



## TRUCK SCHEDULING POLICY

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In order to better serve our clients and vendors, the following guidelines are intended to expedite our waste receiving activities as well as minimize potential safety and health risks.

Receiving hours are Monday through Friday 7:00 am to 4:00 pm

Clean Water of New York, Inc. requires that **EVERY** waste stream (including drum & bulk) be submitted on a waste profile form. We also request when possible, that any available and relative analytical data and Material Safety Data Sheet(s) accompany the profile form.

All waste streams must be approved by Clean Water prior to receipt. Approval numbers must appear on all shipping documents.

The delivery of approved waste streams must be scheduled with customer service. Requests being sent via email must be sent to [dispatch@cwofny.com](mailto:dispatch@cwofny.com). By phone, please call Mat Walling x 18 or Katrine Eriksen x 17.

All deliveries of approved waste streams should be arranged 24 hours in advance. If possible, 48 hours notice is preferable. If 24 hours notice is not possible, a phone call to our customer service staff prior to delivery must be made.

If an off hour or emergency delivery is required, Clean Water will make every effort to accommodate. Please follow the above noted procedures and clearly indicate your need for an expedited delivery.

During and prior to receiving hours, vehicles must **NOT** idle, sit or stand on Richmond Terrace or any of the surrounding streets. If vehicle arrives prior to receiving hours, these vehicles must wait on Western Avenue (a quarter mile west of facility).

Upon entering the facility, the driver is to park their vehicle in an area that will not impede traffic flow or emergency egress. They must then proceed to the receiving trailer; sign-in and provide paperwork to the Clean Water receiving personnel. At that time, the driver will be given procedural instructions.

Scheduled loads will be given first priority. Unscheduled loads will be off loaded only when all scheduled work is completed or when there is a sufficient time slot between scheduled loads.

While the truck is inside the loading area, the following safety rules must be followed:

1. Absolutely no smoking
2. Safety glasses must be worn when the driver is outside the vehicle
3. The Driver must be with the vehicle at all times during loading and/or offloading activities