

ENVIRONMENTAL ACTION FOR AUTOMOTIVE SERVICING AND REPAIRS



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- Motor Traders Association of NSW
- Motor Vehicle Repair Industry Authority
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Please note:

This guide provides information relevant at the time of publication. It is not a regulatory document and does not provide legal advice. If you need more information regarding legal obligations, consult a lawyer, the legislation, DECC or your local Council.

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ABBREVIATIONS

EPA	Environment Protection Authority – part of the Department of Environment and Climate Change NSW	OH&S	Occupational Health and Safety
		POEO Act	<i>Protection of the Environment Operations Act 1997</i>
DECC	Department of Environment and Climate Change NSW	VOCs	Volatile Organic Compounds
MSDS	Material Safety Data Sheet/s		

PRIORITY ACTIONS

FOR AUTOMOTIVE SERVICING AND REPAIRS WORKSHOPS

1. WATER QUALITY



- Regularly check and clean stormwater drains near your workshop to ensure they are free of debris
- Mop the workshop floor rather than hosing. Avoid hosing driveways or yards
- Keep a spill kit close to where spills are likely and ensure all staff know how to use it
- Keep your premises and equipment clean and well maintained

2. BUNDING



- Bund your workshop with either an impervious concrete hump or flexible rubber hump and regularly check that bunds are sound
- Use drip trays to catch liquids and contain and clean up oil and chemical spills as soon as they occur
- Wash vehicles and parts in a bunded and properly functioning wash bay. Use dedicated parts cleaners to wash small parts
- Where work must be undertaken outside the workshop, ensure containers such as drip trays are used to catch drained liquids

3. HAZARDOUS SUBSTANCES AND LIQUID WASTE



- Store oils, chemicals, paints and solvents in areas that will not allow spills to escape to the environment:
 - in a bunded area of the workshop
 - on bunded pallets or trays in a covered area
 - in a chemical storage unit
- Regularly check that containers are not leaking
- Treat liquids collected in bunded areas or the wash bay in an oil water separator
- Never dispose of chemicals into stormwater drains

4. WASTE



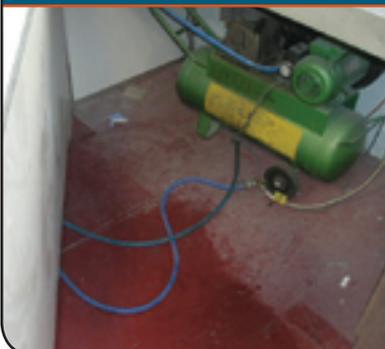
- Keep lids on your bins or store them in a covered area to prevent the wind blowing waste away
- Use a liquid waste contractor to dispose of spent chemicals and other liquid waste. Don't put liquid wastes, such as oily rags or filters, into your waste bins
- Avoid storing waste bins on footpaths or property belonging to others
- Separate different kinds of waste for easy collection and recycling

5. AIR QUALITY



- Ensure staff keep engine run-time to a minimum
- Keep lids on containers of solvent-based chemicals to reduce evaporation
- Extract and recycle refrigerants from air-conditioning systems and dispose of item legally. They cannot be released to the atmosphere
- Use a damp cloth, mist spray or vacuum device to clean brakes – not compressed air
- Never modify or tamper with vehicle emission systems

6. NOISE



- Conduct all work inside the workshop to limit noise emissions
- Maintain equipment, such as air compressors, to prevent noise
- Do not modify vehicles in a manner that might increase noise
- Locate noisy equipment away from doors and openings

OVERVIEW AND OPPORTUNITIES

This guide is part of an Environment Action Series prepared by the Department of Environment and Climate Change NSW to provide information for businesses on improving their environmental performance.

Similar guides for other business sectors are available through the DECC Environment Line on 131 555 or the DECC website – www.environment.nsw.gov.au

THE AUTOMOTIVE SERVICING AND REPAIRS INDUSTRY

The automotive servicing and repairs industry can play an important role in reducing pollution by ensuring that vehicles are operating efficiently and by extending vehicle life through routine maintenance.

Minimising the environmental impact of your operations can be challenging, but many businesses report that improving their environmental performance can reduce operating costs and have other business benefits.

This guide applies to:

- Auto mechanics and electricians
- Brake, transmission and diesel specialists
- Engine reconditioners and motor cycle mechanics

WHAT IS THE PURPOSE OF THIS GUIDE?

This guide is designed to help operators in the auto servicing and repairs industry to:

- Understand the environmental risks and responsibilities associated with automotive servicing and repairs.
- Take action to improve the environmental management of their operations.
- Take advantage of the business benefits that result from improved environmental practices.

This guide provides information for owners, managers and staff. It will also be useful to environmental officers employed by local government. The guide does not provide legal advice but will give the reader an understanding of requirements under NSW environmental law.



WHAT ARE THE KEY ENVIRONMENTAL ISSUES?

Key environmental issues for the automotive servicing and repairs industry are:

- Pollutants entering waterways or stormwater drains. This can be caused by spills of liquids such as oil, coolant, solvent and other cleaning fluids.
- Soil and groundwater pollution caused by waste oil and other liquids leaking from Underground Storage Tanks (UST).
- Air pollution (including odours) from the release of refrigerants, solvents, LPG and exhaust emissions.
- Greenhouse gas emissions caused by energy use in the workshop and modification to client vehicles.
- Waste management, including waste avoidance, reuse, recycling and disposal.
- Air pollution caused by tampering with vehicle emission or anti-pollution controls and exhaust systems.
- Noise impacting on staff and neighbours.



Proper procedures and equipment for handling liquids are essential for preventing spills.

The 'Useful tools' section (pp 49 to 64) of this guide contains checklists and other templates to help get you started on improving your environmental management.

For instance, the 'Self-assessment checklist' contains the types of questions that an officer from your local Council or DECC could ask when visiting your premises. You can use this to evaluate your environmental performance and identify areas for improvement.

OVERVIEW AND OPPORTUNITIES

Occupational health and safety

This publication does not address OH&S issues in detail so it's important that you contact WorkCover NSW for more information.

ENVIRONMENTAL MANAGEMENT – RISKS AND OPPORTUNITIES

For workshop operators, improving environmental performance is about managing risk and taking advantage of opportunities that will boost efficiency and profits.

A good starting point is to identify risks to your business from poor environmental management. An oil or coolant spill, leaking underground storage tank or any pollution of waters could pose the risk of:

- Environmental prosecutions and fines
- Harmful effects on the health, safety and productivity of staff
- Damage to business reputation
- Expensive clean-up costs

Good environmental management can lead to:

- Financial savings from reduced use of energy, water and raw materials. For example, some workshops have cut electricity costs by regularly fixing leaks in air compressors. Simple actions like this are described in 'Information sheet 2: Resource efficiency'.
- Becoming a 'preferred supplier', particularly to insurers and corporate clients who are starting to consider the environmental performance of suppliers.
- Improved reputation as a company that is well managed and a valuable long-term business partner.
- Improved employee satisfaction, retention and productivity. Workshops that are clean, healthy and environmentally responsible are likely to attract good staff and make existing employees happier and more productive.

Operators can make the most of these business opportunities by integrating environmental issues into business planning and involving staff in identifying and delivering environmental projects.

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au
- Your local Council
- Motor Traders Association of NSW – phone (02) 9213 4222 or www.mtansw.com.au
- Institute of Automotive Mechanical Engineers – phone 9648 1412 or www.iame.com.au

INFORMATION SHEET 1

ENVIRONMENTAL COMPLIANCE – MEETING YOUR LEGAL RESPONSIBILITIES

NSW has a number of laws to help protect the environment and provide guidance to business.

The Protection of the Environment Operations Act 1997 (POEO Act) is the main piece of NSW environmental legislation covering water, land, air and noise pollution and waste management.

In some cases breaking environmental law carries serious penalties. If you end up in court, the prosecutor may not have to prove that you intended to cause the damage or pollution. Even accidents can result in prosecution and penalties.

Everyone involved in your business (including owners, managers, supervisors, operators, contractors and subcontractors) needs to be aware of environmental laws that apply to your operations. Individuals are required to minimise the risk of an environmental incident by implementing precautionary and control measures.

By gaining awareness of environmental laws, and how your business has the potential to affect the environment, you will be in a better position to manage risk in your business.

Managers, directors and staff can be prosecuted for offences committed by their company, unless they can demonstrate they exercised all due diligence or they could not influence the conduct of their company. They cannot use lack of knowledge about the contravention as a defence.

A comprehensive approach to addressing your regulatory requirements includes:

- Developing a plan that incorporates environmental management
- Undertaking staff training and supervision
- Completing a self-assessment or independent audit.

The 'Useful Tools' section of this guide provides templates to help you get started.



A spill kit is an essential piece of equipment for any workshop.

INFORMATION SHEET 1

WATER POLLUTION

Under section 120 of the POEO Act it is illegal to pollute or cause or permit pollution of waters.

Under the Act, 'water pollution' includes introducing litter, sediment, oil, grease, wash-water, debris, flammable liquids such as paint, etc. into waters or placing such material where it is likely to enter waterways. This includes the stormwater system and groundwater.

All practicable steps must be taken to ensure that unforeseen events, such as spills or leaks, do not result in pollutants entering the stormwater system, local waterways or groundwater. This means keeping chemicals (such as fuels, solvents, oils and coolants) in a bunded and covered storage area, having adequately stocked spill kits on hand and making sure staff know how to use them. Under no circumstances should you hose a spill down the drain.

AIR POLLUTION

Air pollution means emitting any impurities into the air, including odours, volatile organic compounds (VOCs), fuel vapours, smoke, dust, gases, fumes and solid particles of any kind.

Under the POEO Act (sections 124-126), businesses must maintain and operate equipment and deal with materials in a proper and efficient manner to prevent air pollution at all times.

Tampering with anti-pollution or vehicle emission control systems is an offence. Owners or persons who undertake work on vehicles to remove, disconnect or impair anti-pollution devices are liable for fines or prosecution (POEO Act section 157 & 158). Customers who request that you alter such devices are asking you to break the law.

Workshops that install, service or decommission air conditioners that use ozone depleting or synthetic gas refrigerants must conform to the requirements and standards detailed in the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations* (Commonwealth). Workshops must hold a Refrigerant Trading Authorisation Licence and technicians must hold a national Refrigerant Handling Licence.

LAND POLLUTION

Under the POEO Act it is an offence to pollute land. Additionally, the POEO Act makes it an offence to wilfully or negligently cause any substance to leak, spill or otherwise escape in a manner that harms or is likely to harm the environment.

HAZARDOUS MATERIALS AND WASTE

When handling hazardous materials and waste (such as hydraulic fluid and solvents), it is an offence to cause any substance to leak, spill or otherwise escape in a manner that harms or is likely to harm the environment.

Make sure you're aware of the legal requirements before using, storing, transporting and disposing of hazardous materials (e.g. dangerous goods and chemicals). The laws relating to chemical storage vary depending on the amount that you are storing. For more information contact WorkCover NSW.

The movement of most hazardous waste must be tracked during its transport to a facility for treatment, recycling or disposal. Waste may be tracked 'online' – for more information contact the DECC Environment Line on 131 555.

Under the POEO Act there are heavy penalties for unlawful disposal of waste. The owners of waste (as well as the transporters and receivers) have a responsibility to ensure their waste is managed, transported and disposed of appropriately.

OFFENSIVE NOISE

Development consents and licences may contain noise limits that are relevant to your business.

By law you must not allow noise from your premises to be generated as a result of the failure to maintain or operate machinery or deal with materials in a proper and efficient manner.

Regulatory authorities may also issue notices and directions requiring you to reduce or cease noise from your premises that could be found offensive. 'Offensive noise' means that by reason of its level, nature, character, quality or the time at which it is made, or any other circumstance, the noise is harmful or interferes unreasonably with the comfort of people who are outside your premises.

WHO 'POLICES' ENVIRONMENTAL LAW?

Environmental laws are policed by the 'appropriate regulatory authority' – usually the EPA (part of the Department of Environment and Climate Change NSW) or the local Council.

Most automotive servicing and repair workshops are regulated by local Councils. They do this through notices and prosecutions and can also regulate using development consents.

The POEO Act gives the appropriate regulatory authority the power to enter and inspect premises and issue clean-up or prevention notices and on-the-spot fines. The regulatory authority can also prosecute a business where environmental laws have not been complied with.

You must report incidents that harm the environment

If a pollution incident occurs during an activity and it causes or threatens 'material harm' to the environment, by law you must tell the appropriate regulatory authority – either your local Council or the EPA.

You must contact Council or the EPA as soon as you become aware of the incident. This 'duty to notify pollution incidents' extends to employers, the person carrying out the activity, employees, occupiers, contractors and agents.

For more information call the DECC Environment Line on 131 555 or visit www.environment.nsw.gov.au

You must report land contamination

You must notify the EPA of any land contamination that poses a significant risk of harm to human health or the environment under the *Contaminated Land Management Act 1997* (NSW). This 'duty to notify contamination' falls on the owner of the property and on the person whose activities have caused the contamination.

For more information call the DECC Environment Line on 131 555, or refer to *Guidelines on the Significant Risk of Harm from Contaminated Land and the Duty to Report (1999)*. You can find these guidelines on www.environment.nsw.gov.au

INFORMATION SHEET 1

What are the penalties for environmental offences?

The most serious offences (Tier 1 offences) are wilful breaches of the law that harm or are likely to harm the environment. These carry penalties of up to \$5 million for a company or \$1 million for an individual and/or seven years imprisonment.

Where breaches are negligent, the penalties for the most serious offences are up to \$2 million for a company or \$500,000 for an individual and/or four years imprisonment.

Most other offences (Tier 2 offences) carry penalties of up to \$1 million (plus a daily penalty of up to \$120,000 for continuing offences) for companies or \$250,000 (plus a daily penalty of up to \$60,000 for continuing offences) for individuals.

Less serious breaches can result in an 'on-the-spot' fine (penalty notice) with a penalty of \$1500 for companies and \$750 for individuals.

ENVIRONMENT PROTECTION NOTICES

Clean-up Notices

A clean-up notice may be issued by the EPA and local Councils when a pollution incident has occurred or is occurring. Clean-up notices may

direct an occupier of premises, or the polluter, to take clean-up action. An administration fee (currently \$320) is payable to the EPA or local Council for the issuing of a clean-up notice. There is no right of appeal against a clean-up notice.

Prevention Notices

Prevention notices can be issued if an activity has been or is being carried out in an environmentally unsatisfactory manner.

Prevention notices require that actions specified in the Notice are carried out. Prevention notices can include directions - such as installing bunding within 30 days around a chemical storage area. An administration fee (currently \$320) is payable to the EPA or local Council for the issuing of a prevention notice. There is a right of appeal against a prevention notice to the Land and Environment Court.

Noise Control Notices

Noise control notices can be issued to prohibit an activity, or the use of equipment, from emitting noise above a specified noise level at a specified location for specified times. There is a right of appeal against a noise control notice to the Land and Environment Court.



Drive-over bund

LICENCES AND PERMITS

Trade waste permit or agreement

Generally, businesses must have a written agreement or permit to discharge trade wastewater to the sewer. You must negotiate a trade waste permit with your water authority (either Sydney Water, Hunter Water or your local Council) before any discharge occurs. The permit establishes the discharge conditions for the wastewater. For more information refer to 'Information sheet 3: Managing Water Quality'.

Dangerous goods

Dangerous goods include flammable, toxic or corrosive substances, such as solvents, which should be stored in containers displaying the relevant diamond-shaped label. Businesses that store dangerous goods may have to notify WorkCover NSW – the need to notify depends on the amount stored.



INFORMATION SHEET 1

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au for:
 - Recent significant changes to legislation administered by DECC
 - Noise Guide for Local Government*
 - Local Government Air Quality Toolkit*
 - Bunding guidelines
- Your local Council
- Environmental Defender's Office – phone (02) 9262 6989 or www.edo.org.au for the Environmental Law Fact Sheets
- WorkCover NSW – phone 13 10 50 or www.workcover.nsw.gov.au for:
 - NSW Code of Practice for the Storage and Handling of Dangerous Goods*
 - Notification of Dangerous Goods on Premises
- Sydney Water – phone 13 20 92 or www.sydneywater.com.au
- Hunter Water – phone (02) 4979 9589 or www.hunterwater.com.au
- New South Wales Consolidated Acts – text of all NSW Acts on line – www.legislation.nsw.gov.au
- Australian Refrigerant Council for information on licensing requirements for servicing and decommissioning air conditioners or refrigerators – www.arctick.org or phone 1300 884 483

RESOURCE EFFICIENCY

Good managers understand that an efficient business is a profitable business.

Workshops can be made more efficient by reducing the resources they use, such as electricity, water and other raw materials, and minimising the waste and emissions they generate.

Saving money by 'doing more with less' is often referred to as cleaner production or resource efficiency. It involves finding ways to reduce costs and environmental impacts by taking a close, systematic look at workshop processes, products and services.

WHERE DO I START?

Plan and organise

The best ideas for reducing use of materials will come from the people who know your business better than anyone else – you and your staff. Encourage your staff to think about this and put forward their suggestions.

If your business is large enough, get management support to form an environment team that brings

together staff from different areas of the business. Consider drawing on existing work teams, such as the Occupational Health and Safety Committee which may already bring together key staff from across the business.

If your business is too small for an environment team, simply follow the process below with one or two work mates.

Appoint a 'champion' or team leader who will co-ordinate action and drive environmental improvement projects. Ideally, the champion will have the full support of management and other staff.

Assess and measure

The team should look at how your workshop uses electricity, water, raw materials and other inputs. Look at the types of waste or pollution you generate and how you deal with them.

Collect information about consumption and costs of electricity and gas, water, raw materials, solid

Resource efficiency is about finding ways to reduce your costs and your environmental impact.

INFORMATION SHEET 2

INFORMATION SHEET 2



Avoid loss of raw materials and reduce emissions by fitting taps and keeping lids on containers.

and liquid waste – this will provide you with a benchmark against which to measure ongoing improvement.

Look at the work flow, examining how jobs are handled from start to finish. Also review housekeeping and maintenance procedures.

It may help to bring in an outside person with technical expertise who can bring ideas from other businesses.

Identify opportunities and implement priority actions

Your assessment of resource use and work flows will almost certainly identify immediate opportunities for cost savings.

Initiatives involving the highest potential savings and/or most rapid implementation should be the first priority. Implement them quickly as these 'small wins' will help to maintain the team's enthusiasm. Other ideas may need further research and assessment and may take longer to implement.

Try to record all ideas and options and prepare a simple action plan outlining opportunities, issues requiring further investigation, priorities, timeframes and staff responsibility for actions. Start by using the environmental action plan template in the 'Useful Tools' section of this guide, and adapt it to suit your business.



Costs savings can be achieved by installing skylights and roof insulation and by using energy-efficient lighting.

Document savings and evaluate success

Record the money spent on resource efficiency projects and the time taken to recover these costs – known as the ‘payback’ period. Look back at the benchmark data you collected to assess success and document the result of initiatives in terms of their financial, environmental and other outcomes.

Take the time to note other results such as staff enthusiasm, improved working relationships with suppliers and comments from customers.

Keeping a record of the project outcomes will help to justify further projects.

Keep Going!

Recognise the hard work of the environment team or ‘champion’ and encourage them to continue to look for new ideas. Promote achievements through a business newsletter, notice board, team meeting or other forum.

Remember, in order to keep making savings and improvements the action plan should be revisited regularly.

Don't forget the feedback

Don't forget to regularly communicate successes to your staff, customers and suppliers.

COST-SAVING OPPORTUNITIES FOR AUTOMOTIVE WORKSHOPS

Saving energy and reducing climate impact

Climate change has become the biggest environmental challenge we've ever faced. Every time you flick on the lights, turn on an air compressor or drive a car you produce carbon dioxide which is the main cause of global warming.

The following actions will cut your energy bills and reduce the amount of harmful emissions produced by your workshop and your customer's vehicles:

- Encourage your customers to tune and service vehicles regularly to manufacturer's instructions. This can reduce greenhouse gas emissions by up to 15% through fuel savings.
- Regularly service workshop equipment.
- Check your compressed air system for leaks and fix them. Leaks make compressors run unnecessarily and result in higher electricity use. Leaks can easily be detected by shutting off equipment and listening for air escape sounds around the workshop. If there are no leaks the air compressor should not run at all once it has reached the specified pressure.
- Operate air compressors with variable speed drives at minimal pressure to reduce air leaks and energy use. Turn off air compressors on non-working days and during breaks.
- Select an air compressor that is the right size for your activities so it runs as close as possible to full load. Do not install an oversized compressor to meet anticipated future demand. It is usually more economical and efficient to install an additional compressor later, when it's actually needed.

INFORMATION SHEET 2



Choose the most appropriate compressor for your workshop.

- Use the Energy Smart online tool to calculate the potential energy, dollar and greenhouse gas savings made by repairing leaks, reducing system pressure and reducing inlet air temperature on your compressed air system.
www.energysmart.com.au
- Install energy-efficient lights and switch them off when they are not required. Install skylights and use natural lighting where possible. Keep skylights and lights clean.
- Increase the thermostat setting on your air conditioner by 1 to 2°C in warm weather, and decrease it slightly in cool weather.
- Improve building insulation and enclose and ventilate heat-generating equipment.



Saving water

- Check taps, toilets and showers for leaks and drips and repair them promptly. Ensure all taps are turned off when not in use.
- To clean the workshop and other working areas, mop or sweep floors instead of hosing.
- Use high pressure guns to wash vehicles.
- Fit water efficient fixtures where possible, e.g. at least 3 star-rated taps, showerheads and toilets. For a list of water efficient products visit **www.waterrating.gov.au**
- Install rainwater tanks for car washing, house keeping and toilet flushing.
- Regularly service evaporative cooling towers to prevent excessive water losses and leakage.

Hazardous materials and waste

- Make a list of the chemicals you purchase and look at how they are used to see if you can stop using any of them.
- Consider using less toxic chemicals, such as water-based paint and water based or biodegradable strippers, cleaners or degreasers to improve air quality.
- Use the 'first in first out' procedure for chemical supplies. Date the chemicals you buy and use them in the order in which they arrive. This will conserve their quality and minimise waste from out-of-date chemicals.

- Recycle oil, solvents, coolants and fuel filters, etc. Recycling these materials is better for the environment than disposal and can save you money.
- Don't mix waste oil, solvents, etc. Mixed liquid waste is difficult to treat and therefore more costly.
- Keep lids on containers of solvents and solvent-based chemicals and fit taps to reduce evaporation and unnecessary loss of product.
- Save money by purchasing recycled solvents for the general clean-up of equipment. If you use large quantities of solvent, consider installing a solvent recycling unit.

Reducing waste

- Segregate waste for recycling. Mixing wastes may make them unsuitable for reuse or recycling.
- Encourage staff to recycle metals.
- Return empty drums to suppliers.
- Arrange for the recycling of catalytic converters, as they contain precious metals.



A solvent recovery unit can cut your disposal costs.

Working with suppliers and customers

- Encourage suppliers to provide materials in bulk and take back their packaging and containers for reuse or recycling.
- Ask your chemical suppliers for less toxic alternative products.
- Encourage sustainable car ownership by your customers:
 - Suggest the fixing of oil and other leaks.
 - Promote regular servicing and tuning of vehicles to improve fuel efficiency – saving customers money and reducing their greenhouse emissions.
 - Resist requests for non-standard engines and exhaust systems. They may increase harmful emissions and break the law.
- Promote the benefits of being an environmentally responsible automotive workshop to your customers. This could enhance your reputation and build your business.

Ask your chemical suppliers for less toxic products.

INFORMATION SHEET 2

Technology upgrades and water based parts cleaners

- Ultrasonic cleaning uses sound waves in a water based solution (no solvent) to remove grease, oil and paint from parts, engines and carburettors.
- If you use solvent-based parts washing, consider using a parts cleaner with solvent and/or vapour recovery systems. This increases the 'life' of solvents and reduces costs.
- Many industrial lighting options are very efficient and will save you money on your electricity bills. For instance voltage fixed dimming controllers can be installed to fluorescent lighting circuits. This can reduce energy consumption by up to 30%.



Consider upgrading to new technology, such as ultrasonic cleaning, which will reduce or even eliminate the use of costly solvents.

FURTHER INFORMATION

- DECC Environment Line - phone 131 555 or www.environment.nsw.gov.au for:
*Profits from Cleaner Production:
A Self-help Tool for Small to Medium-sized Businesses*
Water and energy saving ideas
Information on how you can reduce greenhouse gas emissions
- Your local Council
- Sydney Water – phone 13 20 92 or www.sydneywater.com.au for water saving ideas
- Queensland EPA has a free 'ecoBiz' tool that can help in identifying cost savings www.epa.qld.gov.au

MANAGING WATER QUALITY

Automotive workshops carry out a range of activities which can lead to the pollution of waterways.

Pollutants such as oil, dust, detergents, sediment or other substances should not leave your site. If wash water, spilt liquids or any substance enters stormwater drains or street gutters you are committing a water pollution offence.

Activities that pose a risk of water pollution include:

- Poor house keeping and management of outdoor areas.
- Poor storage and handling of liquid substances such as oils, fuels and other chemicals.
- Washing and cleaning of vehicles, parts, equipment and work areas.
- Poor storage of wastes (both liquid and solid wastes).
- Conducting repairs outside the workshop.



The Drain is just for rain! Ensure all stormwater drains are kept free of debris.

INFORMATION SHEET 3

MANAGEMENT OF OUTDOOR AREAS

When it rains, stormwater runoff drains directly to creeks, rivers, or the sea.

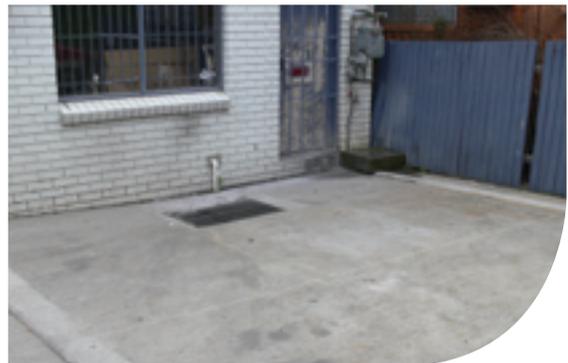
Outdoor areas need to be managed to prevent the accumulation of pollutants that could be washed away by rain. Outdoor areas that drain to stormwater should not be hosed down or used for servicing or mechanical repair work.

The following measures will help to ensure that your outdoor areas are not causing water pollution:

- As vehicles arrive, check for leaks and immediately place a drip tray to contain leaks. Store vehicles inside the workshop if possible.
- Work on vehicles that involves transferring or dispensing of oils, coolants or other substances should be carried out inside the building or within a roofed, bunded area.
- Clearly mark all drains on the site that connect to the stormwater system. This will increase awareness of the pollution risk and enable immediate identification in the event of a spill.
- Place all deliveries of liquids in an under cover bunded area. Do not leave them outside, even for short periods of time.
- Store waste under cover or keep lids on bins so that rain cannot come into contact with the waste. Store liquid waste awaiting collection in the workshop or in a bunded area protected from rain.
- Regularly sweep outdoor areas to minimise the build up of pollutants. Indoors, a floor scrubbing or cleaning machine that does not discharge water may be suitable.
- Make sure staff know that chemicals including paint, solvents or other toxic substances must not be poured on the ground, into stormwater drains or waterways.
- Parts should not be stored outside – oily and greasy parts should be stored inside the building with sufficient drip collection.



Any work involving transfer or dispensing of oils, coolants or other substances should be carried out inside the building or within a bunded area.



Make it the job of a staff member to check that outdoor areas and drains are free of dust, litter and debris.

Contaminated run off from your premises that enters any stormwater drain is your responsibility. Rain water falling on your premises that becomes contaminated must be contained on-site for treatment or collected by a liquid waste disposal contractor.

STORING AND HANDLING LIQUIDS

To avoid accidental spillage during delivery, storage, use or disposal ensure that all liquids (including waste liquids, parts containing oil, etc) are stored and used within areas that will contain the liquid. The most common way of achieving this is by creating bunded areas.

BUNDING

Bunds are used to capture and hold liquids in the event of a spill or leak. They can be made of any non-porous material such as concrete, flexible rubber or metal. Chemical storage units with inbuilt containment can be used for small chemical storage needs.

Check the bund regularly to ensure it is attached to the floor and is not damaged. Ensure the bund is well marked so that it doesn't become a trip

hazard. Oils and chemicals can be stored inside a workshop that is fully bunded, provided they are stored in accordance with dangerous goods requirements.

The bunded area should be big enough to hold the contents of the largest container stored inside the bund, plus 10% of its volume. The main type of bunding for bulk liquids is a solid concrete or brick wall, with non-porous surfaces. Any liquids collected in the bunded area should be pumped or drained out as quickly as possible. The liquid should be treated in an oil/water separator or collected by a licensed waste contractor. If you drain the bund, don't forget to reset the drain trap.

Outdoor bunded areas should be roofed in order to prevent rainwater from entering. If water builds up in the bunded area it can rust metal drums and decrease the storage capacity of the containment area. When roofing over chemical storages, check safety issues with WorkCover NSW.

Australian Standards for the construction of bunding should be followed where appropriate (for example, AS1940-2004: *Storage and Handling of Flammable and Combustible Liquids*).



Portable bunds or spill mats can be used for short term storage of liquid containers or parts.

INFORMATION SHEET 3



Ensure waste oil awaiting collection is stored in a secure and well-maintained bunded area.

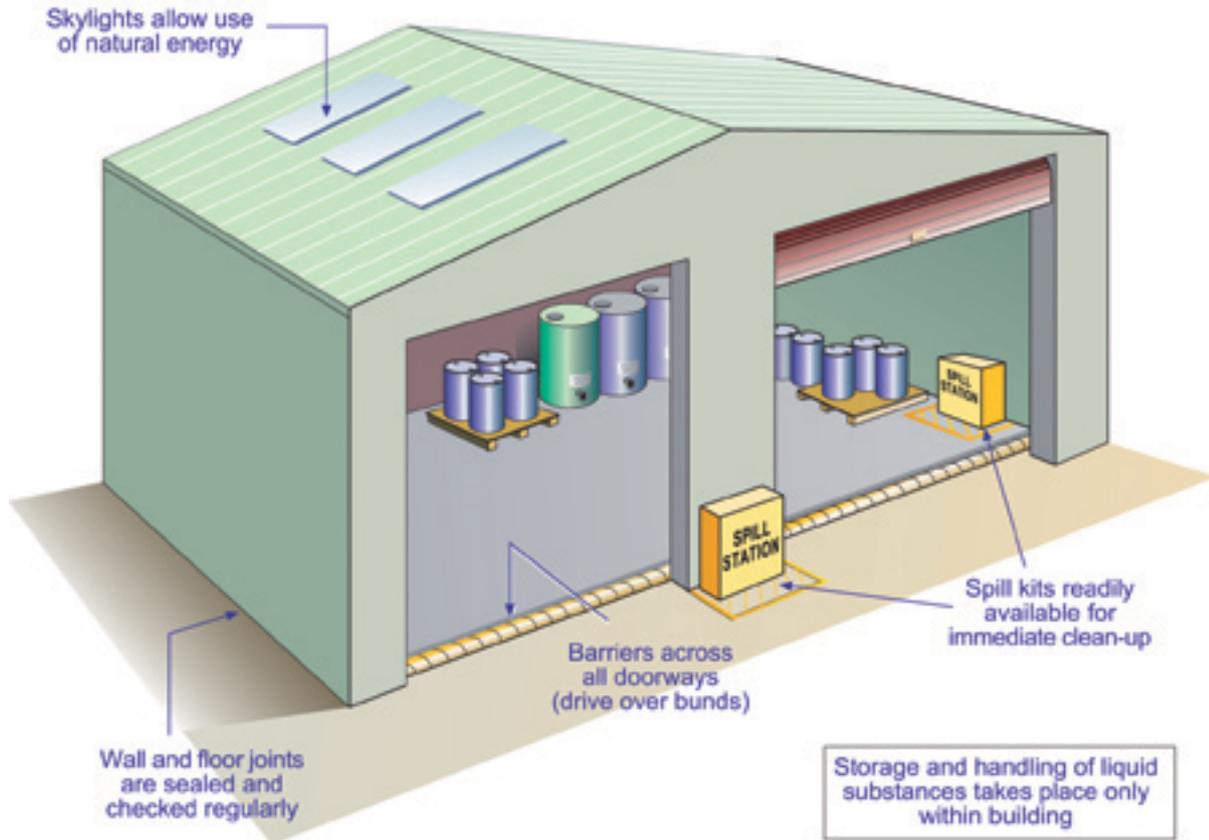


Chemicals and paints can be stored in a storage unit that will contain spills.



If the workshop walls and floor are well sealed, the workshop can be bunded with a small concrete speed hump (or flexible rubber hump) across all doorways.

All bunds require regular inspection and maintenance and should be kept clean.



Store all liquids in a properly banded area protected from the weather. Source: *Storing and Handling Liquids: Environmental Protection*, produced by DECC.

Would you be able to contain a spill caused by a drum falling from a truck or a hose rupturing?

INFORMATION SHEET 3

SPILL PREPAREDNESS

All spills, no matter how small, should be cleaned up immediately. They should never be hosed down drains, driveways or street gutters.

Consider the spill risk of all activities at your site, including servicing, delivery of liquids, pick up of waste liquids and the use of hoses or pipes.



Using a funnel or a tap when handling chemicals and oils can prevent spills.

Discuss spill prevention with your staff.

For example:

- Minimising movement of chemical containers
- Using funnels for hand pouring
- Fitting taps to containers to avoid pouring.

Prepare a spill clean-up plan. Ensure your staff are regularly trained in how to respond to a spill, including locating emergency equipment and how to use it.

Emergency spill procedure

A clear sign outlining spill clean-up procedures and emergency contact numbers should be prominently displayed in the workplace. Make all staff aware of emergency telephone numbers to call in the case of a spill. A template of emergency contacts is included in the 'Useful Tools' section of this guide.

The general spill response is:

- 1 Eliminate the source of the spill immediately if it is safe to do so.
- 2 Contain the spill. Use the materials in the spill kit to contain the spill and control its flow. If necessary, stop the spill from entering stormwater drains by blocking the drain inlets or by using a boom to contain the spill.
- 3 After referring to the relevant Material Safety Data Sheet (MSDS), clean up the spill promptly. It is important to clean up all spills quickly, even small ones, as they can easily flow into stormwater drains or be washed there by rain.
- 4 For major spills contact the Fire Brigade immediately on 000.

Ensure spill kits contain sufficient equipment and are regularly checked and replenished.



Keep a spill kit in a location where it is readily accessible, such as next to the liquid storage area.

- 5 Store all waste generated from the spill clean-up in a bunded and covered area in sealed vessels (limiting emission of odorous or volatile compounds).
- 6 Contact a waste contractor who is licensed to dispose of the absorbents used in the spill clean-up.

WASHING AND CLEANING

Washing vehicles, degreasing motors, parts cleaning and other activities generate wastewater. Wastewater must not be allowed to drain to stormwater drains, street gutters or any waterway (even when washing with water only). All washing and cleaning should be carried out within a wash bay that is either connected to the sewer under a trade waste agreement or fitted with a water treatment and recycling system.

You should contact your local Council and water authority to discuss requirements for wash bay construction.

Hand washing should be carried out over a sink that is connected to the sewer system, not under a tap where run off to the environment may occur.

Under no circumstances should outdoor areas that drain to the stormwater system be hosed down as a means of cleaning.

Cleaning parts using solvents such as kerosene, should be carried out in a dedicated parts cleaner. It should be located within a bunded area. Consideration should also be given to minimising solvent use, for example by using water based washing or investigating the suitability of an ultrasonic cleaner.



Wash areas must be bunded and roofed.



Ultrasonic cleaners don't use solvents.

INFORMATION SHEET 3

WASTE STORAGE

All wastes awaiting collection need to be kept out of the rain – either under cover or in a container or skip with a lid. Rain water that comes into contact with waste (both liquid and solid) can carry pollutants from the waste to the environment.

For more information on wastes refer to 'Information sheet 4: Hazardous substances and liquid waste' and 'Information sheet 6: Solid waste and resource recovery'.

KEEPING COSTS DOWN

The following ideas may help reduce your running costs:

- Prevention is generally cheaper than clean up – good house keeping practices and immediate spill response can prevent the need for clean up down time.



- Floor surface paints prevent oils being absorbed and reduce the need for cleaning.
- To clean the workshop and other working areas, mop or sweep floors instead of hosing.
- Install a rain water tank to capture water from your roof for car washing, house keeping and toilet flushing.
- Find out if your wastewater can be treated for reuse.
- Check taps and toilets for leaks and drips. Replace washers where required. Install low-flow taps or tap aerators (3 star-rated or higher), dual flush toilets and water-efficient showerheads.

WHAT THE LAW SAYS

Environmental laws prohibit the pollution of waters or land, as described in 'Information sheet 1: Environmental Compliance'. In practice this means that operators of automotive repair workshops should:

- Ensure leaks or spills of chemicals cannot enter waterways and stormwater drains or soak into the soil.
- Store oils and hazardous chemicals in a bunded area.
- Maintain all plant equipment in a proper and efficient manner.
- Ensure dust and other debris do not enter stormwater drains.



Conduct all washing in a wash bay with a collection pit. The pit should be connected to the sewer through an oil/water separator or to a storage tank.

FURTHER INFORMATION

- Department of Environment and Climate Change – www.environment.nsw.gov.au for:
 - Liquid Waste Facts Sheets* – Information on the handling, storage and disposal of liquid waste
 - Bunding and Spill Management* Information on stormwater management
- Sydney Water, phone: 13 20 92 or online for: www.sydneywater.com.au
 - Trade waste information
 - Managing Trade Wastewater in the Motor Vehicle Industry*
- Hunter Water, phone: 1300 657 657 or online: www.hunterwater.com.au
- Your local Council
- Yellow pages – www.yellowpages.com.au
 - Look under ‘Liquid waste contractors’, ‘Waste reduction and disposal services’, ‘Environmental &/or Pollution Consultants’
- The Motor Traders’ Association of NSW – phone: 02 9213 4222 or www.mtansw.com.au for their Green Stamp Program

INFORMATION SHEET 4

HAZARDOUS SUBSTANCES AND LIQUID WASTE

Appropriate storage, use and disposal of chemicals will benefit your staff, customers and the environment.

STORING AND USING CHEMICALS

The most common chemicals used by automotive repair workshops are:

- Lubricating oils (including waste oil)
- Brake fluid and other hydraulic fluids
- Coolants
- Fuels
- Chemical solvents and other cleaning fluids.



Fire hazards and occupational health and safety (OH&S) are important considerations affecting how you store, use and dispose of chemicals. You need to comply with the WorkCover NSW requirements relating to chemical hazards in the workplace. WorkCover publishes a range of useful guides about this.

Chemicals also present a risk to the environment. Chemical spills that reach stormwater drains can pollute rivers and the ocean. Fires involving chemicals can spread toxic fumes.

'Information sheet 3: Managing water quality' contains information on managing chemical substances to minimise the risk of water pollution. It also contains information on bunding and spill management.

When storing chemicals:

- Store each type of chemical in a container that is appropriate for the substance. Inspect storage containers regularly and replace them if they are rusted, damaged or likely to leak. Allow yourself easy access.
- Clearly label each container with the name of the chemical it contains. Keep an up-to-date register of all chemicals on site, including Material Safety Data Sheets (see page 33).

Inspect storage containers regularly and replace them if they are rusted, damaged or likely to leak.

Note: In this document 'hazardous waste' is defined by the latest version of the DECC NSW *Environmental Guidelines: Assessment, Classification & Management of Liquid and Non-liquid Wastes*.

- If you use or store flammable liquids, you need to comply with AS 1940–2004: *The storage and handling of flammable and combustible liquids*.
- Where chemicals are in constant use, place drip trays where leakage is likely to occur. Regular equipment maintenance and careful handling should prevent leaks and spills.
- Make sure all staff know about the potential hazards of the chemicals on-site and how to respond to spills and other emergencies.
- Make sure staff read the labels on all the chemical products that they use. Labels on chemical products help to identify the product, its ingredients, its hazards and health and safety requirements.
- Store liquids according to the manufacturer's requirements – for example, solvents should be stored away from heat, naked flames, direct sunlight, oil or other flammable liquids. Do not store incompatible chemicals together.



Bunded workshop with a grated drain that is connected to an oil/water separator.

TRADE WASTE

Trade waste is any liquid produced by an industrial or commercial activity at a business premises. Trade wastewater from automotive repair workshops is usually generated by cleaning and may contain pollutants such as sediments, oils, detergents and other chemicals. It does not include wastewater from toilets, bathrooms or non-commercial kitchens and laundries.

There are several options for dealing with the wastewater generated by your business:

- Contact your local water authority to arrange a discharge to the sewer (see *Discharging to sewer*, p30).
- Direct the wastewater to a storage tank and arrange for a liquid waste contractor to remove it from site.
- Invest in water treatment equipment and storage tanks and reuse the wastewater in your business.



Another form of bunding is a spill tray, which is an effective solution for small containers and parts. Spill trays are available from industrial and safety products suppliers.

INFORMATION SHEET 4

Discharging trade waste water to the sewer – legal requirements

You must have a trade waste agreement or permit from your local water authority to discharge trade wastewater to the sewer.

The two main water authorities in NSW are Sydney Water in the Sydney, Blue Mountains and Illawarra areas, and Hunter Water in the Newcastle region. Outside these areas, local Councils are the water authority and manage trade wastewater.



An oil/water separator.

Your agreement or permit will set out the discharge conditions for trade waste. Most water authorities require businesses to treat trade waste before discharging it to the sewer. As a guide, the minimum treatment often required for discharge to the sewer is an oil water separator, for example a coalescing (corrugated) plate interceptor (CPI).

A CPI is a tank in which the solids and liquids separate. Pre-treatment devices should be located under cover and within a bunded area to ensure that leaks do not cause water pollution.

Sydney Water and Hunter Water have trade waste officers who can help you fill out an application form for your trade waste permit.



A coalescing (corrugated) plate interceptor (CPI) treats wastewater before it is discharged to the sewer.

AVOIDING LAND CONTAMINATION

You must not allow any material, including hazardous substances or other chemicals, which may pollute soil or waters to soak into the ground. For example, the ground should never be used as a means of disposing of unwanted substances. Chemicals can accumulate within the soil and may eventually seep into and degrade waterways or ground water. They may also affect people who come into direct contact with the contaminated soil.

Underground Storage Tanks

Leaking Underground Storage Tanks (UST), which include the tanks and pipework, are a potential source of soil and groundwater contamination. This contamination can remain undetected until it becomes a major problem that requires very expensive clean-up.

If you store waste oil or other liquid waste in an underground storage tank you must ensure it is regularly maintained and checked for leaks.

Information relating to detection of leaks and recommended management practices for UST can be found at: www.environment.nsw.gov.au

Information on how to clean up soil and groundwater contamination can be obtained from the DECC on 131555. Alternatively, advice can also be sought from a suitably qualified and experienced contaminated land consultant.

Contact your local Council or DECC if your land has areas where chemicals have soaked into the soil or if you suspect an underground tank is leaking.

MANAGING HAZARDOUS WASTES

Storing hazardous waste requires extra care. It should be stored under cover and in a bunded and secure area, or in an underground tank. Storage systems must contain any leaks or spills and prevent waste coming in contact with the ground or escaping to the environment via stormwater drains or gutters.

Storing common types of hazardous waste

Automotive workshops generate hazardous wastes that are likely to have special storage requirements. You should:

- Store waste oils and hydraulic fluid in secure containers stored in bunded areas. An alternative is to store them in an underground tank, providing it is properly maintained and inspected for leaks and corrosion on a regular basis.
- Store used solvent and coolant in sealed drums, until collected, reused or recycled. The drum should be stored in a bunded, covered area. Under no circumstances should evaporation be used to dispose of spent solvents.



Store waste oil in a bunded and roofed storage area.

INFORMATION SHEET 4

- Store batteries inside your building and on a spill tray. A licensed contractor must collect batteries for recycling.
- Ensure sludge from coalescing plate interceptors is collected and disposed of by a licensed contractor.

Disposal

As a rule, hazardous wastes cannot go to landfill or be discharged to the sewer. They can never go in the stormwater system. If you are a generator of hazardous waste you are responsible for ensuring that it is transported to a facility that is licensed to receive and/or treat that type of waste. Your waste contractor should be able to provide advice on these issues.

To be accepted at a licensed liquid waste facility, liquid waste needs to be assessed in accordance with the latest version of the DECC *Waste Classification Guidelines* and the waste facility's Environment Protection licence conditions. These conditions will list the types of liquid waste that can be received.

When sending liquid waste for treatment or disposal, make sure that:

- The transporter is appropriately licensed
- The waste is being sent to a facility that can lawfully take it
- You keep all collection and disposal receipts.

Generally, the movement of hazardous and liquid waste must be tracked during its transport to a facility for treatment, recycling or disposal.

Updated information on tracking requirements and an 'on-line' tracking tool is available on the DECC website: www.environment.nsw.gov.au

LIQUID WASTE LEVY

Under section 88 of the Protection of the *Environment Operations (POEO) Act 1997*, licensed waste facilities are required to pay a levy on all waste received at the facility. The levy aims to reduce the amount of waste being disposed of, and promote recycling and resource recovery.

The waste and environment levy has been extended to 'trackable' liquid waste and applies across New South Wales from 1 October 2007.

Used Parts

It is important that all parts contaminated with grease or oil are kept in drip trays in a covered area with a sealed floor. This will help prevent the contamination of soil and waterways.



All liquid wastes that cannot be reused should be segregated by type. Mixed waste is usually more costly to treat.

MATERIAL SAFETY DATA SHEETS

A Material Safety Data Sheet (MSDS) is an information sheet about the safe handling, storage, transport and disposal of a material. It is just as important as any tool or piece of equipment in your business. The information on the MSDS can save lives in an emergency and you should:

- Make sure you receive an up to date MSDS for every hazardous substance you buy or use. If you don't have one for a material, ask your supplier.
- Make sure all relevant MSDS are readily accessible and check they are up-to-date.
- Make sure all staff have read the labels on all the chemical products they use. Labels on chemical products help to identify the product, its ingredients, and the hazards or dangers of the product. Labels also contain important health and safety information.

WorkCover NSW also has some useful publications on managing chemical hazards in the workplace. Phone 13 10 50 for more information.

KEEPING COSTS DOWN

The following ideas may help reduce your running costs:

- Make a list of the chemicals you purchase and look at how they are used to see if you can stop using any of them.
- Use the 'first in first out' procedure for chemical supplies. Date the chemicals you buy and use them in the order in which they arrive. This will conserve their quality and minimise waste from out-of-date chemicals.
- Collect used thinners and solvents in a suitable container, treat them in a solvent recovery unit and reuse them, or arrange for a liquid waste contractor to collect them from your site for recycling.



INFORMATION SHEET 4

WHAT THE LAW SAYS

The laws relating to chemical storage vary depending on the quantity you are storing. Check with WorkCover NSW to determine whether you need to notify them of the chemicals you store on your site.

Environmental laws prohibit you from polluting waters or the land. In practice, this means you should:

- Store chemicals and hazardous waste in a properly maintained bunded area, and/or when stored in an underground tank, ensure this is not leaking.
- Ensure liquid wastes are not poured onto the ground or evaporated.
- Ensure that pollutants from your operations and any leaks or spills of chemicals are contained and cannot enter waterways, stormwater drains or soak into the soil.
- Report spills or leaks causing or threatening material harm to the environment to the appropriate regulatory authority, either the EPA or local Council.
- Ensure liquid waste is sent to a facility that can lawfully take it.

Make sure all relevant MSDS are up-to-date, accessible and that all staff are familiar with them.

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au for:
 - Liquid Waste Facts Sheets*
 - Storing and handling liquids:*
 - Environmental protection learners manual*
 - Bunding and Spill Management*
 - Waste Classification Guidelines*
 - NSW Waste Tracking Requirements – An Update*
 - Contaminated Sites Guidelines
 - Information on engaging a contaminated land consultant
 - Hazardous materials (Hazmat) register of suppliers who provide resources, equipment, products and advice to minimise the environmental effects of hazardous materials incidents
- Your local Council
- Workcover NSW – phone 13 10 50 or www.workcover.nsw.gov.au for: Information on storing dangerous goods
- Standards Australia – phone (02) 8206 6000 or www.standards.org.au for: AS 1940–2004 *The storage and handling of flammable and combustible liquids*
- Yellow Pages – www.yellowpages.com.au
Look under ‘Waste Reduction & Disposal Services’ and ‘Environmental & Pollution Consultants’
- NSW Fire Brigade – www.nswfb.nsw.gov.au

INFORMATION SHEET 5

MANAGING AIR QUALITY

Fumes, gases, dust and smoke can pollute the air. Emissions include:

- Invisible vapours released by volatile fluids (eg. solvents, petrol and paints)
- Dust generated from friction materials in brakes and clutches
- Fumes emitted from engines
- Release of LPG from vehicles and storage tanks
- Ozone depleting substances found in air conditioning units.

WORKSHOP AIR EMISSIONS

Managing your air emissions is not just an environmental concern. It is also a business reputation and health issue because:

- Dust and odours can give customers a negative impression of your business.
- Odours generated by poor handling or storage of volatile liquids (eg. solvents, paints, petrol) are an indication of inefficiency within your business – costing you money through wastage.
- Vehicle exhaust fumes, dust and odours are a significant occupational health and safety risk for you and your staff.

Good ventilation of your workshop is essential for creating a safe working environment for your staff. However, as well as ventilation an extraction and filtration system is recommended to minimise air pollution.

To reduce air emissions generated in your workshop, you should:

- Limit engine operating times to an absolute minimum.
- Ensure that volatile liquids such as solvents are stored in containers with lids and taps for dispensing.



- Use a dedicated parts cleaner with a lid to reduce solvent evaporation.
- Use cleaning fluids that are water based, rather than solvent based. Ultrasonic cleaning units can be very effective.
- Use a damp cloth or a mist spray vacuum cleaner to clean brakes, rather than compressed air.
- Control dust by setting up an effective dust extraction and filtration system at locations where dust is generated. It is also a good idea to vacuum regularly to ensure that dust does not build up within your workshop.
- Place dust that has been swept or vacuumed into a solid bag or box before it is placed in the waste disposal bin – this prevents the dust escaping when the bin is emptied.
- Regularly check that staff are aware of and implementing these measures.

Never use evaporation as a method for disposing of spent solvents.

You should take extra care when dealing with vehicle air conditioning gases. Ozone depleting substances are regulated by both NSW and Commonwealth laws. See the information box on 'Air Conditioners – Refrigerant Gases' on page 37 and 'What the law says' in this section.



Talk to staff about keeping engine run time to a minimum.

ASSISTING CUSTOMERS TO REDUCE AIR POLLUTION

Emissions from vehicles contribute significantly to air pollution. Poorly performing vehicles may be causing pollution and be costing more to run, through inefficient use of fuel and oil. Poor vehicle performance may also compromise the life of the engine.

The automotive servicing and repairs industry is uniquely placed to reduce this pollution by promoting the regular servicing of vehicles and educating customers. By alerting customers to the benefits of regular vehicle servicing, businesses are able to provide an improved service to their customers.

Tampering with anti-pollution or vehicle emission control systems

At the time of manufacture or importation into Australia all new vehicles are required to meet minimum standards for pollution prevention. Changing these anti-pollution devices is illegal and can compromise vehicle performance and possibly affect warranty.

Anyone who removes, disconnects or impairs an anti-pollution system fitted to a motor vehicle is guilty of an offence. They can be issued with on the spot fines or can be prosecuted. Customers who request that you alter such devices are asking you to break the law. Likewise the fitting of non standard engine management chips and/or exhaust systems is an offence.

Owners of vehicles that have had anti-pollution devices removed or altered are liable for fines or prosecution as are the people who completed the work. Fines for these offences go up to \$1 million for corporations and \$250,000 for individuals.

You may remove an anti-pollution device to repair a vehicle or for the purpose of preparing a vehicle for motor racing or off road sport. The vehicle is only to be used in that condition in the competition.

Smoky Vehicles

Thousands of reports from the public on smoky vehicles are received by the Environment Line each year.

Air impurities from a vehicle are regarded as excessive if visible smoke is emitted continuously for over 10 seconds. Excessive levels of smoke are an indication that the engine has not been properly tuned or maintained. This could mean that the vehicle is wasting fuel and engine damage could be occurring. Encourage your customers to repair smoking vehicles. Routine servicing should eliminate these problems and save vehicle owners time and money in the long run.

KEEPING COSTS DOWN

The following ideas may help reduce your running costs:

- Check that containers of solvents and paint are stored with their lids closed to avoid evaporation and loss of materials.
- Install taps or pumps on containers of volatile liquids to minimise losses to the atmosphere.
- Reuse solvents and save on disposal costs.
- Train staff in methods of cleaning that minimise solvent use.

AIR CONDITIONERS – REFRIGERANT GASES

Automotive workshops that install, service or decommission air conditioners or refrigerators that use ozone depleting or synthetic gas refrigerants must hold a Refrigerant Trading Authorisation. They must conform to requirements and standards detailed in the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995. Technicians must

hold a national Refrigerant Handling Licence. You can apply for an authorisation or licence through the Australian Refrigerant Council at www.arctick.org or by phoning 1300 884 483. More information on the national system is available at www.environment.gov.au

In addition to the national regulations, in NSW heavy fines apply for the release of ozone depleting substances – see ‘What the law says’ on page 38.



Gas used in vehicle air conditioners can be extracted and recycled.



INFORMATION SHEET 5

WHAT THE LAW SAYS

There are a range of offences relating to air pollution:

- It is an offence to cause air pollution (which includes dust and odours) through the inefficient operation or maintenance of equipment or handling of materials. In practice, this means that you need to follow the precautions listed in this Information sheet under 'Workshop Air Emissions'.
- Odours generated by your operations should not be detectable beyond your boundary. If odours are affecting any person outside the boundary of your premises, you may be issued with a notice requiring you to carry out work to prevent the odour. You may also be open to other regulatory action.
- Open air burning and incineration of wastes is not permitted in most local Council areas except where it has been approved. Such approvals are unlikely to be applicable in the automotive servicing and repairs industry.
- The wilful or negligent release of ozone depleting substances to the atmosphere carries the highest penalties under NSW environmental protection laws. Both the person who caused the release and the owner of the substance can be found guilty. Refer to 'Information sheet 1: Environmental compliance'.
- Owners of vehicles that are deemed to be emitting excessive air impurities, (smoky vehicles), can be fined \$200 for individuals and \$400 for corporations.
- It is an offence to remove anti-pollution devices or install non-standard exhaust systems.

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au for:
The Local Government Air Quality Toolkit
The Technical Framework – Assessment and Management of Odour from Stationary Sources in NSW
Information about smoky vehicles
Motor vehicle emissions
- Your local Council
- WorkCover NSW – phone 13 10 50 or www.workcover.nsw.gov.au for:
Guidance note – Working With Asbestos in the Motor Vehicle Repair Industry
- Yellow Pages – www.yellowpages.com.au
Look under 'Environmental and/or Pollution Control Consultants', 'Air Filters', 'Air Pollution Monitoring Equipment'

INFORMATION SHEET 6

SOLID WASTE AND RESOURCE RECOVERY

Waste disposal can be expensive and businesses able to reduce the volume of solid waste sent to landfill enjoy considerable cost benefits.

For information about managing hazardous and liquid wastes see 'Information sheet 4: Hazardous substances and liquid waste'.

AVOIDING WASTE

Waste is best avoided in the first place. To manage and minimise your waste:

- Investigate how you can reduce the amount of raw materials you use. Streamlining your work routines and rethinking the number of suppliers you use will help achieve this.
- Avoid spoilage of raw materials. For example, consider whether savings from buying in bulk outweigh the costs of spoilage. Would 'just-in-time' purchasing yield similar savings? Could storage of raw materials be improved?

- Reduce waste disposal costs by purchasing products with less packaging.
- Service equipment regularly to reduce equipment malfunction.

REUSING PARTS

- Provide your customers with the option of using reconditioned parts. Many components can be reconditioned for reuse, e.g. engine, power steering, drive-line components, etc. Some workshops have equipped themselves to recondition parts on site while others use the services of specialised reconditioners.



INFORMATION SHEET 6

- Good quality second-hand parts can be obtained from auto parts recyclers. It is often a cost effective alternative to purchasing new components.

RECYCLING WASTE

Contact your local Council about local recycling services or talk to your waste contractor about your waste. They may have a cheaper rate that applies to some of your wastes.

Once you have established which waste can be recycled, decide with your staff how you could best organise your recycling system and label your recycling bins to avoid contamination. Ensure that bins are emptied regularly. Most local Councils can provide the correct recycling stickers for your bins.

Many wastes generated by repair workshops can be recycled, including:

- Metals such as lead, copper and steel, which should be stored in a secure container for collection by a metal recycler. It is possible to receive payment for sorted metals but large volumes are usually required for this service. Ensure that coolant is drained from radiators.
- Oil filters, which should be drained (preferably while still warm) and then crushed. This is usually done by a specialist contractor, and enables a much greater number to be stored before arranging for their collection by a metal recycler.
- Catalytic converters, which should be stored as a separate item as they contain precious metals that can be reclaimed. Specialist merchants will pay for reasonable quantities.

- Car batteries, which are classified as a 'hazardous waste' and should be collected by a licensed contractor. While awaiting collection, batteries must be placed in a spill tray under cover or in a bunded and covered area to avoid lead acid being washed into the soil or stormwater drains. Ask your waste contractor about recycling batteries.
- Tyres, which should be stored in a manner to reduce risk of fire. Tyre resellers will take back old tyres but there is usually a charge for this service. Talk to your tyre suppliers and waste contractors about the options for recycling your tyres. Tyres cannot be sent whole to landfill.
- Pallets and used containers, which may be collected and reused by suppliers.

DISPOSING OF WASTE

Place only dry solid wastes in your industrial waste bin. Do not put liquid or hazardous waste in your general waste bin. Workshop sweepings, spill products, oil filters, spent abrasive material, containers and rags contaminated with chemicals such as oil and paint, are generally classified as hazardous waste. They must be transported by a licensed waste contractor to a facility that is licensed to receive and/or treat that type of waste. For more information contact the DECC Environment Line on 131 555.

Consider using good quality second-hand parts as a cost effective alternative to new components.

ASBESTOS

While the use of asbestos-based products in motor vehicles has been banned since January 2004 there are still many vehicles on the roads that contain asbestos products. These products are found in disc pads, brake linings, clutch facings, cylinder head gaskets, manifold gaskets and exhaust flange gaskets. Where there is any doubt as to whether a component contains asbestos it should be treated as if it does. When removed, the parts that potentially contain asbestos must be placed in a sealed plastic bag contained within another plastic bag, to prevent dispersion of dust. These should be stored in a metal container with a secure lid. Asbestos waste must be collected and disposed of by a licensed contractor.

STORING WASTE

If your waste is being stored for reuse, recycling or disposal it is important to make sure the waste storage area does not pollute the environment, by:

- Storing waste under cover to prevent rain running through the waste and polluting the soil and waterways.
- Making sure wind can't blow unsecured waste around, causing litter or potential stormwater pollution.

KEEPING COSTS DOWN

The following ideas may help reduce your running costs:

- Conduct a waste review to identify where you can save on waste disposal costs.
- Review work practices with your staff. Is it possible to create less waste and save on the cost of raw materials, such as chemicals and degreasers?



Storage bins indoors can solve problems such as other people using them or rubbish blowing away .

INFORMATION SHEET 6

INFORMATION SHEET 6



Separate waste to maximise recycling and reduce costs.

WHAT THE LAW SAYS

Under the POEO Act penalties apply for unlawful transporting and disposal of waste. Both the person who dumps the waste and the person who owned the waste may be liable – so it's important to make sure your waste is managed, transported and disposed of appropriately.

Other legal considerations include:

- Do not bury or burn wastes.
- Wastes awaiting removal should be stored so they cannot blow away.
- Hazardous wastes have special storage, transport and disposal requirements and you may have to use a licensed waste transporter – refer to 'Information sheet 4: Hazardous substances and liquid waste'.

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au
- Your local Council, who may have a list of local recyclers
- Auto Parts Recyclers Association of Australia Inc. (APRAA) – www.apraa.com for on-line parts locator and dealer search
- Yellow Pages – www.yellowpages.com.au
Look for 'Waste Reduction and Disposal Services' and 'Recycling services'

MANAGING NOISE

Noise generally becomes 'pollution' when someone finds the noise offensive.



Noise monitoring can help your business identify opportunities to work more quietly.

Tools and machinery used in the automotive servicing and repairs industry can be very noisy. Noise from pneumatic wrenches, compressors, grinders and drills can result in excessive noise and result in complaints from neighbours. Typical noise issues include:

- Overall noise from your operation such as machinery noise generated inside or outside workshops, moving vehicles in and around the premises, shouting, radio, public address system, and loud telephone bells.

- Specific units or machines located outside buildings and close to neighbours, such as air conditioners, air compressors, extraction systems and fans.
- Work after hours.

IMPROVING NOISE MANAGEMENT IN THE WORKSHOP

To improve noise management identify noisy work practices or equipment in your workshop and consider ways of reducing the noise. Measures to reduce noise include:

- Taking a regular walk around your premises and the neighbouring area to assess the noise coming from your activities.
- Ensuring that your business only operates during hours approved by your local Council.
- Providing your neighbours with a contact telephone number that they can call if they are experiencing a problem with noise from your workshop.
- Assessing the layout of your operations – are noise generating practices / equipment located away from doors, away from neighbours and carried out at suitable times of the day?
- Assessing your work practices. Are doors being left open that should be closed to reduce noise impacts?
- Avoiding outdoor work. Can jobs that generate noise be moved indoors?



Work involving noisy equipment should be carried out indoors or in a well insulated area.

- Regularly servicing all potentially noisy equipment such as air compressors. Lack of maintenance can often cause higher noise levels.
- Discussing ways of reducing equipment noise with your suppliers and considering noise levels when purchasing new equipment.
- Installing sound reduction measures such as: mufflers, silencers, sound absorbing boxes or sound absorbing barriers around equipment.
- Considering the impact of your communications systems: public address systems and telephone extension bells. Could the speakers be re-oriented? Would a lower volume be just as effective?
- Ensuring that staff are aware of noise issues associated with running engines, equipment use and radios/music.

An acoustic consultant can assist you to identify noise generating equipment or practices that may be contributing to noise that is offensive to your neighbours. This can help you in targeting your noise reduction efforts.

VEHICLE MODIFICATION

Any work carried out in your workshop on the exhaust system of a customer's motor vehicle must not increase the exhaust noise level above the legally specified maximum noise level for the vehicle.

The engine or air intake system must not be modified in such a way that they are louder than when the vehicle was originally manufactured.

It is an offence to modify or repair a vehicle so that any noise control equipment is not securely in place or is removed and not replaced – or the vehicle has temporary noise reduction packing or valves.

It is also an offence to sell or attach accessories such as horns and car alarms that will exceed allowable noise limits.

Further information on requirements regarding vehicle modification can be found at www.environment.nsw.gov.au

KEEPING COSTS DOWN

Make sure your equipment is regularly serviced – as well as cutting your energy bills and your greenhouse emissions you'll benefit from a quieter workshop and more efficient performance.

WHAT THE LAW SAYS

The POEO Act provides regulatory authorities with powers to require that offensive noise be ceased. If someone can hear your business activities and they have reasonable grounds to be annoyed by this, then you may be creating offensive noise and could be issued with a notice or direction to cease making offensive noise. It is an offence to continue the noise in breach of the notice or direction.

You may also be committing an offence if noise is emitted from your premises due to your failure to maintain or operate equipment efficiently, or to deal with materials in a proper and efficient manner.

Your local Council is responsible for dealing with noise complaints about your premises (unless you hold an Environment Protection Licence). Check your development consent for conditions relating to noise and hours of operation.

If necessary, Council officers can work with you and your neighbours to help resolve noise issues. However, Council officers can also issue notices and directions to reduce noise from your premises.

Both vehicle owners and repairers are responsible for ensuring noise from vehicles is kept within reasonable levels. The Protection of the Environment Operations (Noise Control) Regulation 2008 contains requirements to prevent high noise levels from vehicles due to lack of maintenance, deliberate tampering or inappropriate use. Under this Regulation it is an offence to remove or render less effective certain noise control equipment or to make the exhaust louder than the prescribed noise limit for the vehicle. Fines apply and a prosecution could result.





Equipment that is making more noise than usual could be running inefficiently and using excess electricity.

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au for:
Managing noise from vehicles
Noise Guide for Local Government
Noise legislation
- Your local Council
- Yellow Pages – www.yellowpages.com.au
Look for 'Noise Control', 'Noise Control Equipment', 'Noise Insulation' and 'Acoustic Materials and/or Services'

BRINGING IT ALL TOGETHER – PLANNING

This information sheet is about the use of good planning to help you minimise risk and achieve best practice.

There are many steps along the path towards environmental best practice. Here are some suggestions:

1. Make a commitment to yourself and your staff to consider the environmental impact of your business, such as the purchase of chemical stock and techniques used.
2. Commit to increasing your environmental awareness. Reading this guide and offering staff time to read the guide can help in this process.
3. Create an environment team to identify environmental issues and propose solutions, or identify someone as an environmental 'champion'.
4. Make contact with your local Council and industry association to tell them what you are doing. They may have some advice or know of programs that could assist you.
5. Make contact with your neighbours. Build a working relationship so that any concerns about your operations that might arise can be readily addressed.
6. Conduct regular environmental audits of your premises.

There are several advantages to planning and documenting measures to improve the environmental performance of your business:

- Demonstrating 'due diligence', which is a very important defence in the event of an environmental pollution incident. If an environmental incident occurs on your site, providing documentation that shows that you have been acting responsibly and actively trying to avoid such incidents is your best defence.

- Customers may have a preference for businesses that are able to demonstrate their environmental credentials.
- Planning and reviewing allows you to be systematic in improving your environmental performance and documenting cost savings.

Helpful documents to create and keep include:

- An environmental policy
- An environmental management plan
- Records of staff training, staff inductions, waste disposal receipts, equipment maintenance and inspection schedules.

An environmental policy could be as simple as a one paragraph statement that states your commitment to comply with environmental laws and implement best practice wherever possible.

An environmental management plan describes environmental issues or risks and what is being done to address them. It does not have to be a large document and could be part of your OH&S documentation. The important thing is that somewhere you have a document which:

- **Identifies** environmental requirements
- Contains **actions** for environmental improvement (both ongoing and planned)
- Indicates **who** is responsible for carrying out each action
- Indicates **when** (by what date or how often) these actions will be carried out
- Contains quantified **reduction targets** (in volume, weight or costs)

INFORMATION SHEET 8

INFORMATION SHEET 8



Communicate environmental good practice to your staff.

It is a good idea to review and change your environmental management plan regularly. An example of an environmental management plan is included in the 'Useful Tools' section.

Examples of daily and weekly checklists are included in the 'Useful Tools' section. You should amend these to suit your business and incorporate Occupational Health and Safety issues as well.

Improving environmental performance might seem like a costly task, but many improvements can be made which also result in cost savings for your business. You may wish to start by having a waste and energy audit carried out – you can do it yourself or have a consultant carry out the audit for you. Smart operators find ways to create clean, safe work environments which do not harm the environment and which operate efficiently.

FURTHER INFORMATION

- DECC Environment Line – phone 131 555 or www.environment.nsw.gov.au for:
Cleaner production case studies
Profits from Cleaner production: A Self-help Tool for Small to Medium-sized Businesses
- Your local Council
- Yellow Pages – www.yellowpages.com.au
Look for 'Environmental and/or Pollution Control Consultants'
- Queensland EPA has a free 'ecoBiz' tool that can help in identifying cost savings – www.epa.qld.gov.au

SELF-ASSESSMENT CHECKLIST

This checklist can help you evaluate your environmental performance and identify areas for improvement.

You can use this as a starting point and refine it, where needed, to best suit your business. It's strongly recommended that you complete some form of environmental self-assessment for your business on a regular basis.

This checklist is comprehensive and may take over an hour to complete.

Date of assessment:

Company name:

Property address:

Person conducting assessment:

Area/building being assessed:

What types of activities are carried out in this area/building?

Is a site plan available?

Yes

No

N/A

Don't know

Actions needed:

If yes, please attach a copy of the site plan.

The following questions are designed to help you determine whether your business could be harming the environment, breaking the law or be vulnerable to prosecution and fines under environmental legislation.

Once you have completed this checklist, take a look at the questions that you consider require further investigation or action. Use these questions to develop an environmental action plan. A sample 'Environmental action plan' is included in the 'Useful tools' section of this guide.

REGULATORY ISSUES

Are you aware of the environmental laws and regulations relating to your operations?

Yes No N/A Don't know

Actions needed:

Do you comply with the conditions of consent provided in your development approval?

Yes No N/A Don't know

Actions needed:

Do you hold permits, licences or agreements for the site from the local Council and water / sewerage authorities (for example Sydney Water or your local Council?)

Yes No N/A Don't know

Actions needed:

ENVIRONMENTAL MANAGEMENT

Are daily or weekly checks carried out to make sure correct procedures are being followed to protect the environment? (Refer to the sample daily and weekly checklists in the 'Useful tools' section of this guide.)

Yes No N/A Don't know

Actions needed:

Do you have an environmental policy?

Yes No N/A Don't know

Actions needed:

Do you have an environmental action plan?

Yes No N/A Don't know

Actions needed:

If so, does the environmental action plan have objectives, targets, responsibilities and budgets (where applicable)?

Yes No N/A Don't know

Actions needed:

Are your staff aware of your commitment to improving the environment?

Yes No N/A Don't know

Actions needed:

Have all staff been trained in environmental responsibility?

Yes No N/A Don't know

Actions needed:

Are your customers aware of your commitment to improving the environment?

Yes No N/A Don't know

Actions needed:

Do you have an emergency response plan (including a spill management plan)?

Yes No N/A Don't know

Actions needed:

Do you have a procedure in place to deal with complaints from the public, regulatory authorities or staff regarding environmental issues?

Yes No N/A Don't know

Actions needed:

Do you have formal reporting requirements in place for recording accidents and spills that harm or may harm the environment (i.e. an incident report form)?

Yes No N/A Don't know

Actions needed:

MANAGING WATER QUALITY

Do you know where the stormwater drains are located on and surrounding your premises?

Yes No N/A Don't know

Actions needed:

Is your parts and vehicle washing area sealed (no exposed soil), covered by a roof with an overhang, and bunded with a collection pit for surface runoff?

Yes No N/A Don't know

Actions needed:

Do you have any structures or procedures in place to prevent stormwater pollution?

Yes No N/A Don't know

Actions needed:

Is stormwater run-off from your site always kept free of pollutants, such as litter, grease, dust and oil?

Yes No N/A Don't know

Actions needed:

Are stormwater drains protected from accidental spills?

Yes No N/A Don't know

Actions needed:

Is all repair and servicing work undertaken inside your workshop?

Yes No N/A Don't know

Actions needed:

Is your workshop able to contain liquids (are floors and floor/wall joints sealed and do all doorways have a driveover or flexible barrier to prevent liquids escaping?)

Yes No N/A Don't know

Actions needed:

Do you store your hazardous materials, such as coolant, solvents, fuels and other chemicals, in a bunded and covered area that will not allow any materials to be spilled or washed into stormwater?

Yes No N/A Don't know

Actions needed:

Are all your used vehicle parts stored in a contained area to prevent pollution of stormwater drains?

Yes No N/A Don't know

Actions needed:

Do you have a procedure for dealing with spills?

Yes No N/A Don't know

Actions needed:

Do you have spill kits readily available?

Yes No N/A Don't know

Actions needed:

Do you use a broom or blower instead of a hose to sweep and clean up the surface areas around your premises?

Yes No N/A Don't know

Actions needed:

SOIL AND GROUNDWATER MANAGEMENT

Is there any evidence of ground contamination (e.g. visual stains, odours, affected vegetation)?

Yes* No N/A Don't know

Actions needed:

Are there or has there ever been underground storage tanks on this site?

Yes* No N/A Don't know

Actions needed:

Do you pressure test underground fuel pipes and storage tanks for leaks?

Yes No N/A Don't know

Actions needed:

Have all disused underground storage tanks been properly decommissioned?

Yes No N/A Don't know

Actions needed:

WASTEWATER MANAGEMENT

Do you have a trade waste agreement or permit?

Yes No N/A Don't know

Actions needed:

Are your liquid wastes collected by a licensed waste transporter?

Yes No N/A Don't know

Actions needed:

Do you have an oil/water separator for pre-treatment of your wastewater?

Yes No N/A Don't know

Actions needed:

Is your oil/water separator regularly maintained?

Yes No N/A Don't know

Actions needed:

Do you store all waste oil and chemicals in a bunded and covered area or inside the workshop in an area that drains to an oil/water separator?

Yes No N/A Don't know

Actions needed:

MANAGING AIR QUALITY

Do you have systems in place to minimise the generation of dust and fumes and prevent air pollution?

Yes No N/A Don't know

Actions needed:

Are lids kept on chemical containers when not in use?

Yes No N/A Don't know

Actions needed:

If you install, service or decommission vehicle air-conditioners does your business hold a Refrigerant Trading Authorisation and do your mechanics hold a Refrigerant Handling Licence?

Yes No N/A Don't know

Actions needed:

HAZARDOUS SUBSTANCES AND LIQUID WASTE

Does the hazardous materials storage area comply with dangerous goods regulations and appropriate Australian Standards? For example, is the area bunded, covered and fireproofed and are non-compatible materials separated?

Yes No N/A Don't know

Actions needed:

Have you notified WorkCover NSW of the dangerous goods stored and handled on the premises?

Yes No N/A Don't know

Actions needed:

Do you keep an up-to-date register of all of the chemicals stored at the site?

Yes No N/A Don't know

Actions needed:

Is the content of containers identified and labelled?

Yes No N/A Don't know

Actions needed:

Do staff know where to find Material Safety Data Sheets (MSDS) on site?

Yes No N/A Don't know

Actions needed:

Do staff know how to prevent, contain and clean up spills?

Yes No N/A Don't know

Actions needed:

Do spill kits contain the correct materials to deal with spills from all of the hazardous materials and dangerous goods kept on site?

Yes No N/A Don't know

Actions needed:

Are spill kits regularly checked and refilled? Yes No N/A Don't know

Actions needed: _____

Do you dispose of liquids into the general waste bins? Yes* No N/A Don't know

Actions needed: _____

Are all your hazardous waste (e.g. waste solvents, oil, acidic and caustic cleaning chemicals, waste oil filters, etc.) and old tyres collected by a licensed waste contractor and taken to an appropriate waste facility? Yes No N/A Don't know

Contractor name: _____

Waste facility name: _____

Actions needed: _____

Do you store all your hazardous waste in appropriate containers and in a bunded and covered area to avoid pollution of the environment? Yes No N/A Don't know

Actions needed: _____

SOLID WASTE AND RESOURCE RECOVERY

Has a waste review been carried out? Yes No N/A Don't know

Actions needed: _____

Complete the following to obtain baseline information on your wastes:

Landfill waste _____ kg/month disposal cost \$ _____ per month

Hazardous waste _____ kg/month disposal cost \$ _____ per month

Liquid waste _____ L/month disposal cost \$ _____ per month

Do you keep your solid waste bins with the lid on and stored in a covered area to prevent the wind blowing waste away? Yes No N/A Don't know

Actions needed: _____

Do you separate different types of waste so they can easily be reused, recycled or returned to the supplier? Yes No N/A Don't know

Actions needed: _____

Do you encourage your suppliers to take back packaging wastes, such as crates and plastic drums?

Yes No N/A Don't know

Actions needed:

Have you talked to your waste company about recycling options?

Yes No N/A Don't know

Actions needed:

Do you reuse or recycle:

Oil?

Yes No N/A Don't know

Contractor name:

Actions needed:

Solvents?

Yes No N/A Don't know

Contractor name:

Actions needed:

Scrap metal and parts?

Yes No N/A Don't know

Contractor name:

Actions needed:

Batteries?

Yes No N/A Don't know

Contractor name:

Actions needed:

Plastic drums and containers?

Yes No N/A Don't know

Contractor name:

Actions needed:

Aluminium cans/glass containers?

Yes No N/A Don't know

Contractor name:

Actions needed:

Paper and cardboard?

Yes No N/A Don't know

Contractor name:

Actions needed:

MANAGING NOISE

Are you aware of the effects of your noise on your neighbours? Yes No N/A Don't know

Actions needed: _____

Are noise complaints followed up? Yes No N/A Don't know

Actions needed: _____

Do you regularly check and maintain noisy equipment, such as compressors, grinders and generators? Yes No N/A Don't know

Actions needed: _____

Are there noise limits contained in your conditions of consent, license or approvals that are applicable to your operation?
Are you satisfying your noise limits? Yes No N/A Don't know

Actions needed: _____

Are any pieces of equipment, motors or fans left running after business hours? Yes* No N/A Don't know

Actions needed: _____

Can noisy activities be undertaken inside the building? Yes No N/A Don't know

Actions needed: _____

Can doors be closed to reduce noise from noisy activities? Yes No N/A Don't know

Actions needed: _____

RESOURCE EFFICIENCY

Complete the following to obtain baseline information on your utility use:

Cost of electricity \$ _____ per month

Cost of water \$ _____ per month

Cost of waste \$ _____ per month

Other \$ _____ per month

Total \$ _____ per month

Do you have a team or 'champion' looking at on-going efficiency improvements? Yes No N/A Don't know

Actions needed: _____

Do you monitor electricity, water use and waste disposal? Yes No N/A Don't know

Actions needed: _____

Do you have energy and water saving procedures and targets in place? Yes No N/A Don't know

Actions needed: _____

Do you use energy efficient motors? Yes No N/A Don't know

Actions needed: _____

Do you use water saving devices, such as fitting trigger nozzles on hoses? Yes No N/A Don't know

Actions needed: _____

Do you have a preventive maintenance program to make sure all machines are operating efficiently? For example, are air compressors regularly checked for leaks? Yes No N/A Don't know

Actions needed: _____

Have you installed insulation to avoid heating or cooling energy loss (e.g. insulation of roof, wall, piping, etc.)? Yes No N/A Don't know

Actions needed: _____

Do you use water-based strippers, cleaners and degreasers wherever possible? Yes No N/A Don't know

Actions needed: _____

Have you investigated alternatives to the hazardous materials or dangerous goods? Yes No N/A Don't know

Actions needed: _____

FOLLOW-UP

Do you have a system in place to follow up any concerns or actions that need to be addressed following this self-assessment?

Yes No N/A Don't know

Actions needed:

When you have completed this self-assessment checklist, go back over it and highlight the questions that you have answered with a:

'No'

'Don't know' or

'Yes*' (with an asterisk)

You have identified these questions as areas where you need to undertake further research, make improvements, or take immediate follow-up action. It's recommended that you:

- Refer back to any of the relevant information sheets within the guide to find more information
- Develop an environmental action plan
- Get started on an environmental improvement program that will be good for your business, your staff and your clients.

It's a good idea to keep completed self-assessment checklists for your own records.

The checklist can be downloaded from DECC's website www.environment.nsw.gov.au

ENVIRONMENTAL ACTION PLAN

AUTOMOTIVE SERVICING AND REPAIRS

Sample only – expand and adapt this to your situation.

ENVIRONMENTAL ISSUE	ACTION OR MEASURE	WHO IS RESPONSIBLE?	WHEN?
1. COMPLIANCE			
	Ensure a copy of development application is kept at hand.	Manager	Continual
	Develop daily and weekly checklists	Manager	January
	Train staff to carry out daily and weekly checks on environmental compliance	Manager	Continual
	Store all chemicals, oils and batteries in a bunded and covered area	Manager	May
	Train staff and contractors/subcontractors on their environmental responsibilities while at work. This will include spill prevention, what to do in case of a spill and how to use a spill kit.	Manager	March
2. MANAGING WATER QUALITY			
Stop pollutants entering the stormwater system	Ensure staff use drip trays to catch liquids	Supervisor	As necessary
	Provide clean-up equipment specifically designed to deal with regular, small spills that occur. A spill kit is to be placed at a conspicuous location and to be clearly labelled.	Manager	January
	Develop a step-by-step clean-up guide to using the spill kit for small spills.	Manager	January
	Develop an emergency response procedure for large spills.	Manager	February
	Train all staff in the emergency response procedure. Make sure all staff know where the written procedure is kept.	Manager	March
	All stormwater drains on the premises and nearby outside the premises should be labelled 'Clean Water Only'.	Designated staff	
	Inspect the workshop area to check stormwater from run-off or roof leaks is not entering the bunded area.	Manager	Monthly

ENVIRONMENTAL ISSUE	ACTION OR MEASURE	WHO IS RESPONSIBLE?	WHEN?
2. MANAGING WATER QUALITY (CONTINUED)			
	Check the bund surrounding the workshop to ensure it is in good condition and would contain spills.	Manager	Monthly
	Check and clean stormwater drains.	Designated staff	Weekly
3. TRADE WASTEWATER			
	Ensure vehicles and vehicle parts are washed in a properly functioning wash bay with a collection pit.	Designated staff	As necessary
Housekeeping	Sweep solid waste material up rather than dispose of into trade waste system.	Supervisor	When required
4. HAZARDOUS SUBSTANCES AND LIQUID WASTE			
Minimise risks of hazardous liquids polluting the environment and OH & S issues for employees	Provide training to employees on how to dispose of contaminated material, such as oily rags and used absorbents from the spill kit.	Manager	For each new staff
	Store oily and greasy parts, engines, batteries etc. in a banded and covered area or on drip trays.	Designated staff	Daily
	Check that lids are on all containers and they are not leaking.	Designated staff	Daily
	Ensure MSDS for hazardous products are up-to-date and accessible at any time.	Designated staff	Monthly
	Check the bund surrounding the liquid storage area is in good condition and would contain spills.	Manager	Monthly
5. MANAGING AIR QUALITY			
Prevent emissions of air pollutants to the atmosphere and OH&S issues for employees	Ensure that volatile liquids such as solvents are stored in containers with well fitting lids or with taps for dispensing.	Designated staff	Daily
	Limit engine operating times within the workshop to a minimum.	All staff	Daily
	Use damp cloth or mist spray to clean brakes – not compressed air.	All staff	As necessary

ENVIRONMENTAL ISSUE	ACTION OR MEASURE	WHO IS RESPONSIBLE?	WHEN?
6. SOLID WASTE AND RESOURCE RECOVERY			
Prevent excess waste	Keep your waste bins covered or stored in a covered area to prevent the wind blowing waste away.	Designated staff	Daily
	Separate each of the different kinds of waste for easy collection and recycling.	Designated staff	Daily
	Carry out a waste audit of your operations to find out how much waste is being generated.	Manager	April
	Review results of the waste audit and work out how waste can be eliminated, minimised, separated, reused or recycled.	Manager (with designated staff)	May
	Set quantified waste reduction targets (in volume, weight or costs).	Manager (with designated staff)	June
7. MANAGING NOISE			
Noise should not disturb neighbours.	Maintain all equipment so it's running efficiently.	Workshop manager	Weekly
	Check whether operational noises can be heard outside your premises and trace the source of noise.	Workshop manager	Daily
	Ensure you operate within the hours approved by your local council.	Workshop manager	Daily

DAILY AND WEEKLY CHECKLISTS

Sample only – expand and adapt these checklists to your situation.

DAILY CHECKLIST	TICK (✓)
All stormwater drains have been checked and they are clear of oil, chemicals and litter.	
All hazardous liquid containers are stored in a bunded and covered area and have been checked.	
Floor areas have been checked for spills and drips. Spills and drips are cleaned up immediately.	
All parts and engines are stored in a bund or spill tray.	
All chemical containers have been checked for leaks. All lids are properly sealed.	
Waste storage areas are not overfull. Wastes cannot be blown or washed away by rain. All bin lids are down.	
Carried out by:	
Signed: _____ Date: _____	

WEEKLY CHECKLIST	TICK (✓)
Daily checklists have all been completed.	
All bunds have been checked and any damage or anomalies reported to the manager.	
The spill kit/s have been checked and contain all necessary materials.	
Underground storage tanks and supply lines have been checked for leaks.	
The oil/water separator and collection pit alarm are functioning correctly.	
All compressors have been checked for leaks.	
A walk around of the outside of the premises has been done, during normal operating hours, to check for noise and odours. Any noise or odours have been reported to the manager.	
Liquid wastes are stored in separate containers and are correctly labelled.	
Carried out by:	
Signed: _____ Date: _____	

USEFUL CONTACTS

Sample only – expand and adapt this list for your business.

ORGANISATION	TELEPHONE NO.
Emergency services: ambulance, fire, police	000
Local Council	
Department of Environment and Climate Change NSW	131 555
NSW Workcover Authority	131 050
Poisons Information Centre	131 126
Water authority/trade waste contact	
Waste solvent recycler	
Waste disposal contractor	
General recyclers	

