



## TRUCK SCHEDULING & DELIVERY POLICY

To better serve our clients and vendors, the following guidelines are intended to expedite our waste receiving activities as well as ensure the safety of our employees and visitors.

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

All waste streams must be approved by Clean Water prior to receipt. Approval numbers must appear on all shipping documents. For drums shipments, all containers must be in D.O.T. transportable condition, properly labeled & the approval number marked in 3" tall numbering on the top of each drum.

Scheduled loads will be given priority. Unscheduled loads are not guaranteed acceptance and will be offloaded only when all scheduled work is completed, or if there is an open period between scheduled loads. **Clean Water strongly encourages scheduling all deliveries into the facility.** To schedule delivery of approved materials, please contact customer service by email @ [dispatch@cwofny.com](mailto:dispatch@cwofny.com).

Access to the facility should be via Goethals Road/Western Avenue to Richmond Terrace. **Vehicles must NOT idle, sit or stand on Richmond Terrace or any of the surrounding streets.** Trucks arriving prior to receiving hours must wait on Western Avenue (a quarter mile west of the facility).

If an off hour or emergency delivery is requested, Clean Water will make every effort to accommodate. Please follow the above noted procedures and clearly indicate your need for an expedited delivery. Additional fees may apply to deliveries made outside of normal operating hours.

Upon entering the facility, the driver must park their vehicle in an area that will not impede traffic flow or emergency egress, then turn off engine, set parking brake, and proceed immediately to the receiving trailer. At that time, the driver will be given procedural instructions that must be adhered to. Standard receiving procedures for drivers of bulk loads include.

- Sign in and provide paperwork to Clean Water receiving personnel upon arrival.
- Remain with the vehicle while waiting for their turn to offload.
- Back into the off-loading area only when instructed and assisted by a spotter.
- Turn off engine\*, set parking brake, and chock tires. (\*Engine may only be ran for PTO operation while loading/off-loading only, and must be turned off all other times especially during sampling operations)
- Open the dome hatches to allow Clean Water personnel access to sample and gauge the tanks.
- Close and secure the dome hatches upon completion of sampling operations.
- Remain with the vehicle during the loading/offloading process.

While at the facility, the following safety rules must be followed:

1. **Be aware of, and Yield to Pedestrian Traffic**
2. **Absolutely NO SMOKING**
3. **Safety glasses and Hi-Vis shirt/vest must be worn whenever the driver is outside the vehicle.**
4. **Cell phones may only be used in vehicle cabs.**
5. **Site Speed Limit is 5 MPH.**

***Thank You for Your Cooperation!***