

Waste Service



Productivity policy Guiding Principles – Quick Reference Version: October 2025

Task & Finish

- Crews will continue to work on individual task & finish.
- In cases of breakdowns or staff shortages:
 - Colleagues may need to work with a reduced team (1plus 1 etc)
 - Provide support to other crews within their domestic waste stream. Commercial colleagues will support all trade waste streams.

Booking overtime

- Only paid when working outside of your waste type/stream, or normal working week
- Flat rate until 37 hours worked
- enhanced rates after 37 hours
- Overtime outside of working week paid at enhanced rates in relation to day worked or contract

Calling the Office

- Always call the office before leaving site (after last bin is put on vehicle) to check:
 - No missed bins,
 - No breakdowns,
 - No support needed for other crews for breakdowns etc.

Problems on the Round

- Report issues (e.g. access, tonnage, delays) as they happen.
- Confirm again on return to the depot.
- **Incomplete Rounds**
- If your round isn't finished, you must stay until official finish time.

- Other duties may be assigned.

Covering Green Rounds (Non-Green Contract Staff)

- Paid overtime per week at 30 minutes per day.

Covering Green Rounds (Contracted Staff)

Green contract staff accrue 2 hours/week, taken during monthly collections which will be decided by the management team's **Start Times & Vehicle Checks**

- Domestic crews (drivers, loaders, bin delivery, bulky, missed bins): start at 06:00.
- Commercial waste crews: start at 05:30.
- Vehicle checks must be completed within normal working time (no extra paid 30 minutes).
- If vehicle checks are required outside of the normal working hours due to round delays etc, this will be paid at the appropriate rate

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