



## FACT SHEET – IMPROVING RESOURCE RECOVERY CENTRES

### Signage

Implementing good signage is integral to communicating the items accepted and their drop-off locations, as well as traffic arrangements at resource recovery centres/transfer stations. Good signage can assist in maximising the source separation of recyclable materials and providing efficient site traffic flows, whilst keeping customers and operators safe. Poor signage practices can make separating materials confusing for users, increase contamination of recycling streams and reduce operability and safety.

#### Regulatory requirements and standards (OH&S and environmental)

Various acts, regulations, guidelines and standards apply to displaying signage at resource recovery centres/transfer stations.

These include:

- Occupational health and safety (OH&S):
  - Occupational Health and Safety Act 2004 (Victorian Government)
  - Occupational Health and Safety Regulations 2007 (Victorian Government)
  - Code of Practice for Manual Handling 2000 (WorkSafe Victoria).
- Guidelines and signage specifications:
  - Guide to Best Practice at Resource Recovery Centres (Sustainability Victoria)
  - Transfer Station Signage Library (Sustainability Victoria).
- Dangerous goods storage:
  - Dangerous Goods Act 1985 (Victorian Government)
  - Code of Practice for the Storage and Handling of Dangerous Goods (WorkSafe Victoria).
- Australian standards:
  - AS/NZS ISO 14021:2000 Environmental labels and declarations – Self-declared environmental claims (Type II environmental labelling)
  - AS 1319-1994 – Safety signs for the occupational environment
  - AS 4123.5 – 2008 Mobile waste containers Part 7: Colours, Markings and Designation Requirements.

#### Necessary signage

Signage should communicate the following information:

- site information, which should be located at the site entrance and include the:
  - opening hours of the facility
  - accepted and prohibited materials
  - disposal fees and charges for different wastes and recyclables
  - name and contact details of site owner and operator
  - after hours contact details
  - potential hazards at the site (e.g. tractors and forklifts at the site)
  - emergency contact details
- traffic flow, pathways and vehicles in use
- directions to waste and recycling material drop-off areas
- materials collected in each container, skip bin, stillage or drop-off area
- hazardous and heavy material handling and storage procedures
- location of emergency equipment, emergency assembly points and exits.

Signs can also communicate educational displays and activities, including the environmental performance of a facility (e.g. landfill diversion goals and current performance rates).





### Good signage principles

The following are principles for good signage:

- Signage should be clear, visible and consistent throughout the facility.
- Signage should be at eye-level and of appropriate size (text and graphics) for customers to easily read.
- Images displayed on signs should be simple and relevant to the appropriate waste and recycling streams or activities (e.g. safe lifting techniques).
- Safety and environmental signage should comply with the appropriate regulations, guidelines and Australian Standards (see regulatory requirements and standards section below).
- Words that are unnecessary should be used minimally and terms ensured to be consistent with common terminology used throughout the waste and recycling industry.
- Consistent colour schemes that align with industry standards (e.g. red for general waste, yellow for recycling and green for garden organics) should be used for signage. Mixing colours with safety signs (e.g. stop and go signs) should be avoided.
- The inclusion of terminology from other languages (e.g. Mandarin or Arabic) should be considered in signage text if a facility has regular non-English speaking customers or is in a multicultural area.
- Signage for waste and recycling streams that require further information to help with material identification or that require special handling considerations (e.g. hazardous wastes), may need to include additional details. These can be displayed in either brackets within titles (e.g. commingled (mixed) recycling) or below signage titles (see examples below).

### Framework for continuous improvement

A continuous improvement framework for implementing good signage practices at resource recovery centres/transfer stations is to:

- communicate and engage with other local municipalities, Waste and Resource Recovery Groups and Sustainability Victoria to inform on current signage requirements and guidelines and innovative signage practices. Consistency with signage across multiple facilities improves recognition and hence the outcomes at the resource recovery centres.
- regularly obtain feedback from customers on additional signage that might be helpful or how signage can be improved around the facility.

### Further information

For further information and resources, please contact Sustainability Victoria on 03 8626 8700 or visit [www.sustainability.vic.gov.au](http://www.sustainability.vic.gov.au)