

Make deliveries safe

As there is a high risk of spillage and pollution during delivery, it is important to have good written procedures and to follow them to minimise any risks.

Pollution is easily caused by overfilling tanks or filling the wrong tank. Therefore the tank must have an adequate means of measuring the volume of oil present in it.

Deliveries must always be supervised throughout by a responsible person who must check that there is adequate capacity for a delivery. Appropriate equipment and material should be made available to clean up any spill that does occur. This might include absorbent material such as sand or sawdust, absorbent 'pigs', and drain covers.

All personnel must know where the equipment is stored and they should be trained in when and how to use it.

The drainage system serving all delivery areas should be adequately protected. This may be done by an interceptor, or by a valve sealing the system off while the delivery takes place. The valve can then be re-opened once a delivery has been made. Temporary drain covers may also be used.

Alternative formats of this leaflet can be made available free of charge. Textphone users please call **0845 603 8855**. For information on Braille, large print, audio tapes and a variety of languages, please call **0845 606 8855**

Please quote this reference code when contacting us
SWTES/OCT

Please call our **Emergency Helpline** on **0845 600 8855** **immediately** to report an emergency relating to water supply, drainage, or the risk of pollution.

In the event of a spillage:

- Always try to contain the spillage.
- Never hose a spillage down a drain, and never use detergents or oil dispersants.
- Use absorbent material, sand or sawdust to soak it up.
- Block off any drains, manholes etc.
- Please contact Scottish Water **immediately** on our **Emergency Helpline 0845 600 8855**

Penalties - The polluter pays

The fines for pollution can be up to £20,000, and those responsible for pollution can face prosecution and a massive clean-up bill. It is therefore in all of our interests to ensure that pollution does not occur in the first place.

Further Information

If you require any more information please contact us:

By phone on our **Customer Helpline 0845 601 8855**

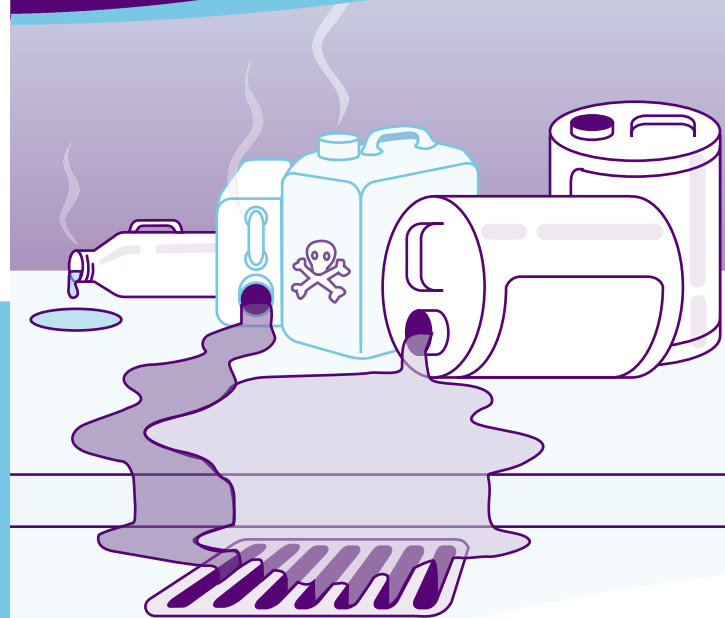
on the web at **www.scottishwater.co.uk**,

or in writing at **Scottish Water**
PO Box 8855
Edinburgh
EH10 6YQ

SCOTTISH
WATER

clean environment

everything you need to know
about the safe storage of oils,
chemicals and toxins



SCOTTISH
WATER

Pollution from storage

Toxic substances can cause severe problems if they are spilled and enter the drainage system. Dangers can include the risk of explosion, toxic fumes and pollution.

Most pollution incidents happen because of ignorance, accidents, or vandalism. No company should risk being caught out, because pollution costs and fines still apply, regardless of what causes pollution. It is the responsibility of a company to minimise pollution risks from their operations and storage. This leaflet explains how to do this and what is needed to comply with the legislation.

What are the dangers?

Spillages of chemicals or fuels can produce toxic fumes, damage sewers and prevent proper wastewater treatment, which can lead to raw sewage being discharged into rivers. Spillages can also cause pollution of the environment and kill wildlife.

If you think something is a pollution hazard on your premises please call our **Customer Helpline** on **0845 601 8855** and ask for a member of our Trade Effluent Quality Team.

Make use of bunding

All drums, sacks and containers holding oil, chemicals, or waste materials should be kept within a bunded (walled) area. The bund should be of an impervious sealed construction with a capacity at least 10 per cent greater than the largest fixed container within it. Ideally, the area should be covered to prevent rainwater accumulating.

The bunded area must not have any drainage outlet. If rainwater does not evaporate, it should be bailed or pumped out manually. Alternatively, you can fit specialist equipment designed to extract water from bunds without taking any oil residues, and it also gives an alarm when additional action is needed.

As this rainwater may be contaminated it must never be discharged to a drain as this may cause river pollution. Please call our **Customer Helpline** on **0845 601 8855** to seek permission for discharging it to a foul sewer via an oil separator. Alternatively you could use an authorised waste contractor. Please see the Yellow Pages for a company based near you.

For tanks: Taps or valves fixed to any tank should be within the bund and kept shut and locked when not in use. Any flexible pipes used for discharging from a tank should be fitted with a valve which automatically closes. The pipe should be locked away within the bund when not in use.

Please call our **Customer Helpline** on **0845 601 8855** and ask for a copy of our Above Ground Storage Tank leaflet (Ref SWTEAGS) leaflet.

Wherever possible pipelines should be installed above ground so that any leakage can be easily detected.

Protect against vandalism

Make sure all chemical and oil storage is protected against vandalism with locks, fencing and alarms as appropriate. Outlet pipes should always be padlocked when not in use.

