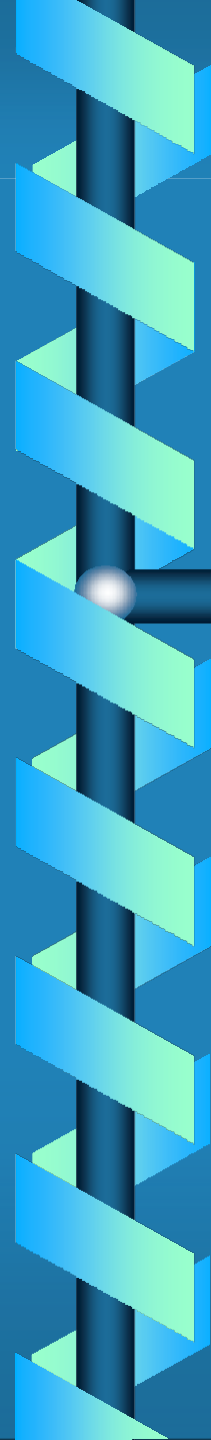
Occupational Health and Safety Procedures

- Employers are required, where necessary to provide and instruct employees on the use of Personal Protective Equipment (PPE)
- Employers are required to identify situations which could give rise to emergency situations
- Employers are required to develop, resource and implement as necessary a Working Alone Plan based on an assessment of the potential risks to an employee working alone.



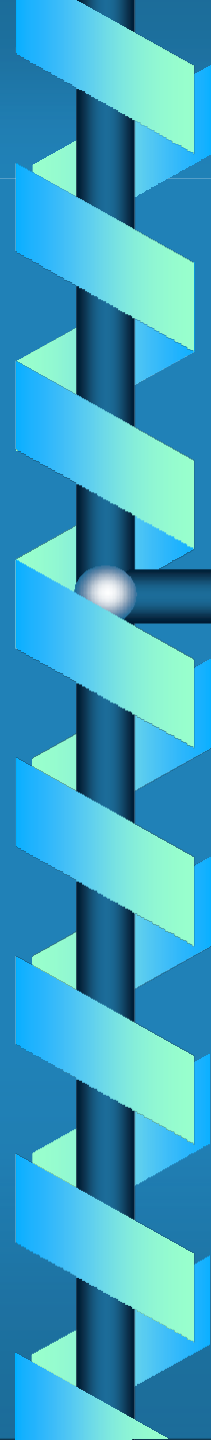
Occupational Health and Safety Procedures

Eco Centre operators are expected to provide at a minimum the following Personal Protective Equipment for the use of employees as a means of ensuring that they can be protected from all direct exposure to oil products:



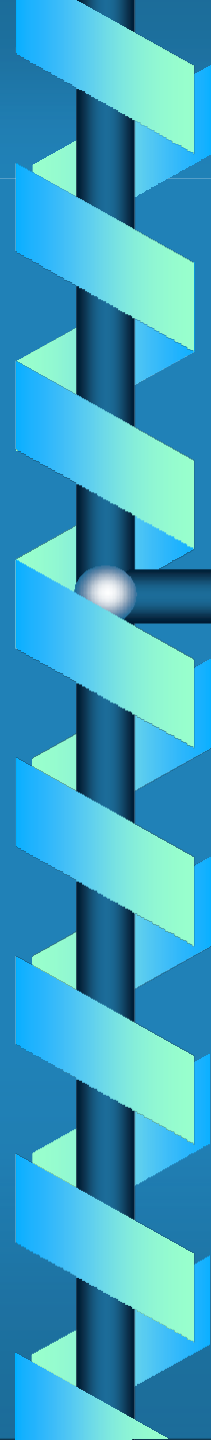
Occupational Health and Safety Procedures

- chemical splash goggles to prevent the product from being splashed in the eyes
- rubber gloves to prevent skin contact
- a full length rubber apron to prevent oil saturation of clothing
- a particulate mask for use if required when using absorbent materials for spill clean-up.



Occupational Health and Safety Procedures

Depending on the nature of the material handling in the Eco Centre, the employer may require the employee to wear long sleeved clothing and full length work pants, as well as CSA approved safety boots. Employees must wear the Personal Protective Equipment provided and required to be worn by the employer.

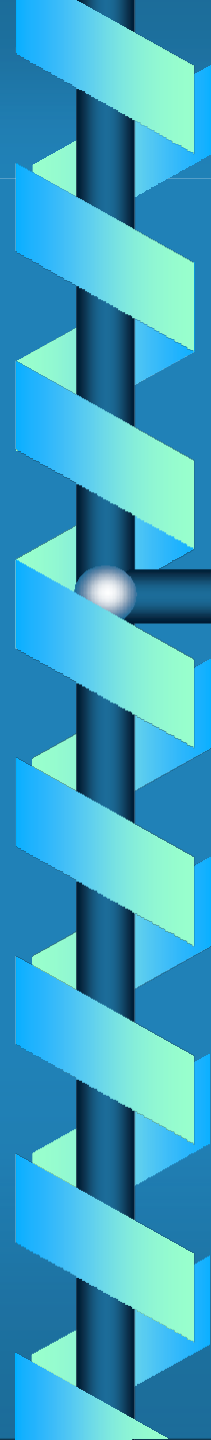


Occupational Health and Safety Procedures

The basis for all workplace safety is good housekeeping.

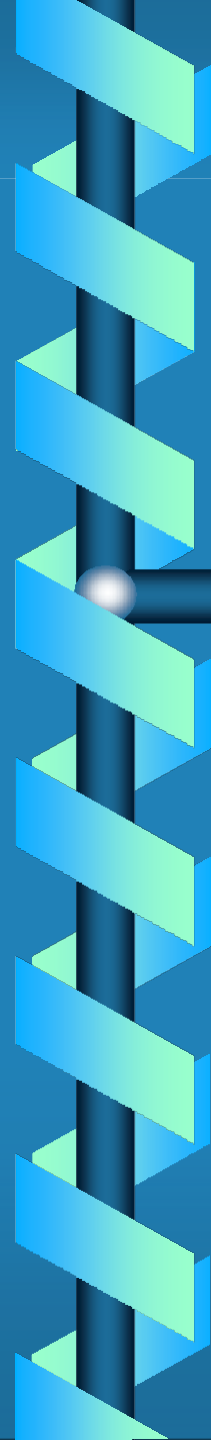
The main emphasis should be on spill prevention.

To accomplish this, the EcoCentre staff, and not the customer should handle the used oil.



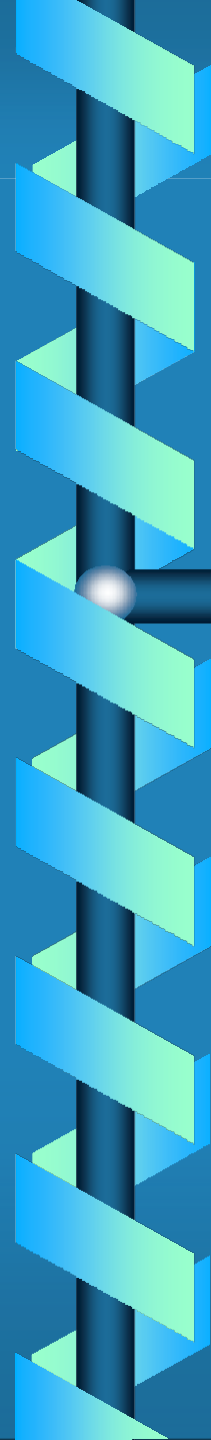
Occupational Health and Safety Procedures

- The used oil should be **handled as little as possible**, as the more it is handled, the greater is the potential for spills.
- If oil is spilled, it should be **cleaned up immediately** using a suitable commercial absorbent or materials such as sawdust or kitty litter. A large spill **must be diked with absorbent pads, booms or sand** as oil flows and moves. The oil must not be allowed to get into sewers, wells or surface water.



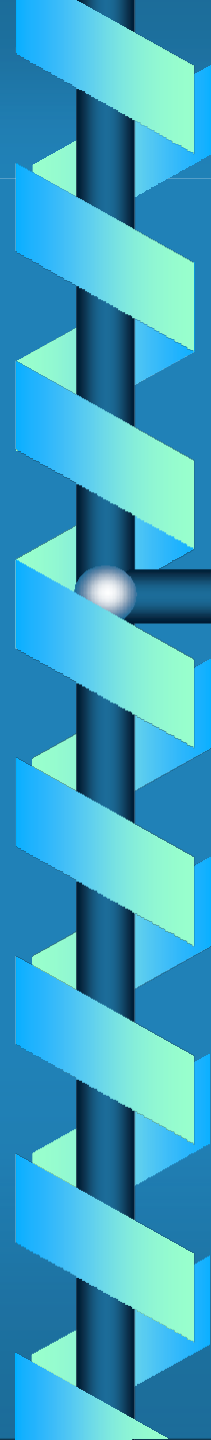
Occupational Health and Safety Procedures

- As **oiled surfaces are slippery**, there is an increased risk of injury caused by slips, trips and falls.
- When cleaning up a spill outside, **avoid inhaling the airborne dust or particulate** of the clean-up material.
- **Stay upwind of the spill** being cleaned up. Wear a particulate mask - both indoors and outdoors - if necessary to prevent airborne exposure to the absorbent.



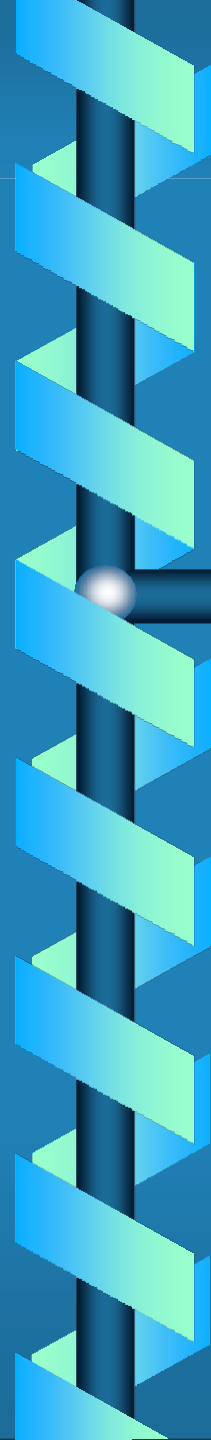
Occupational Health and Safety Procedures

- Visually inspect the oil for contamination. **Do not sniff the oil.** If an unusual odour is detected when the oil is being poured, stop the transfer immediately.
- Used oil should be accepted only if the customer has brought it in a **clean, leak-proof container.**
- The container should be inspected. Oil brought in bleach bottles, anti-freeze jugs, or other chemical containers may be contaminated. **Even small amounts of these substances can contaminate the tank.**



Occupational Health and Safety Procedures

- Use the **two sides of the bag stand** to **separate oil containers from other plastic containers.**
- Take the opportunity to **educate the customer** on the importance of not mixing anything with used oil, and of returning it to the Eco Centre in clean, leak-free containers.
- A covered **metal trash can** should be used to collect spill clean-up rags, bags, boxes or containers which are not suitable for return to the plastic processor.



Occupational Health and Safety Procedures

- Oil will burn. Keep all open flames and ignition sources at a distance greater than 3 meters of the storage area,
- Smoking is not allowed in the Eco Centre or when transferring lubricating products from the customer's vehicle.
- The area surrounding the Eco Centre must be kept clean.



Product Transfer

This area upon which the Eco Centre is constructed must be adequately sized and graded to ensure that any spillage that may occur can be properly managed.

- Heavy gauge plastic bags must use on the bag stand to hold empty 1 and 4 litre containers.
- Metal barrels must be leak-proof to contain any used oil which may drain from the filters.



Product Transfer

- 205 L drums with lids capable of being tightly secured are recommended for the containment and transfer of oil filters.
- The concrete receiving area adjacent to the doorway is intended for positioning barrels or drums as they are pumped out.
- **The storage behind the hatch** door is intended for holding potentially contaminated oil in secure storage until it can be tested or disposed.



Transferring Product from plastic containers

- Open each container and inspect the contents before transferring them from the container.
- Verify with the customer that the container holds used oil only. If the oil is suspect, pouring it into the oil inspection pan and examine it before releasing it into the storage tank.
- If the oil is suspected to be contaminated, return it to the original container and hold it in the secure containment area for testing or disposal.



Drum Transfer

- Open the bung and inspect the contents of the drum before connecting the hand pump.
- Verify with the customer that the container holds used oil only, and that there is no possibility of contamination. Ask the customer for an estimate of the drum's contents by asking, for example "Is the drum full of oil?"



Drum Transfer

- If the oil is suspect, draw a sample using the barrel pump. Pump the oil from the bottom of the drum into a clear glass jar or oil pan for inspection before transferring the oil into the storage tank.
- Once the contents have been verified as acceptable, place the stem of the pump in the drum and commence the transfer.
- Do not release any suspect oil into the main storage tank.



Drum Transfer

Return the drum to the customer, as the Eco Centre cannot accept oil containers with volumes greater than 20 litres.



Handling of Water Run-off

Although used oil normally contains some water, if it is contaminated with water in excess of 5%, it will require additional processing to de-water it. Used oil containing water greater than 5% may be subject to dockage by the Carrier.



Handling of Water Run-off

- Excessive solids, heavy metals, PCBs or organic chloride concentrations could be subject to a surcharge by the Carrier.
- The Eco Centre will be responsible to pay the surcharge directly to the Carrier and the Carrier, in turn, could be surcharged by the Processor / End Use Receiver for the additional operating costs associated with processing the contaminated oil.



Handling of Water Run-off

- The MARRC program and Manitoba Conservation and Climate can be called on to assist an Eco Centre with any problems associated with the receipt and disposal of contaminated oil.
- Contaminated waste oil must be classified as hazardous waste and transported to an approved waste treatment or disposal facility by a licensed hazardous waste carrier.



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Section Seven

Emergency Response Plan and Procedures



Emergency Response and Procedures

An Emergency Response Plan must be developed specific to each Eco Centre and in consideration of the situations and circumstances which could give rise to emergencies in each location.

The Emergency Response Plan must contain step-by-step procedures for personnel to follow

in case of an injury, fire, explosion, flood or release of used oil to the environment.



Emergency Response and Procedures

- First aid procedures should be set out to deal with a medical emergency or with injuries to staff or customers associated with an emergency situation.
- The Emergency Response Plan should include the telephone numbers of the local police, fire department, ambulance service and hospital.



Emergency Response and Procedures

- The Emergency Response Plan should include the telephone numbers of the local police, fire department, ambulance service and hospital.
- The Plan should be reviewed on a regular basis with employees and with others who may be involved in its implementation.
- It is important to inform the local emergency services when the needed.



Leaks and Spills

- Any spillage that occurs during handling of materials at the site must be contained and cleaned up promptly.
- Sufficient and appropriate clean-up materials must be immediately



Leaks and Spills

For minor spills (under 5 kg or 5 litres):

- Soak up with absorbent (either a commercial product, kitty litter or sawdust) or on rags as appropriate.
- Oil recovered following a spill must be placed in a waste container and held for proper disposal.
- Under no circumstances should this waste be placed in, or returned to the oil collection tank.



Leaks and Spills

- Shovel oil-filled absorbent into appropriate metal garbage container or drum designated to store recovered product and place oily rags in a
 - covered metal container.
 - Sweep up excess absorbent
 - Report the incident and the amount spilled on an Incident Report Form and report it to Eco Centre manager (employer).

ECOCENTRE INCIDENT REPORT

DATE	DESCRIPTION OF THE INCIDENT	ACTION TAKEN



Leaks and Spills

For major spills (over 5 kg or 5 litres):

- Contact your employer immediately.
- Call for fire, police or other emergency help as required.
- Attempt to berm the oil spill to contain it and stop its flow.
- Spread the spill area with commercial absorbent.
- Call for a vacuum truck or commercial clean



Leaks and Spills

- Report any spill over 5 litres, to the local Sustainable Development (Environment) Officer. Spills over 100 litres must be reported to the Manitoba Environment Spill Line at (204) 944-4888.
- Arrange for disposal of the recovered product.



Fire and Explosion

While oil is classified as neither flammable nor combustible according to WHMIS and TDG regulations, the Eco Centre must still be prepared and equipped to deal with a potential fire and explosion. Oil will burn, and there is a potential for risk of spontaneous combustion when oily rags and cardboard are improperly stored.

- Customers must turn off vehicle engines when delivering used oil product to the Eco Centre.



Fire and Explosion

- Paper products and oily rags used in spill clean-up must be placed in covered containers which are removed on a regular basis for disposal in accordance with local landfill authority.



Fire and Explosion

- Paper products and oily rags used in spill clean-up must be placed in covered containers which are removed on a regular basis for disposal in accordance with local landfill authority.
- The egress route from the building must be clearly marked and kept free of debris and obstructions which could hamper quick and safe evacuation.



Fire and Explosion

- Employees must be trained to follow specific evacuation procedures and to remain at a designated marshaling location at a safe distance from the Eco Centre until they are accounted for and given further instructions.



First Aid

Used oil may contain small amounts of harmful materials which can cause illness if they are inhaled or ingested. However, oil vapours are unlikely to become airborne in absence of elevated temperatures or mechanical action such as spraying.

Safe work practices and good personal hygiene will eliminate any potential for ingestion of oil products.



First Aid

As with any workplace in Manitoba, the Eco Centre must be equipped with first aid equipment and supplies which meet the requirements of the First Aid Regulation of the Workplace Safety and Health Act. Eco Centres must evaluate the potential for accidental injury and exposure to hazardous materials and provide appropriate information, training and resources to ensure that a quick and correct response capability is available.



First Aid

The following First Aid Measures are recommended for exposure to used oil.

- **Eye Contact:** Flush eyes with large volumes of water until irritation subsides. If irritation persists, seek medical attention.
- **Skin Contact:** Flush the affected area with large volumes of water. Use soap if possible. Remove severely contaminated clothing (including boots or shoes) and launder before re-use.



First Aid

- **Ingestion:** **DO NOT INDUCE VOMITING** as it is important that no amount of the material enter the lungs through aspiration. Keep at rest. Get immediate medical attention.
- **Inhalation:** In case of adverse exposure to exposure to vapours, mists or fumes, move to fresh air. Administer artificial respiration if breathing has stopped. Keep at rest. Call for prompt medical attention.



Inclement Weather

- In the event of, or in anticipation of inclement weather, the Eco Centre should stop accepting oil products and cease all operations until the weather clears.
- In the event of thunderstorms, hail, freezing rain, snow storms or flooding, the Eco Centre must not be operated for used oil collection, or for transfer out of products.



Inclement Weather

- This will reduce the likelihood of product spills, staff injuries and water contamination of the containers and used oil tank.



Section Eight

Shipments From Eco Centre



Selecting and Contracting with Approved Collectors and Carriers

The Eco Centre operator must enter into an agreement with an Approved Collector to receive the used oil available to be shipped from the depot.

A contract with an Approved Collector must remain in force at all times during the operating life of the facility.

The agreement should state how and where the oil will ultimately be used, and contain a commitment from the carrier to provide a certificate of disposition for each shipment collected.



Selecting and Contracting with Approved Collectors and Carriers

This agreement will be used to determine where the exemptions for waste destined for recycling will apply. A copy of this agreement must be retained in the designated binder (See Section 5.5) and be available for inspection by an Environment Officer representing the Sustainable Development Department.

- the oil must be transported by a licensed hazardous waste carrier.

Selecting and Contracting with Approved Collectors and Carriers

- the shipment must be accompanied by a waste manifest or movement document showing the Eco Centre operator as the consignor.

In all cases, shipments of oil from EcoCentre must comply with applicable parts of the Transportation of Dangerous Goods Regulations. These requirements are set out in Part 5 of this training program

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Section Nine

Communication Procedures



Customer Relation

Mission

To encourage and promote the proper disposal of used oil, oil filters and other automotive and used industrial petroleum distillates by providing customers with an efficient and reliable removal service.



Customer Relation

The success of the EcoCentre, and the success of the Used Oil Stewardship Program as a whole, depends to a great extent on the support and co-operation of the company's customers.



Customer Relation

The staff of an EcoCentre have both the opportunity and the responsibility to ensure that the customer's experience in returning used oil, containers and oil filters is a positive one, and reinforces the environmentally responsible initiative taken by the customer. EcoCentre staff are expected to act in a friendly and courteous manner at all times.



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Customer Relation

The typical interaction with a customer will occur in the following way:

1. GREET the customer.
2. **CONFIRM** that the product(s) being offered can be received.
3. **INSPECT** and **ACCEPT** the product, or



Customer Relation

4. **INSPECT** and **REJECT** the product, giving a reason why the product is unacceptable (it is contaminated, or not within the scope of acceptable products) and what alternatives the customer has to dispose of the product.
5. **THANK** the customer for returning the product in, and for supporting the Used Oil Stewardship Program.



Dealing with Difficult Customers

- Eco Centre staff are instructed that, under no circumstances is a customer to be allowed to leave products that the company is not licensed to accept (such as contaminated fuel or household hazardous waste).



Dealing with Difficult Customers

- If a customer refuses to take a rejected product, staff are not expected to provoke a confrontation, but to write the incident up on an **Incident Report Form**, to provide any information of which the staff is certain on the identification of the customer (name and address, telephone number, vehicle license number) and to bring the situation to the attention of the main office as soon as possible.



Dealing with Difficult Customers

- The contaminated oil must be identified, segregated and held until a decision is made on how to deal with the situation. Both MARRC and Manitoba Conservation and
- Climate can be contacted for advice and support in this situation.



Media and Public Relations

- It is important to determine who is the person responsible for speaking on behalf of the company in the event of an incident. This person will require complete and accurate information from Eco Centre staff directly involved in case of an environmental incident. This will ensure the release of appropriate and consistent facts to the media.



Media and Public Relations

- The confidence of the public and the Eco Centre customers is important to the success of the Used Oil Stewardship Program. This confidence must be preserved in the event of an incident, or it may be formed in the context of this media attention. Therefore it is important to respond to preserve a positive image.



Media and Public Relations

- The following is provided as a guideline to assist Eco Centre staff in providing clear and concise detail about the incident in what is likely to be an unfamiliar situation. Understanding what kind of information will be requested will assist those with direct knowledge of the situation to communicate the facts,



Media and Public Relations

Reporters will want to obtain some basic information:

- The name of the person who is speaking on behalf of the company, and the names and positions of others involved in the incident.
- When did the incident occur, and how and when did you find out about it.
- What happened, and what caused it to happen.



Media and Public Relations

- How did it occur?
- Who is involved?
- Where did it occur?
- Why did it occur?
- What is being done about it?
- What is the impact of the incident?



Media and Public Relations

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Media and Public Relations

With this information in his possession the company spokesperson will be able to give one of the three appropriate responses to questions concerning the incident:

1. Yes, I know the answer, and here it is.
2. No, I don't know the answer, but I will try and find out.
3. Yes, I know the answer, but I can't tell you.



Media and Public Relations

There are some basic principles in dealing with the media:

- Nothing is "off the record". If you don't want something attributed to you, don't say it.
- Your comments will be printed, and may be recorded in audio or video format for radio or television broadcast.
- Because your comments will be edited to suit the medium, be concise, accurate, calm and direct.



Media and Public Relations

Get the interviews over with as soon as possible. Anticipate questions, and if possible have written information ready for release.

Remember that you might have to do might have to be interviewed again in a follow up situation, so retain copies of what was released and written to ensure consistency.



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Media and Public Relations

- Refer any questions about the Used Oil Stewardship Program to the MARRC Office.
- Always get the names, addresses, telephone and fax numbers for the reporters for information you may wish to provide after the interview.

Thank you for your
Participation



