



AUSTRALIAN CAPITAL TERRITORY

ENVIRONMENT PROTECTION ACT 1997

ACCREDITATION OF A CODE OF PRACTICE

**INSTRUMENT NO. 238 OF 1998**

Under subsection 31(1) of the *Environment Protection Act 1997* (the Act) I accredit the ACT Commercial Waste Industry Code of Practice specified in the Schedule to this Instrument being satisfied that the consultation requirement specified in subsection 31(2) of the Act has been satisfied.

Dated this Twenty-sixth day of October 1998

Brendan Smyth  
Minister for Urban Services

**ACT COMMERCIAL WASTE INDUSTRY**  
**CODE OF PRACTICE**

**1. Definitions**

contractor - a person or body corporate which collects waste from commercial premises

operating hours - the hours between which the collection of waste from commercial premises is not required to comply with the zone noise standard

**2. Operating Hours**

Provided the other conditions specified in this agreement are met, commercial wastes collected during the hours specified in Table 1 will not be required to comply with the Zone Noise Standard, as permitted under Environment Protection Regulation 29.

**Note:**

**Section 31 (Complaint must be made by an affected person) of the Environment Protection Regulations applies. This means that no action will be taken in relation to noise from the commercial collection of waste outside the operating hours specified in the table below unless the Environment Management Authority (EMA) receives a complaint from an affected person.**

Noise Zone <sup>1</sup>	Operating Hours
Zone A	Any time
Zone B	2 am to 10 pm
Zone C and F (excluding Manuka and Kingston Group Centres)	6 am to 10 pm
Manuka and Kingston Group Centres	5 am to 10 pm
All other zones	7 am to 10 pm

Table 1 Operating Hours

### 3. Maintenance and Operation of Equipment

All waste collection equipment, including, but not limited to trucks, hoppers and bins, shall be maintained in proper working order and condition and shall be used in a manner so as to minimise noise emission. In particular, this applies to drivers carrying out early morning collections. Where possible the drivers will pack their loads distant from residential areas.

Waste equipment and vehicles shall be cleaned and serviced in designated areas which have been designed and constructed for such use (i.e. to prevent discharges of any run-off or leachate to the stormwater system). Any discharges to the sewer from such areas must be approved by ACTEW.

### 4. Complaints Handling Procedures

Any contractor who receives a complaint relating to the noise from its operations shall attempt to resolve the complaint to the complainant's satisfaction in accordance with the following procedures.

1. Where possible, the business shall reschedule the collection or take other appropriate action to resolve the problem, taking into account:  
the impact any rescheduling may have on other persons. In any rescheduling, priority should be given to minimising noise impacts on residential premises;  
access problems which may prevent collection at other times; and  
any other measures, such as relocating garbage hoppers, which may reduce noise impacts.

2. If, after five working days, a business is unable to resolve a complaint to the satisfaction of the complainant, the business will refer the complaint, including all relevant details, to the EMA.

Businesses shall keep records of all complaints received for at least two years. Such records shall include the name, address and phone number of the complainant, the date the complaint is received, the nature of the complaint, and actions taken to resolve the complaint, including any relevant times and dates.

A summary of all complaints (names of complainants, location where the noise occurs and time of the noise) will be forwarded to the EMA monthly.

<sup>1</sup> Noise Zones as defined in Table 1, Schedule 2 of the Environment Protection Regulations