

**The Manitoba Association for Resource Recovery Corp.  
Used Oil and Used Oil Products  
Eco-Centre Operations Manual  
Version 1.5 December 2024**



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### ***Introduction***

This operations manual has been produced by the Manitoba Association of Resource Recovery Corp. (MARRC). It is intended for use by operators of used oil collection facilities, commonly known as Eco-Centres, and is intended to support operator training.

This manual includes standard procedures for the safe and effective handling of used oil and used oil products. They are intended to compliment and support procedures already in place at your workplace and that may be required by environmental and workplace health and safety regulations.

The manual is organized to look like a typical working day at an Eco-Centre, from opening at the beginning of the day, to routine tasks during the day to closing at the end of the day. The manual will also discuss how to protect yourself and the environment when handling used oil and used oil products and what to do in the event of an emergency.

Topics discussed will include:

- Section 1 – Background and Context
  - History of MARRC and the Used Oil Recycling Program
  - What is an Eco-Centre?
  - MARRC Requirements
  - Regulations and Regulatory Requirements
- Section 2 – Hazard Awareness
  - How Can Used Oil Impact Your Health and the Environment?
  - Personal Protective Equipment
  - Emergency Response Equipment
  - Safe Work Procedures
  - Working Alone
- Section 3 – Routine Operations
  - Organization and Site Cleanliness
  - Opening Your Eco-Centre
  - Customer Relations
  - Assisting the Customer to Unload
  - Screening Loads – What if it's not Used Oil?
  - Transferring Used Oil to your Storage tank with a Pump
  - Pouring Used Oil from a Small Container to your Storage Tank
  - Placing Used Oil Filters into the Storage Drum
  - Placing Oil, Antifreeze or DEF Containers into Storage Bags
  - Checking Oil levels in your Storage Tank
  - When to Request a Pickup from Your Collector

- What do You do when the Collector Arrives?
- Keeping Records
- Time to go home – Closing your Eco-Centre
- Section 4 – Emergency Operations
  - Emergency Plans
  - You've got a Leak or Spill – What do You do Now?
  - FIRE! – Basic Fire Prevention and What to do if a Fire Starts
  - Accidents Happen – Basic Accident Prevention and What to do When an Accident Occurs?
  - Environmental Emergencies – Flood, Forest/Grass Fires, Extreme Weather

**This MARRC Used Oil Operations Manual and associated Training is provided at no cost to all operators of Used Oil Collection Facilities in Manitoba. Any person working in a Used Oil Collection Eco-Centre must be trained by a MARRC trainer. Training certificates will be issued and must be renewed every three years. It is the operator's responsibility to ensure their employees are fully trained. Contact MARRC if you have any questions regarding training requirements.**

## **Section 1 – Background and Context**

***Learning objective: After reading this section you will have a good understanding of the history of the used oil recycling program, what a used oil products is, and why it is important to recycle used oil and used oil products.***

### ***1.1 History of MARRC and the Used Oil Recycling Program***

The Manitoba Association for Resource Recovery Corp., or MARRC, is a non-profit organization. Formed in 1997 by manufacturers and marketers of oil products in Manitoba MARRC is managed by a Board of Directors comprised of industry and public representatives.

Its mandate is to develop, implement and administer a cost-effective, sustainable, user-financed and province-wide stewardship program for used oil, used oil filters, antifreeze, and used oil, antifreeze and diesel exhaust fluid (DEF) containers on behalf of its members.

MARRC has adopted an overall strategy based on recommendations from the Western Canadian Used Oil/Container/Filter Task Force and guiding principles for use across the four western provinces.

The strategy represents the principles that consumers, industry and government share responsibility for eliminating negative environmental impacts of used oil materials and for making the program viable.

The provincial government, principally through the Department of Environment and Climate Change regulates and monitors the program. Under the *Waste Reduction and Prevention Act*, the *Used Oil, Oil Filters and Containers Stewardship Regulation* was enacted in 1997 to create a “level playing field” for manufacturers and marketers of oil products. Manitoba Environment and Climate Change maintains a registry of return depots, Eco-Centres, licensed carriers and processor/end-use receivers of used oil products. Other key legislation governing used oil and used oil products includes the *Dangerous Goods Handling and Transportation Act* and the *Hazardous Waste Regulation*. All workplaces in Manitoba must also comply with requirements under the *Workplace Safety and Health Act* and *Workplace Safety and Health Regulation*. These regulations are discussed in greater detail in Section 1.4.

Used oil products that can be recycled in Manitoba Include:

- **Oil** – any petroleum or synthetic crankcase oil, engine oil, hydraulic fluid, transmission fluid, gear oil, heat transfer fluid or other fluid used for lubricating purposes in machinery or equipment.
- **Oil Filters** – any spin-on or element oil filter used in hydraulic, transmission or internal combustion engine applications – includes diesel fuel filters but does not include gasoline fuel filters.
- **Oil Containers** – any plastic container with a capacity of less than 50 litres that is manufactured to hold oil.
- **Antifreeze** – any ethylene glycol or propylene glycol vehicle engine coolant.
- **Antifreeze Containers** – any plastic container with a capacity of less than 50 litres that is manufactured to hold antifreeze.
- **Diesel Exhaust Fluid (DEF) Containers** – any plastic container with a capacity of less than 50 litres that is manufactured to hold Diesel Exhaust Fluid.

A complete listing of all acceptable products is found at the MARRC website: <https://usedoilrecycling.com/ehc>.

Products recycled or made from used oil and antifreeze material include:

- **Used oil** is converted into new diesel fuel. It can also be used for energy recovery. Used oil can be converted into a premium marine distillate fuel and is also used as an energy source for asphalt manufacturing.
- **Used oil filters** are sent to a processor to be shredded, heated to a molten state and the metals re-used as material for other metal products such as rebar, nails or wire.
- **Used oil, antifreeze and DEF containers** are now recycled into energy using an innovative clean technology called Rapid Organic Conversion. This energy is used for heating water, buildings and generating electricity.
- **Used antifreeze** is recycled into new antifreeze.

### 1.1.1 Why Recycle Used Oil?

There was a time when people didn’t think twice about simply throwing away or dumping oil products. Today, we are more aware that careless disposal methods not only harm the environment, but also waste a valuable non-renewable resource.

Each year, about 215 million litres of new oil are sold across western Canada. Yet slightly more than half of that oil is not consumed during use and is available to be recycled.

And it's not just used oil that presents a hazard to the environment if it is improperly discarded. After you pour the oil into your car, boat, lawn mower, tractor or other motors, there is residual oil in the plastic containers that can be recovered.

Used oil filters and plastic oil containers can also be recycled into other useful products. With the program and proper return facilities now in place, Manitoban's can:

- Recover more used oil, filters, containers and antifreeze.
- Extend the life of a non-renewable natural resource.
- Provide the recycling industry with oil, plastic and steel.
- Decrease pollution caused by improper disposal.
- Reduce the amount of non-biodegradable materials in our landfills.

### **1.1.2 Eco-Centre Drop Off Location Guidelines**

As of 2024, MARRC has established a province-wide network of 53 12' x 24' Eco-Centre collection depots. In addition, there are 44 rural collection depots plus 14 in Winnipeg for a total of 111 in the province. Eco-Centres are designed and operated to meet regulatory requirements of Manitoba Environment and Climate Change.

Eco-Centres and collection depots provide drop-off facilities for do-it-yourself (DIY) consumers, private motorists, farmers and small commercial operators who service their own vehicles and equipment.

Approved collectors will pick up used lubricating products generated by the Eco-Centres and deliver them to approved management facilities for further processing.

Please note that all locations accept all four materials (oil, filters, containers, and antifreeze). Eco-Centre locations and materials accepted can be found on the MARRC webpage - <https://usedoilrecyclingmb.com>.

Generators with larger quantities of used oil (a 205 litre drum or more), filters, or containers, should call a MARRC registered collector to pick up used oil materials at their location. A current list of registered collectors can be found on the MARRC webpage: <https://usedoilrecyclingmb.com/collectors/>.

## **1.2 What is an Eco-Centre/Collection Depot**

***Learning object: After reviewing this section, you will be able to describe an Eco-Centre.***

For purposes of this manual, the term "Eco-Centre" will be used for any MARRC approved site that collects used oil and used oil products. Typical configurations are illustrated below.

As noted in Section 1.4, the regulations define a used oil collection facility as including all associated storage tanks, loading and unloading areas and used oil transport vehicle parking areas.



Eco-Centre with inside storage tank, secondary containment and storage for container bags, oil filter and antifreeze drums, equipment and supplies

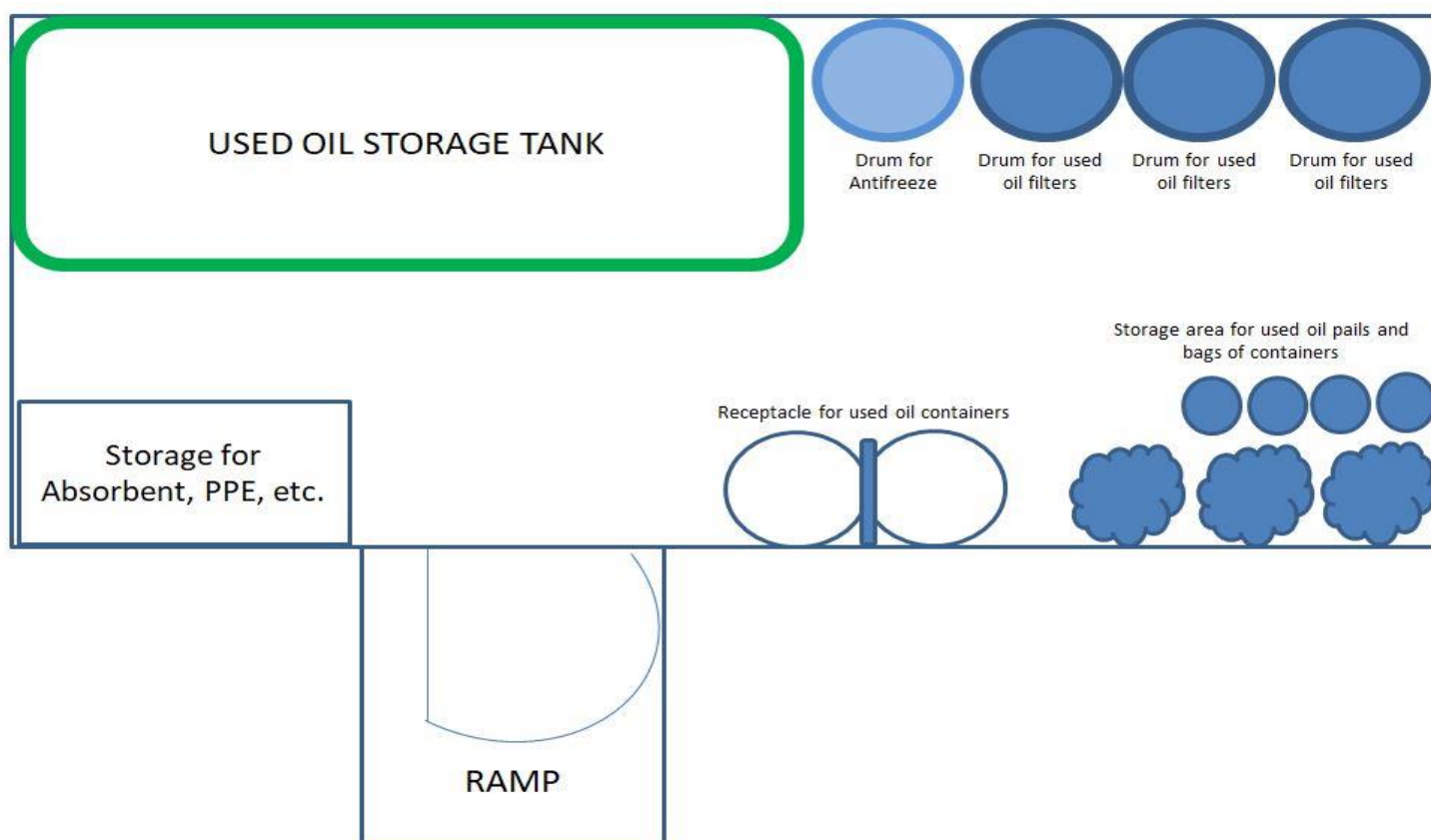


Storage Tank and Secondary Containment





Examples of free-standing dual wall storage tanks



### 1.3 Manitoba Association of Resource Recovery Corp. Requirements

***Learning Objective: After reviewing this section, you will be aware of and be able to describe the operating requirements for your Eco-Centre.***

Your employer has completed an Agreement with MARRC for the construction and operation of your Eco-Centre. **The Agreement includes several requirements you should be aware of.** These include:

- MARRC agrees to provide your employer with financial assistance for the operation of the Eco-Centre, subject to compliance with the terms of the Agreement including compliance with regulatory requirements. **It is important that you are aware of the regulatory requirements,** discussed in detail in Section 1.4.

- Your employer and MARRC agree to cooperate with various types of public awareness or advertising campaigns. **You may be requested to distribute information brochures or other give away materials to your customers, and you will be required to know the basics of the MARRC program**, as described in this manual and in your training material.
- **You are required to operate your Eco-Centre in a safe, secure and courteous manner** as described in this Manual and your training material.
- **You are required to follow the operating procedures** as described in this manual and in your training material.
- **You are required to follow all applicable laws and regulations**, and particularly the requirements prescribed in Manitoba Regulation 195/2015, the *Hazardous Waste Regulation*. These requirements are discussed in Section 1.4.
- Your employer is required to keep the Eco-Centre accessible to the public, free of charge to drop off used oil and used oil products.
- **Your employer is required to ensure that the handling of used oil and used oil products is properly supervised and conducted by trained staff in a safe and efficient manner** and to ensure that the collected material is collected in a timely manner to ensure continued collection capacity.
- **You must use a MARRC approved collector and ensure the timely removal of collected material** by the collector.
- **You must conduct regular visual checks of inventory in your oil tank** (dip checks) in accordance with procedures described in this manual and your training material. You must check your inventory every 30 days and record the measurement. More frequent checks may be warranted during busy periods.
- **You must maintain your Eco-Centre in a neat and tidy condition** as described in this manual and your training material.
- Your employer must obtain and maintain property, liability and environmental impact liability insurance with limits of no less than \$50,000.00 for property, \$5,000,000 per loss for commercial general liability and \$250,000 per loss for environmental impairment liability.

## **1.4 Regulatory Requirements**

***Learning Objective: After reviewing this section, you should be familiar with the three key regulations that govern Eco-Centre's. You should be able to identify important requirements and ensure your facility is compliant.***

Your Eco-Centre operation is subject to several regulations. Three key regulations are discussed below.

### **1.4.1 Waste Reduction and Prevention Act and Used Oil, Oil Filters and Containers Stewardship Regulation**



Passed into law in 1997, the *Used Oil, Oil Filters and Containers Stewardship Regulation* requires manufacturers and sellers of these products (referred to as stewards) to establish an effective management program for the collection and management of the products.

The result is the MARRC program network of Eco-Centres across Manitoba, of which your facility is one. The overall goal of the program is to maximize the collection of used oil, filters and containers in an economically sustainable manner to protect the environment and human health and safety.

Under the program the stewards are required to provide a province-wide, permanent, free and publicly accessible and convenient collection system. The costs of the program are borne by the stewards who, as members of MARRC, remit an Environmental Handling Charge, or EHC. The EHC is collected at the point of sale and is used to fund the collection system.

### ***1.4.2 Dangerous Goods Handling and Transportation Act and Hazardous Waste Regulation***

The *Dangerous Goods Handling and Transportation Act* (DGHTA) sets out various rules for handling dangerous goods and hazardous waste.

**The main requirements you must know for operating an Eco-Centre are:**

- Your facility must be registered as a generator of hazardous waste.
- You can only use a licensed transporter to have your used oil and used oil filters collected from your eco-centre.
- That the facility the collector delivers the used oil and used oil filters to must be a licensed hazardous waste management facility.

All approved MARRC collectors are licensed transporters, and all operate licensed hazardous waste management facilities. Your Eco-Centre's should already have a generator registration or **MBG number**, if your employer is part of the MARRC program.

#### **Important Note:**

A few Eco-Centres have storage tanks greater than 5,000 litres and these may be subject to licensing requirements and requirements under the *Storage and Handling of Petroleum Products and Allied Products Regulation*. Check with your local Environment and Climate Change office (listed in the Appendix) for more information.

If your Eco-Centre is part of a larger facility that includes a Waste Disposal Ground or Transfer Station, it will be subject to requirements under the *Waste Management Facilities Regulation*. If your facility collects Household Hazardous Waste or Lead Acid Batteries, it will be subject to requirements under the *Dangerous Goods Handling and Transportation Act*. Check with your local Environment and Climate Change office (listed in the Appendix) for more information.

The *Hazardous Waste Regulation* or MR 195/2015 includes specific requirements that you must comply with as an operator of an Eco-Centre. These will be discussed in turn below.

### Important Definitions

"Carrier" means a person who transports hazardous waste. **Your MARRC approved collector is a "Carrier".**

"Consignee" means the person who will accept the consignment (shipment) of used oil or used oil filters from you. **For you, this is the same as the Carrier.**

"Consignor" means a person who offers a consignment of used oil for transport. **You are the Consignor.**

"Double Wall Tank" means a primary tank with an integral secondary containment where the inner and outer walls are in intimate contact and the interstice is vacuum monitored. **Examples of double wall tanks are illustrated in Section 1.2. You should understand if your Eco-Centre has a double or single wall tank.**

"Generator" means a person who, by virtue of ownership, operation, management or control stores used oil. **Your employer is a "generator", and your facility has a provincial generator number known as the MBG number.**

"Hazardous Waste" means a product designated as hazardous waste under Section 2. **Used Oil and Used Oil Filters are designated as hazardous waste under Section 2.**

"Secondary Containment System" is a system intended to prevent the release of used oil to the environment from a container, piping or other equipment. **A used oil collection tank inside an Eco-Centre building is part of a secondary containment system.**

**Manitoba Environment and Climate Change requires a tray be placed under couplings to a storage tank and tanker truck to act as secondary containment during product transfer operations.**

"Used Oil" means petroleum-derived or synthetic lubrication oil that has become unsuitable for its original purpose due to the presence of physical or chemical impurities or the loss of original properties if the oil falls with either of the following categories:

- Lubrication oils for internal combustion engines such as motor oil, vehicle crankcase oil, engine lubrication oil.
- Transmission fluids, gearbox differential oils.
- Hydraulic fluids.

"Used Oil Collection Facility" means a facility that accepts used oil, used oil filters and used oil containers, and includes all associated storage tanks, loading and

unloading areas and used oil transport vehicle parking areas. **Your Eco-Centre is a Used Oil Collection Facility.**

“Used Oil Container” means a container that contains or has contained used oil. **This is the storage tank or drum(s) you have in your facility** that may also be referred to as a used oil receptacle. **For the regulation, it does not mean the used oil, antifreeze or DEF containers ranging in size from 500 ml to 50 litres in size you collect as part of the program.**

“Used Oil Filter” means an oil filter that contains or contained used oil.

As noted above, the regulation designates used oil and used oil filters as hazardous waste and assigns a Provincial Waste Code.

Column 1 – Type of Hazardous Waste	Column 2 – Provincial Waste Code
Used Oil	MHW1
Used Oil Filters	MHW2

**These terms must be used on the Movement Document or Manifest provided by your collector.**

***Important Note:***

**As the operator of an Eco-Centre, it used to be a requirement to have training in Federal *Transportation of Dangerous Goods* legislation. However, with the 2018 changes to the regulation this training is no longer required for handling used oil.**

**Under previous regulations, Eco-Centres were required to hold a hazardous waste facility license. This was changed in 2018, and Eco-Centres are no longer required to be licensed with a few limited exceptions for facilities with storage tanks greater than 5,000 litres.**

Eco-Centres are required however to comply with MR 195/2015, specifically Sections 10.7 to 10.14 and Section 26. These are discussed below.

10.7 Storage requirements

The storage tank at your Eco-Centre must be an above ground tank less than 5,000 litres and meet the requirements of The Canadian Council of Ministers of Environment *Environmental Code of Practice for Aboveground and Underground Storage Tank Systems Containing Petroleum and Allied Petroleum Products*.

**If your Eco-Centre is part of the MARRC program and your above ground storage tank is less than 5,000 litres, you will meet this requirement.**

For storage tank systems with aboveground tanks 5,000 litres or greater, and/or underground tanks, Manitoba Environment and Climate Change requires that all

storage tank systems be inspected and maintained in accordance with Part 5 of the *Storage and Handling of Petroleum and Allied Products Regulation* which can be found at: [https://www.manitoba.ca/sd/pubs/environmental-approvals/petroleum/technical\\_bulletin\\_pdf-005\\_2018-08-24.pdf](https://www.manitoba.ca/sd/pubs/environmental-approvals/petroleum/technical_bulletin_pdf-005_2018-08-24.pdf)

#### 10.8 Location of used oil storage tanks

The storage tank at your Eco-Centre must be located within a secondary containment area or be located on an impervious surface of at least 152 mm (6 inches) of compacted clay.

**If your Eco-Centre is part of the MARRC program you will meet this requirement.**

#### 10.9 Loading area requirements

The loading area for a used oil storage tank must be properly graded and made of a properly sized impermeable material.

#### 10.10 Used oil transfer area

The transfer area at the used oil collection facility must be located within a secondary containment system that can contain 110% of the volume of used oil storage tank capacity. When your used oil collector is transferring oil from your storage tank to the tanker truck, a tray should be placed at the connection coupling in case of leakage.

#### 10.11 Storing used oil containers

Containers must be stored in containers (bags) that are constructed of a material that will contain any used oil that may drain from the container.

**Your Eco-Centre should be using heavy duty poly bags (minimum 3 mil) to store your used oil, antifreeze or DEF containers. These will meet this requirement. These bags may be provided free of charge by your used oil collector.**

#### 10.12 Storing used oil filters

Used oil filters must be stored in drums with a maximum capacity of 205 litres and will contain any used oil that may drain from the filters and drums containing used oil filters must be stored in a manner that protects them from precipitation.

**Your Eco-Centre should be using steel 205 litre open head drums to store used oil filters. The drums should be supplied by your collector. These will meet this requirement.**

#### 10.13 Sign

The collection facility must post and maintain a sign that:

- Identifies it as a used oil collection facility.
- Sets out the operating hours.
- Specifies the products accepted.
- Contains a notice that no products may be deposited at the facility when no facility personnel are present to accept the used oil.
- Contains an emergency contact telephone number.

**Your Eco-Centre should have a sign that has the above information and therefore will meet this requirement. In many cases, a gate sign will include operating hours and other information with additional information specific to used oil on a sign at your Eco-Centre.**



Additional requirements under the regulation include:

- Your Eco-Centre should have a receiving area that customers can access to drop off material. All other areas of your Eco-Centre should be accessible by authorized personnel only.
- Containers, piping and other equipment used to store, or transfer used oil must be situated within a secondary containment system.
- A used oil container must have a prominent weather resistant label on it with the name "Used Oil". Your used oil filter storage drum should have a prominent weather resistant label on it with the name "Used Oil Filters".
- Inspections – your used oil and used oil products storage area must be inspected every 30 days.
  - Inspection must include observation of:
    - Condition of every container (storage tank or drum).
    - Condition of secondary containment – for example, evidence of leakage, crack in concrete containment.
    - Indication of a release of used oil or antifreeze,
    - Inspection must include the date, name of person inspecting and observations.
- Must keep records for 2 years and have available for review by an Environment Officer

- Section 26 of the Regulation requires you to file an annual report respecting the hazardous waste received each year and the manner it was managed.

### ***1.4.3 The Workplace Health and Safety Act and Workplace Health and Safety Regulation***

Every workplace in Manitoba, including your Eco-Centre, must meet requirements under the *Workplace Health and Safety Act* and *Workplace Health and Safety Regulation*.

This manual touches briefly on aspects of these requirements but it is beyond the scope to discuss them in detail. It is your employer's responsibility to fully comply with this legislation.



## Section 2 – Hazard Awareness

***Learning Objective: After reviewing this section, you will be able to discuss how used oil or antifreeze can impact your health and the environment. You will learn what personal protective equipment, or PPE, you should use when handling used oil or antifreeze, and how to use it, so that you minimize any potential impact to your health. You will also learn about emergency response measures you can take to protect the environment and your facility in the event of a leak or spill of used oil or antifreeze. Finally, you will learn about the importance of Safe Work Procedures that are designed to help you do your work safely and effectively.***

### ***2.1 How Can Used Oil Impact Your Health and the Environment?***

It is important to understand that because of its very nature – being used - used oil may contain contaminants that make it more dangerous than new oil. You will learn about how to detect some common potential contaminants later in this manual, but the key point is to avoid or minimize any exposure to used oil.

We can be exposed to used oil by ingesting it, inhaling vapours or fumes and by skin or eye contact.

Skin or eye contact can cause irritation or redness. Ingestion may cause discomfort and may be harmful to your health. Inhalation may cause throat or lung irritation, coughing or tightness in your chest.

Used oil has the potential to impact the environment and may require expensive remediation. A litre of used oil has the potential to contaminate a million litres of water. In a sewage system, as little as 50 parts per million of oil in water can cause problems in a sewage treatment plant which in turn may cause additional water pollution. Used oil may contain additives, heavy metals such as lead, and chemicals known as polyaromatic hydrocarbons that impact soil and plant health.

### ***2.2 How Can Used Antifreeze Impact Your Health and the Environment?***

As with used oil, used antifreeze may contain contaminants that make it more dangerous than new antifreeze. You will learn about how to detect some common potential contaminants later in this manual, but the key point is to avoid or minimize any exposure to used antifreeze.

We can be exposed to used antifreeze by ingesting it, inhaling vapours or fumes and by skin or eye contact.

Antifreeze is harmful if swallowed. It may cause damage to organs, especially your kidneys through prolonged or repeated exposure. You should avoid breathing vapour, mist or spray. Exposure to skin may make existing skin conditions worse. It will irritate your eyes.

Used antifreeze has the potential to impact the environment. It may be toxic to fish and animals. Antifreeze may have a sweet odour and taste and be attractive to animals including pets. It will break down with sunlight.

### **2.3 Contaminated Oil or Antifreeze**

As noted, oil and antifreeze can become contaminated through regular intended use. Oil and antifreeze may also become contaminated if a customer has inadvertently or deliberately added other products to it.

Common contaminants include water and fuel but be aware that other flammable and/or toxic materials could have been added to used oil or antifreeze brought to your facility. You may not immediately be aware of contaminants and so **following established procedures and using your personal protective equipment (PPE) is especially important.** PPE is discussed in greater detail below.

### **2.4 Personal Protective Equipment**

The most effective way to protect your health from exposure to used oil or antifreeze is to always use your personal protective equipment or PPE.

MARRC has provided your Eco-Centre with the following PPE which must be always kept on site:

- Chemical **splash goggles** to prevent used oil or antifreeze from being splashed into your eyes.
- Chemical resistant **gloves** to prevent contact on your hands and lower arms.
- A full length chemical resistant **apron** to prevent your clothing from being contaminated by oil or antifreeze.
- A **particulate mask** for use when using dusty absorbents when cleaning up a spill or leak.



Chemical Resistant Apron and Chemical Resistant Gloves



Dust Mask and Safety Goggles

If you run out of the MARRC supplied PPE, they should be replaced immediately. You can claim costs under the supply portion of the budget.

Your employer may require other PPE. For example, you may be required to always wear protective footwear such as steel toed boots when working at your Eco-Centre, as well as long work pants or coveralls and a long-sleeved shirt. Hearing protection may also be required when operating equipment such as pumps. High visibility clothing is required when working around heavy equipment or vehicles.

**You should always maintain and use your PPE as directed. Used correctly it will help protect your health and safety.**

## ***2.5 Emergency Response Materials***

Like protecting your health, protecting the environment requires being prepared with the proper equipment. MARRC has provided your Eco-Centre with the following emergency response materials which must be always kept on site:

- Absorbent to help clean up a spill or leak.
- Fire extinguisher.
- Portable Eye Wash.
- First Aid Kit.

Note that first aid kits and portable eye wash stations will be distributed to all collection sites during 2025 MARRC inspections.



Absorbent



Various Eye Wash Stations are Available  
 Make Sure Yours is in Good Working Condition and You Know How to Use It  
 MARRC can provide an Eye Wash if Required

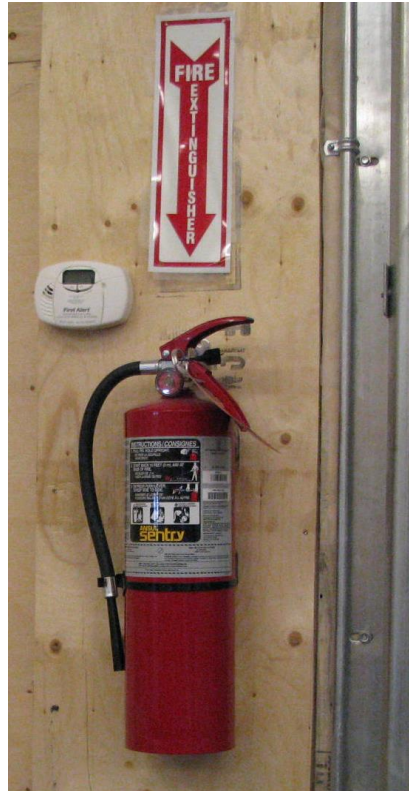


You are Required to Have a First Aid Kit at Your Facility  
 Make Sure it is Properly Stocked and You Have First Aid Training

If you run out of the MARRC supplied PPE, they should be replaced immediately.  
 You can claim costs under the supply portion of the budget.



Some Facilities May Have an AED  
 If Your Facility is Equipped with an AED, Make Sure it is in Good Working Condition  
 and You Know How to Use It



Every Eco-Centre Must Have a Fire Extinguisher  
 Make Sure Yours is in Good Working Condition and You Are Trained to Use It

Other tools or equipment your employer should have available include:

- a shovel.
- broom and dustpan.
- a metal garbage container with a tight-fitting lid.



A major spill or leak, fire or other emergency will require activation of your facility's **Emergency Plan** and mobilization of other equipment and trained responders. Emergency response will be discussed further in Section 4, Emergency Planning.

Not only should you have training on how to use this equipment when responding to an emergency, you need to include regular practice drills as part of the overall

emergency planning for your facility. These will be discussed in greater detail in Section 4, Emergency Planning.

## **2.6 Safe Work Procedures**

Under the *Workplace Safety and Health Act*, employers are required to provide and maintain a workplace that is safe and without risks to health, as so far as is reasonably practicable. In Section 3 of this Manual, procedures for safely and effectively handling used oil and used oil products are provided.

It is beyond the scope of this manual to provide safe work procedures for every activity that occurs at your facility. Consult your employer for activities outside the actions for operation of an Eco-Centre that may occur at your facility.

Two areas for safe work that will apply to your facility are working alone and traffic safety. These are briefly discussed below.

## **2.7 Working Alone**

In some instances, as the operator of an Eco-Centre, you may be required to work alone. Under the *Workplace Safety and Health Act*, employers are required to develop and implement safe work procedures to eliminate or reduce risks to workers working alone and to provide training in those procedures. It is beyond the scope of this manual to provide work alone procedures. Consult your employer if work alone situations apply to you.

## **2.8 Safety Around Vehicles and Traffic**

Customers using your Eco-Centre will arrive in vehicles. On busy days multiple customers may access the Eco-Centre at the same time. Periodic collection by your collector will involve large trucks. Your Eco-Centre may be part of a larger facility operation with other types of vehicle traffic. Under the *Workplace Safety and Health Act*, employers are required to develop and implement safe work procedures to eliminate or reduce risks to workers and the public. It is beyond the scope of this manual to provide traffic control procedures. Consult your employer regarding traffic control requirements at your facility.



## Section 3 – Routine Operations

### 3.1 Organization and Site Cleanliness

***Learning Objective: After reviewing this section, you will understand the importance of keeping a neat and tidy Eco-Centre. You will be able to explain how site cleanliness improves customer satisfaction and helps protection your own health and safety and the environment.***

As the operator of an Eco-Centre, it is part of your duties to:

- Keep your site neat and tidy.
- Keep your site free of any accumulated litter, excessive growth of vegetation (shrubs, grass, weeds) and other debris.
- Pour used oil into the storage tank.
- Pour antifreeze into storage drums.
- Place used oil filters into storage drums.
- Place oil, antifreeze or DEF containers into storage bags.

If it is not possible to bulk used oil or antifreeze, place empty oil filters into drums or containers into storage bags before the end of each working day, then they should be carefully stored inside a weather protected structure ready for proper handling during the next shift.

One key reason why site cleanliness is important is to demonstrate to your customers that your facility is well run and that you care about health and safety and protection of the environment.

- A messy site with litter or oil stains on the ground sends the wrong message to your customers – it says you don't care.
- Conversely a clean and tidy site conveys stewardship and respect for the environment and for your customers.

Safety is another reason to keep your site clean.

- Accumulations of litter or debris, or improperly stored used oil containers, tools or equipment present tripping hazards that endanger you and your customers.
- Litter and excess vegetation are a fire hazard or could provide shelter for rodents or other vermin.

If your Eco-Centre is part of a larger waste disposal ground or transfer station facility, regulations require you to keep the site clean and free of vermin. Your MARRC Agreement, signed by your employer, commits to keeping the Eco-Centre neat and tidy.

Keeping your Eco-Centre clean means:

- Picking up litter and debris as it occurs. Do not wait for litter to accumulate.
- Bulking used oil or antifreeze and putting empty containers and filters into the bags or drums as soon as possible.
- **If customer volume is high, neatly storing the products until you can get to them.**

- Ensuring your employer is aware when vegetation is overgrown and that your Eco-Centre is part of routine mowing.
- Cleaning up leaks or spills as soon as they happen. Additional instruction on cleaning up leaks is presented later in Section 4 of the manual.
- If you have an Eco-Centre building, keeping the floor grates clean. If you put cardboard on the grates, change it when it becomes stained. Make sure you clean under the floor grates regularly and at least once per year.

Your Eco-Centre should have a steel garbage container with a tight-fitting lid. Oily debris or rags may be flammable, and a tight-fitting lid helps prevent spontaneous combustion and fire. Ensure you empty the garbage regularly.



**Smoking at your Eco-Centre is Strictly Prohibited.**

Smoke only at a designated area at your facility and don't throw your cigarette butts on the ground – they are litter too!



**Ensure Weeds and Grass are Trimmed Regularly**  
**Avoid Storing other Recycling or old Pallets Next to the Eco-Centre**



**Note the Mown Grass and No Litter or Debris**



**Only Used Oil or Used Oil Products Should be Stored in Your Eco-Centre  
Other Material can be a Tripping or Fire Hazard**

### ***3.2 Opening Your Eco-Centre***

***Learning Objective: After reviewing this section, you will understand the importance of being prepared for the workday from the start of the day. You will be able to list the PPE you will need to safely and effectively do your job every day.***

At the start of your workday ensure you are wearing all appropriate and required PPE including steel toed boots, long pants/coveralls or high visibility clothing. Make

sure that additional PPE required for handling used oil and used oil products is available and in good condition.

**A trained person must always be on site when the Eco-Centre is open to receive used oil and used oil products.** As the Eco-Centre operator, you have the responsibility for ensuring all material received meets the acceptance criteria (discussed below) and the operation is following applicable regulations.

A few things to consider as you open for operation:

- Have you taken training for handling used oil?
- Are you prepared for your first customer?
- Do you have information brochures and give aways, provided by MARRC, on hand to distribute if requested?
- Did anyone leave material at your gate when the facility was closed that needs to be handled?
- Is any material stockpiled from the previous day that needs proper bulking or storage?
- Is the site neat and tidy?

### **3.3 Customer Relations**

***Learning Objective: After reviewing this section, you will understand the importance of good customer relations. You will be able to describe effective ways to talk to customers and ensure they understand the importance of proper management of used oil and used oil products.***

The success of your Eco-Centre, and the Used Oil Stewardship Program as a whole, depends largely on the support and co-operation of your customers. As an Eco-Centre operator, you have an opportunity, and responsibility, to ensure the customer experience is a positive one that reinforces the environmentally responsible action taken by that customer. As a provider of this important service, you are expected to always act in a friendly and courteous manner.

Despite all your efforts, sometimes you will have to manage a situation with a difficult customer. This might occur when the Eco-Centre is busy, and you are not as responsive as the customer may hope. A common challenge will be when the customer brings you a product that is not a used oil product, or that is used oil, but it is obviously contaminated.

For the MARRC program, the best response to an unhappy or difficult customer is to remain calm and to have alternative solutions to offer. If the customer has a product that is not used oil, but is accepted by another stewardship program, be prepared to provide direction to that program. Perhaps your facility also accepts Household Hazardous Waste, and the customer only needs to be directed to a different collection point. Perhaps that product is accepted at a different location in your community. Be aware of other recycling opportunities in your facility and community and be prepared to direct the customer to those alternative services.



If the customer has a used oil product, but it is obviously contaminated or is packaged in an inappropriate container, for example used oil in an old solvent container that clearly has solvent and oil in it, **you should not accept it. Explain to the customer you are not allowed to accept any product other than used oil at the Eco-Centre.**

But also try to take the opportunity to educate the customer. Explain that it is positive that they took the time to bring you the product, but that by mixing the oil with something else, it could put a worker's health and safety (like yours!) at risk. It could cause additional cost to manage the product (like the municipal government to which your customer might pay taxes) as a contaminated product.

It is important to remember that while it is part of your job to be friendly and courteous, it is **not** part of your job to be subject to abusive or aggressive behaviour. Customers unhappy with the MARRC Program should be referred to the MARRC Office. Contact information for key Program stakeholders is included in this manual.



Always remain calm, even under verbal abuse. Your employer should have policies in place regarding difficult customers. Make sure you are familiar with all workplace policies and procedures and ensure you always follow them. Refer unhappy customers to the appropriate person in your organization.

### **3.4 Greeting the Customer and Assisting them to Unload**

***Learning Objective: After reviewing this section, you will know the proper PPE to wear when handling used oil and used oil products and the best ways to assist customers bringing products to your site.***

Recommended PPE to wear or have on hand when greeting customers at your Eco-Centre:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- High Visibility Vest or Clothing.
- Safety glasses.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.

To the extent you are able, as you see a vehicle enter the area for the Eco-Centre, stop the activity you are doing, and approach the customer. Greet them in a friendly manner and confirm they are there to drop off used oil products.

Go with the customer to the truck box, trailer, car trunk, or hatch-back and observe the product. Carefully inspect the product to make sure it is a used oil product, if the container is damaged or leaking or if there are obvious signs of contamination. See Section 3.5 for steps to take if you observe the product is not used oil, obviously contaminated or in a leaking container.

If everything is good, assist the customer by taking the product out of their vehicle and carrying it to the staging area of your Eco-Centre. Thank the customer and ask if they have any other materials or questions.



**REMEMBER!**

**Customers are not allowed to enter the area of your Eco-Centre where you handle used oil and used oil products.**

Be aware of physical hazards. When lifting and handling containers, you should:

- Wear appropriate PPE. Containers may have oil or another chemical residue on the outside.
- Wear long pants and shirt sleeves or coveralls, your chemical resistant gloves, apron and safety glasses to prevent exposure. Accidentally dropping a container could cause it to burst open and result in the contents splashing on you or in your eyes.
- Be aware of the weight of the container and use proper lifting techniques to avoid back injury. A 20-litre pail of used oil will weigh up to 25 kilograms (55 pounds).
- If there are multiple products in a box or other larger container, make sure it won't fall apart when being lifted and carried.

While most customers will have smaller 1 or 4 litre jugs or 20 litre pails of used oil products, you may have a customer with a 205 litre drum. In this case, the drum contents must be pumped directly to your storage tank. Section 3.6 describes the



required steps and safety precautions to take when undertaking this task. **Your facility has the right to refuse to accept used oil in a 205 litre drum. These customers should be referred to a used oil collector (listed in the Appendix). And as noted above, you have the right to refuse to accept any product that is not used oil.**

### ***3.5 Screening Loads – What if it's not Used Oil or is Obviously Contaminated or the Container is Leaking?***

***Learning Objective: After reviewing this section, you will be able to recognize when a product is not used oil, or if it is contaminated or if the container is leaking. You will learn how to react appropriately to ensure you are protecting your health and safety, that of the customer and the environment.***

Recommended PPE for handling products that are not used oil, contaminated or leaking at your Eco-Centre:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- High Visibility Vest or Clothing.
- Safety glasses.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.

#### Not Used Oil or Used Oil Product

As noted above, if a material is obviously not used oil or a used oil product, try to determine if it belongs to another stewardship program such as Product Care, and direct the customer to that program. If your facility already has an HHW depot this is easy. If your community doesn't have an HHW or it's in a different location, be prepared to give the customer specific instructions on how to properly dispose of the material.

**If there is no option such as an HHW depot, you should refuse to accept the material and request the customer take it away with them.**

**If a container of material is left at your site, for example at the gate when you are closed, you have no other option than to handle that material. In that case safely store the material in your Eco-Centre building, and check with MARRC for assistance in finding a proper disposal solution.**

**Never pour contaminated material into your storage tank.**

#### Leaking Container

If a container of used oil or antifreeze is obviously leaking, it is Important to contain the leak as soon as possible.

Make sure you have a larger pail or tub to place a leaking container into or use an absorbent pad or rags to contain a leak and prevent any liquid from spilling on the ground.

If the leaking container is small enough to place in a larger pail or tub, do so immediately to contain any leakage. You can then pour the oil into your storage tank as described in the section below.

Be sure to clean up any oil spills or drips using absorbent (such as Qualisorb or Sorball), an absorbent pad, rags or a shovel.

### ***3.6 Transferring Used Oil to your Storage Tank with a Pump***

***Learning Objective: After reviewing this section, you will know how to safely and effectively transfer used oil from a drum to your storage tank using a pump.***

Recommended PPE to transfer used oil to your storage tank with a pump:

- Safety Boots.
- Long pants, shirt sleeves or coveralls..
- Chemical Resistant Apron
- High Visibility Vest or Clothing.
- Safety Goggles.
- Chemical Resistant Gloves.

List of equipment needed:

- Transfer pump and associated hose. Note that if your Eco-Centre is not equipped with a transfer pump and hose, you will not be able to accept oil delivered to your site in a drum. Give your customer the name and number of your approved collector and ask them to contact the collector directly. Approved collectors are listed in the Appendix.
- Spill clean-up supplies in the event of a leak or spill.



### **Some Eco-Centre Storage Tanks Are Equipped with a Transfer Pump**

Note that in a worst-case situation, a 205 litre oil drum could fall off a truck, or a hose under pressure could fail. You will need to be prepared to respond to this situation. Further information on responding to a large spill is provided in Section 4 of this manual.

Steps to complete this task include:

- Pumping oil from a 205 litre drum to your tank:
  - Ask the customer to park their vehicle as close to your Eco-Centre door as possible and so your transfer hose can reach the drum.
  - Ask the customer to turn off their vehicle before operating the transfer pump.
  - If your storage tank is equipped with a transfer pump and hose, place the hose into the drum and transfer the contents to your tank
  - Place a tray under any hose couplings to act as secondary containment.
  - Be sure to use care to prevent any leaks or spill and clean up and putting your tools away when the task is completed

### ***3.7 Pouring Used Oil from a Small Container into your Storage Tank***

***Learning Objective: After reviewing this section, you will know how to safely and effectively pour used oil or antifreeze from a small container into a storage tank or drum.***

Recommended PPE to pour used oil or antifreeze from a small container into your storage tank or a drum:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- Chemical Resistant Apron.
- High Visibility Vest or Clothing.
- Safety Goggles.

- Chemical Resistant Gloves.

Steps include:

- Remove the container cap or lid.
- Carefully tip the container into the funnel on your storage tank or drum and pour the contents out.
- Leave the container upside down for a minute or so to allow as much product to drain out as possible.
- Replace the cap and place into the collection bag if a 1 or 4 litre jug. For pails, replace the lid and stack the pail until it's time for pick up.
- If you have a lot of pails, you can leave the lids off and stack the pails 5 or 6 high. Store the lids in a bag and give them to the collector along with the pails when it's time for pick up.
- When you are done bulking oil or antifreeze for the day, make sure to clean up any drips or spills. Put your dirty rags in a steel container with tight fitting lid.
- Replace the storage tank lid or drum bung.



**Bulking Oil**

Some customers want their pail back to use again. If you don't have time to bulk the oil immediately, store empty pails in to give to a customer who requests one.



## Empty Pails for Exchange

### 3.8 Placing Used Oil Filters into the Storage Drum

***Learning Objective: After reviewing this section, you will know how to safely and effectively pack used oil filters in a drum.***

Recommended PPE to place used oil filters into a storage drum:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- High Visibility Vest or Clothing.
- Safety Glasses.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.

Steps include:

- Ensure the used oil filter storage drum is properly labelled as container "Used Oil Filters".
- Remove the top of the open head steel drum for used oil filters.
- Remove any paper or plastic from the filter.
- Place the filters into the drum one at a time. Try not to drop them in to avoid any residual oil splashing onto you or the work area.
- When you are finished putting all the filters into the drum, replace the lid and secure it until next time.



**Place Oil Filters into the Drum Provided by Your Collector  
Be Sure Not to Overfill the Drum to Ensure the Lid can be Secured**

### 3.9 Pouring Used Antifreeze from a Small Container into your Storage Drum

***Learning Objective: After this section, you will know how to bulk used antifreeze into a storage drum.***

Recommended PPE to pour antifreeze to a storage drum:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.



- Chemical Resistant Apron.
- High Visibility Vest or Clothing.
- Safety Goggles.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.



**Antifreeze Storage Drum with Funnel**

### ***3.10 Placing Oil, Antifreeze or DEF Containers into Storage Bags***

***Learning Objective: After reviewing this section, you will learn how to place empty containers into storage bags and prepare full bags for pick up by your collector.***

Recommended PPE to place containers into storage bags:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- High Visibility Vest or Clothing.
- Safety Glasses.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.

Steps include:

- Ensure a minimum 3 mil plastic bag is available to put the empty container into.
- You may have a MARRC provided bag rack to hold the bag while filling (see photo). If not, you can use other ways such as placing the bag in an empty drum to make it easier to store the containers.
- Place the empty container into the bag until it's full. Make sure you have enough slack in the bag to properly secure it so containers don't fall out or drips of product don't spill.

- Use zip ties or duct tape to secure the bag top and place the full bag in a safe location in your building until collection time.



**Empty Oil, Antifreeze and DEF Container Bags**

### ***3.11 Checking Oil Levels in Your Storage Tank***

***Learning Objective: After reviewing this section, you will learn how to check the oil level in your storage tank. You will learn when it's time to contact your collector to arrange a pickup.***

Recommended PPE to check oil levels in your storage tank:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- High Visibility Vest or Clothing.
- Safety Glasses.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.





**Using a Dip Stick to Check the Oil Level  
Have a Chart Handy to Track Levels  
You Must Check Your Tank Levels Every 30 Days and More Frequently if  
Customer Volume is High**

### ***3.12 When to Request a Pickup from Your Collector***

***Learning Objective: After reviewing this section, you will learn when you need to contact your collector to arrange a pickup.***

Depending on where your Eco-Centre is located and who your collector is, you may need to wait a few days for the collector to schedule a collection for your Eco-Centre. It's a good idea to get to know your collector and work with them on determining how much lead time they need to properly service your location.

In any event, you cannot wait until your tank is full before you call the collector. A good rule of thumb is to call when your tank is about  $\frac{3}{4}$  full. That gives you some space to continue to receive and bulk oil and time for the collector to schedule a pickup.

In some cases, your collector may arrive at your site with no notice when they are in your area and have capacity in their truck. You should accommodate them as best as you can given staffing and other work requirements.

### **3.13 What do You do when the Collector Arrives?**

***Learning Objective: After reviewing this section, you will learn the steps you need to take to prepare for your collector and to assist them, as needed, when they are at your facility.***

Recommended PPE to prepare to have your used oil and used oil products picked up by a collector:

- Safety Boots.
- Long pants, shirt sleeves or coveralls.
- High Visibility Vest or Clothing.
- Safety Glasses or Goggles.
- Chemical Resistant Gloves.
- Chemical Resistant Apron.

The collector will have a large tank or van truck. Make sure to control customer traffic control/restrict access by public to the area when the collector is working.

You will need to have filter drum lids secured and container bags tied and secure prior to the collector arriving.

The collector will have the equipment required to pump your storage tank and to accept drums of filters or bags of containers.



**The Collector will hook a Hose to your Tank**



**Collector Tanker Truck and Suction Pump**

Used oil and used oil filters are considered hazardous waste and need to be shipped using a Movement Document or Manifest. As part of their service, your collector may have a pre-filled Manifest with them. The collector may also use an electronic Manifest system and email the documents directly to your employer.

If your collector uses a paper copy of the Manifest, make sure the Generator Number and name for your facility is correctly filled out. You will need to sign a paper copy of the Manifest as the Consignor. The collector will sign the Transporter section of the document and leave copies 2 and 6 with you. You must keep these for TWO YEARS and have them available for inspection by an Environment Officer. An example of a completed Manifest is shown below.

 The image shows a completed 'MOVEMENT DOCUMENT / MANIFEST' form. The form is divided into several sections:
 

- Section A:** Generator information, including 'LUA 043' and '2806255-2'.
- Section B:** Consignor information, including 'RUBEN' and 'RUBEN'.
- Section C:** Transporter information, including 'MBR 30029'.
- Section D:** A table listing hazardous waste materials. The table has columns for 'UN Number', 'Quantity', 'Hazard Class', 'Packaging', 'Net Weight', and 'Net Volume'. Two entries are visible: 'USED OIL' (15900 L) and 'USED OIL FILTERS' (400 Kg).
- Section E:** A section for 'International use only' with a signature 'J. JENSEN' and date '24-04-2016'.

**Manifest or Movement Document**

### 3.14 Keeping Records

***Learning Objective: After reviewing this section, you will learn the importance of keeping good records and which ones you must maintain for regulatory compliance.***

It is important to maintain good records and documentation of your Eco-Centre. This is both for purposes of due diligence and to comply with regulations.

It is recommended you keep required Eco-Centre records in a binder or filing cabinet in a secure location. Records you must keep include:

- The Provincial Hazardous Waste Generator Number or your MBG number. This number is required for the waste manifest your oil collector will use when removing used oil and used oil filters from your facility.
- Copies 2 and 6 of the Manifest or Movement Document provided to you by the Used Oil Collector. You must keep these for a minimum of 2 years, and they must be available for inspection by an Environment Officer. If your collector sends electronic copies to your employer, they are responsible to keep them (for example at the Municipal Office).
- Eco-Centre Inspection Logs. You must complete regular inspection of your collection tank and storage area and document these inspections. A sample inspection sheet is in this manual. Inspection logs must be made available to an Environment Officer upon request.
- Annual MARRC Eco-Centre Inspection Report. A copy should be kept on hand at your Eco-Centre.

It is also recommended you keep a copy of this manual in a readily accessible location. Your facility should have an Emergency Plan with a list of Emergency Contacts including:

- The Provincial 24 Emergency Number – 1-855-944-4888.
- Police.
- Fire.
- Ambulance.
- Municipality.
- MARRC – 204-632-5255 or 1-888-410-1440.

If your Eco-Centre is part of a larger facility that handles other hazardous waste such as Household Hazardous Waste or Lead Acid Batteries, it will also have a *Dangerous Goods Handling and Transportation Act* Hazardous Waste Receiver Licence. Keeping all your records related to these activities is recommended.

**NOTE: FOR THOSE WHO HAVE BEEN LONG TERM ECO-CENTRE OPERATORS AND HAVE TAKEN MARRC TRAINING IN PAST YEARS, YOU SHOULD BE AWARE THAT CUSTOMER LOGS ARE NO LONGER REQUIRED TO BE KEPT.**

### ***3.15 Time to go Home – Closing Your Eco-Centre***

***Learning Objective: After reviewing this section, you will learn the importance of proper and complete shutdown of your facility and what steps you need to take at the end of the working day.***

In addition to any procedures set by your employer for closing, closing you Eco-Centre properly includes some basic steps:

- If possible, you should have bulked all the used oil or antifreeze or packed filters and empty containers delivered to the eco-centre that day. However, if this was not possible, make sure that any products you were unable to bulk or pack are securely stored inside your eco-centre building or other secure covered location. Full containers of used oil or antifreeze should not be left in the open where they could become vandalized or compromised causing a threat to environment or safety.
- Make sure any minor leaks or spills have been cleaned up and the area around your eco-centre is clean and free of debris.
- Make sure your garbage container lid is tight and secure.
- Put away your tools and equipment including properly storing your PPE.
- Lock the eco-centre building and or gate and ensure the eco-centre is secure for the night.

## Section 4 – Emergency Operations

***Learning Objective: After reviewing this section, you will understand the importance of having an Emergency Plan and being prepared to respond to emergencies that occur at your Eco-Centre.***

### 4.1 Emergency Plans

A plan to deal with emergencies is an important part of your safety and health, that of your customers and for protecting your Eco-Centre and the environment.



#### SCENARIO AND CONTINGENCY PLANNING

An Emergency Plan will provide guidance during an emergency. You may also discover unrecognized hazardous conditions and so improve your overall safety and health. An emergency plan promotes safety awareness and shows your commitment to safety.

A well thought-out, well-organized Emergency Plan will prepare you to effectively respond to accidents and emergencies that could occur at your Eco-Centre. If your Eco-Centre is part of a larger waste management facility or waste disposal ground, you are required under your operating approval to have a plan. Ensure Eco-Centre operations and fully integrated into that broader plan.

Health and safety agencies such as the Canadian Centre for Occupational Health and Safety have guidance and additional training on emergency planning. Seek out expert advice, including local Municipal Safety Experts, Fire, Medical and Police services, as required when developing your plan.

Several predictable emergencies specific to Eco-Centre operations are briefly discussed below.

### 4.2 You've got a Leak or Spill – What do You do Now?

***Learning Objective: After reviewing this section, you will understand and be able to take the necessary steps to respond to a spill or leak of used oil or antifreeze.***



Supplies and Equipment you should have on hand include:

- PPE including chemical resistant gloves and safety goggles or glasses.
- Dust mask.
- Absorbent.
- Rags.
- Shovel.
- Container for contaminated absorbent and rags.
- For a large spill, you may need to access additional material such as soil or gravel to absorb the spilled oil and heavy equipment.

Under routine operations, a leak or small spill can occur during handling used oil containers, bulking used oil or pumping oil into or out of your storage tank.

Small leaks, for example a crack in a used oil container can be quickly managed by placing the container into a larger pail or in the filling funnel of your storage tank to collect leaking oil. Any spilled oil should be absorbed with absorbent supplied by MARRC or with a spill pad or rag. Be sure to sweep or shovel up the absorbent and place it in a trash container for disposal.

A larger spill, for example a 20-litre pail with an open top tipping over and spilling all its contents on the ground may require you to use a large amount of absorbent or other material to soak up and contain the spill. Be sure to clean up all the absorbent and store it in a pail or drum for proper disposal.

Some customers will bring used oil to your Eco-Centre in a 205-litre drum, usually in the back of a truck. In a worst-case scenario, the drum might fall off the truck and spill its contents on the ground. In this case you may not have enough absorbent on hand to soak up the full amount and need to use other material. Soil or gravel are good alternatives if required. You will likely need to use heavy equipment to scrape up the spilled material and safely dispose of it.

A drum falling off a truck is also an extreme threat to yours and your customer's safety. A full drum of oil will weigh over 200 kilograms and can cause serious injury if it falls on you. Be aware of the potential for any heavy object to fall from a vehicle and stay clear, especially when the vehicle is moving.

Another potential spill scenario is a burst hose or coupling when pumping oil either from a customer into your tank or from your tank into the collector's vehicle. You are required to have a spill tray under couplings to catch minor leaks or spills. Use absorbent to absorb and oil on the ground or rags to clean surfaces as required. You should also use a liquid degreaser, provided by MARRC to help clean surfaces that have oil drips or spills on them.

Your Emergency Plan should include procedures for any foreseeable spill or leak scenario at your Eco-Centre. You should review your plan at least once per year and you should have practice sessions, so you know what to do when an accidental leak or spill happens.

Depending on the type of material and quantity that has leaked or spilled, you may be required to submit a report to Manitoba Environment and Climate Change.

Reportable quantities at an Eco-Centre are:

Material	Reportable Quantity
Used Oil	500 litres
Used Antifreeze	100 litres

You must report these spills to the Manitoba Environment and Climate Change Emergency Response Line – 1-855-944-4888.

#### **4.3 FIRE! – Basic Fire Prevention and What to do if a Fire Starts**

***Learning Objective: After reviewing this section, you will understand the basics of fire prevention and some steps you can take to prevent fires from happening and what to do if one does occur.***

Your Eco-Centre is constructed of non-flammable material but the contents, including the used oil may burn. Dirty rags, cardboard or paper soaked with oil can combust spontaneously or be ignited by a flame.

Prevent fires by keeping your Eco-Centre neat and tidy. Don't let litter or debris accumulate. Strictly prohibit smoking in or near your Eco-Centre. Ensure any oil rags or debris are stored in a steel container with a tight lid and empty the container regularly. Keep the area under the grate in your Eco-Centre oil free, clean and free of debris.

Keep the outside of your Eco-Centre free of debris and excess vegetation that could support a fire.

**Smoking is strictly prohibited in or around your Eco-Centre. Smoke only in designated areas at your facility.**



**Smoking is Strictly Prohibited**

MARRC provides a fire extinguisher for your Eco-Centre. Make sure it is in good working order. In the freezing conditions a fire extinguisher may not work properly, and you may need to store yours in a heated building at your facility, if available. **Make sure you are trained and know how to use a fire extinguisher and use it only if it is safe to do so.** Improper use could make a fire worse.



### **Your Fire Extinguisher Must be Accessible and in Good Working Condition**

Post emergency numbers for the local Fire Department in a conspicuous spot. Consider inviting the Fire Department to your facility so they are aware of the site layout and contents of the Eco-Centre.

If your Eco-Centre is part of a larger waste management facility or waste disposal grounds, a response to a fire should be part of the overall facility emergency plan.



**Many Emergency Plans Include Having a Muster Point for all Facility Staff to Gather at in the Event of an Emergency  
Does Your Facility Have a Muster Point?**

#### ***4.4 Accidents Happen – Basic Accident Prevention and What to do When an Accident Happens?***

***Learning Objective: After reviewing this section, you will understand and be able to practice good safety habits to prevent and respond to accidents at your Eco-Centre.***

Accidents such as slips and trips are common in industrial facilities, and most are preventable with good safety habits.

Spilled oil can cause surfaces to become slippery making it important to clean up even small drips on floor surfaces. Wet surfaces can also be slippery and so take extra precaution when working in wet weather. Good non-slip footwear should be part of your PPE. Keep your floor clean and free of oil drips and spills.

Ice and snow in winter can also cause slippery conditions. Clean snow and ice build-up away from your heavy traffic areas. Use sand or salt to help improve footing.

Keep your work area clear of debris, tools or oil containers that could cause a trip hazard.

A full twenty-litre pail of used oil weighs about 25 kg (about 55 pounds). Make sure you lift heavy objects such as oil pails carefully using your legs and making sure not to twist and lift at the same time.

Your work at an Eco-Centre could involve cuts, abrasions or contusions. Your Emergency Plan should anticipate and include procedures for these and other types of accidents not just for you and your co-workers but for customers as well.

Your employer may include First Aid as part of your overall training. If you have been trained in First Aid, build your response into the Emergency Plan and have regular practice drills.

Finally, make sure the phone number for local emergency medical services are posted in a prominent place in your facility.

#### ***4.5 Environmental Emergencies – Flood, Forest/Grass Fires, Extreme Weather***

***Learning Objective: After reviewing this section, you will understand the types of extreme weather emergencies that could occur and how to react in the event they occur.***

Your Emergency Plan should include a planned response to large environmental emergencies or natural disasters. In most instances, threat of events such as a flood, forest/grass fire or extreme weather (tornado, thunderstorm, blizzard) have some advance warning and will mean closing your Eco-Centre, locking up and getting to a safe location.

But sudden events do happen, and your Emergency Plan should include procedures to ensure you, your co-workers and customers are safe during an unexpected extreme emergency.

It is beyond the scope of this manual to anticipate every possible emergency, and all Eco-Centre facilities are unique in their location. The important take-away points are:

- Have an Emergency Plan.
- Anticipate Leaks, Spills, Accidents and Emergencies.

- Make sure you and your co-workers are aware of the Plan.
- Communicate the Plan to local first responders.
- Review the Plan at least once per year.
- **Practice the Plan – the worst time to learn how to respond to an emergency is when it is happening!**

# Appendix



## **Products accepted at an Eco-Centre**

### **Your Eco-Centre Can Accept the Following:**

- **Engine Oil**
- **Hydraulic Fluid**
- **Crankcase Oil – Synthetic**
- **Crankcase Oil – Petroleum**
- **Power Steering Fluid**
- **Re-Refined Oil**
- **Transmission Fluid**
  
- **Used Oil Filters**
  
- **Used Antifreeze**
  
- **Used Oil Containers**
  - **20 litre pails**
  - **4 litre jugs**
  - **1 litre jugs**
  
- **Antifreeze Containers**
  
- **Windshield Antifreeze Containers**
  
- **Diesel Exhaust Fluid Containers**

**If you are not sure if a product is acceptable, contact  
MARRC for Guidance**

## Example of Used Oil Label

<b>USED OIL</b>	
Shipper's Name:	
Waybill _____	
<b>Hazardous Waste (Used Oil)</b>	
TDG Product ID#:	NON REGULATED
Waste Code:	MHW1 (Used Oil)
STORE IN A COOL PLACE AWAY FROM OXIDIZERS AND SOURCES OF IGNITION. PROVIDE ADEQUATE VENTILATION. AVOID CONTACT WITH SKIN AND CLOTHING.	

## Example of Used Oil Filter Label

<b>USED OIL</b>	
Shipper's Name:	
Waybill _____	
<b>Hazardous Waste (Used Oil Filters)</b>	
TDG Product ID#:	NON REGULATED
Waste Code:	MHW2 (Used Oil Filters)
STORE IN A COOL PLACE AWAY FROM OXIDIZERS AND SOURCES OF IGNITION. PROVIDE ADEQUATE VENTILATION. AVOID CONTACT WITH SKIN AND CLOTHING.	

# POST THIS NOTICE AT YOUR ECO-CENTRE

## Important Contact Information

Manitoba Association for Resource Recovery Corp.

**204-632-5255 or toll free 1-888-410-1440**

Municipal Office:

\_\_\_\_\_

Police: \_\_\_\_\_

Fire: \_\_\_\_\_

Medical: \_\_\_\_\_

Used Oil  
Collector: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Manitoba Environment and Climate Change

## Emergency Response

24 Hour Emergency Response Line

Ph: 1-855-944-4888

[Environmental Emergency](#)

## Regional Offices

<p><b>Winnipeg</b> 14 Fultz Boulevard Box 36 Winnipeg, MB R3Y 0L6 204-945-5305 <a href="mailto:EnvCEWinnipeg@gov.mb.ca">EnvCEWinnipeg@gov.mb.ca</a></p>	<p><b>Lac du Bonnet</b> Box 4000 Lac du Bonnet, MB R0E 1A0 204-345-1444 <a href="mailto:EnvCEEastern@gov.mb.ca">EnvCEEastern@gov.mb.ca</a></p>
<p><b>Selkirk</b> Lower Level, 446 Main St. Selkirk, MB R1A 1V7 204-785-5030 <a href="mailto:EnvCEInterlake@gov.mb.ca">EnvCEInterlake@gov.mb.ca</a></p> <p><b>Gimli</b> 75-7th Avenue Box 6000 Gimli, MB R0C 1B0 204-641-4091 <a href="mailto:EnvCEInterlake@gov.mb.ca">EnvCEInterlake@gov.mb.ca</a></p>	<p><b>Steinbach</b> Unit B – 284 Reimer Avenue Steinbach, MB R5G 0R5 204-346-6110 <a href="mailto:EnvCEEastern@gov.mb.ca">EnvCEEastern@gov.mb.ca</a></p> <p><b>Ste. Anne (French Language Service Center)</b> Unit A 30 Dawson Rd. Ste. Anne R5H 1B5 204-422-7020 <a href="mailto:EnvCEEastern@gov.mb.ca">EnvCEEastern@gov.mb.ca</a></p>
<p><b>Portage La Prairie</b> 309-25 Tupper St. N. Portage La Prairie, MB R1N 3K1 204-239-3608 <a href="mailto:EnvCEPortage@gov.mb.ca">EnvCEPortage@gov.mb.ca</a></p>	<p><b>Dauphin</b> Box 308 27-2nd Ave. SW Dauphin, MB R7N 3E5 204-622-2106 <a href="mailto:EnvCEWestern@gov.mb.ca">EnvCEWestern@gov.mb.ca</a></p>
<p><b>Brandon</b> Box 13 1129 Queens Ave. Brandon, MB R7A 1L9 204-726-6441 <a href="mailto:EnvCEWestern@gov.mb.ca">EnvCEWestern@gov.mb.ca</a></p>	<p><b>North</b> Box 250 3rd St. &amp; Ross Ave. The Pas, MB R9A 1M4 <a href="mailto:EnvCENorth@gov.mb.ca">EnvCENorth@gov.mb.ca</a></p>

## Eco-Centre Inspection Check List

## Eco-Centre Tank Dip Log