

Safety.
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COMPASSTM CRUX

April 2019 Edition

Steering healthcare risk waste in the right direction

LISTERIOSIS

WHAT WE LEARNT
FROM THE CRISIS

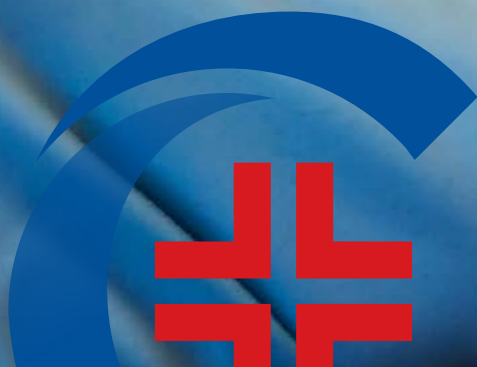
15 WAYS

TO REDUCE YOUR
PLASTIC USE

HCRW PACKAGING

THE REQUIREMENTS

compasswasteservices.co.za



CENTRAL STORAGE AREA

Central Storage Areas (CSA) are key to safe and correct healthcare risk waste (HCRW) management.

From a legal perspective, it is essential that every healthcare facility has at least one dedicated central HCRW storage area. The CSA serves as an interface from where the service provider will collect the HCRW for off-site treatment and disposal.

Compass can also provide HCRW CSA signs:

Option A: 750mm x 670mm white Perspex sign (3mm thick)

Option B: 750mm x 610mm Chromadek sign (0.6mm thick)



To obtain a quote, please contact Compass' customer services team on:

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FROM THE EDITOR

This edition of the Compass CRUX kicks off with lessons learnt from the Listeriosis crisis which hit South Africa this time last year. At the DEA workshop, reacting quicker to the containment, collection, treatment and disposal of the Listeria infected waste was at the top of the agenda.

Next we talk about Compass' Western Cape treatment facility. Our Western Cape branch has been operational since September 2017 while the autoclave treatment facility, which will mirror Compass' three other treatment facilities, should be opening in September 2019. This will give Compass capacity to treat all healthcare risk waste (HCRW) in this province.

The illegal storage of HCRW is not limited to South Africa. Read about a recent case in the UK which highlights why cutting corners when it comes to HCRW management is not something you can afford to do.

Our second education feature covers infectious waste solutions. Add this to the sharps solution feature in our last edition to create training material for your healthcare workers.

Three personality profiles are included in this edition – Compass' Melanie Marcelino who has been promoted to Senior Sales Executive for Daniels Sharpsmart Compass, Neville de Lucia, franchise owner of Dale Carnegie, who is instrumental in Compass' staff development and Marc de Chalain who is providing all our photographs for the Compass Cares' 2020 wildlife calendar in support of CROW.

Happy reading and warm regards

Tenley Cummings
Editor



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LESSONS LEARNT FROM THE LISTERIOSIS CRISIS

BY GRAHAM DU RANDT, OPERATIONS DIRECTOR



Listeriosis, a serious infection usually caused by eating food contaminated with the bacterium *Listeria monocytogenes*, hit headlines

throughout South Africa a year ago as a result of the contamination of cold meats.

The Department of Environmental Affairs (DEA) held a workshop in Johannesburg on 5 February 2019 at which South African Healthcare Risk Waste (HCRW) service providers shared their challenges and knowledge about the treatment and disposal of *Listeria*-contaminated food waste.

Compass Medical Waste Services' operations director, Graham du Randt, reported back on behalf of Compass.

"Compass was in the perfect position to treat and dispose of the contaminated food products through our environmentally conscious, non-burn autoclave technology," explains Graham.

"*Listeria* bacteria is destroyed through the application of

temperatures between 65 and 75 degrees Celsius. Bondtech autoclaves, of which Compass owns eight, reach 140 degrees Celsius during the treatment life-cycle. Thereafter the treated food waste is shredded and taken to a permitted landfill," continues Graham.

"I believe the lack of education around the benefits of using autoclave technology for the treatment of the contaminated food, resulted in generators choosing the incineration option. Due to the shortage of incineration capacity in South Africa, the additional demand placed on incinerators had an effect on the available capacity to treat the waste. Incineration is the only approved treatment method for anatomical and pharmaceutical waste (schedules 5-6) in South Africa."

"This lack of education was compounded by the fact that generators were unclear on how to segregate, containerise or repackage the items. The loose or exposed items needed to be repackaged and all contaminated items needed to be containerised to meet the requirements of transportation of dangerous goods."

"Poor containerised waste made it difficult to handle, along with the fact that the majority of the waste was frozen resulting in high moisture content. This meant it took longer for the treatment unit to reach optimum temperature.

Prior to accepting the infectious *Listeria* food waste, all licenced hazardous waste management companies had to submit a risk assessment to the DEA. Only once the approval of this document was received, could these licenced hazardous waste management companies accept *Listeria* food waste for treatment and disposal.

"At the DEA workshop ways to speed up the approval process was discussed, as the goal in a situation like this is to dispose of the contaminated products as quickly and safely as possible with the protection of the community and the environment being the priority," says Graham.

In conclusion, autoclave technology can effectively treat contaminated food waste and Compass has the largest autoclave capacity in Africa. Compass also has the knowledge, infrastructure and skill to deal with crises such as the Listeriosis outbreak.



COMPASS EXPANDS



WESTERN CAPE TREATMENT FACILITY OPENING 2019

The Waste Management Licence for Compass' Western Cape site, in Blackheath Cape Town, was received in the middle of 2018 with Compass breaking ground in November 2018.

By the end of 2018, the foundations were cast and January 2019 saw the casting of the columns for the

roof structure. In February this year, the steel structure was erected and construction is expected to be completed by July.

In July Compass will start installing the HFO boiler, shredder and Bondtech autoclaves. Testing will then take place with the official opening planned for

September 2019.

This plant, which will mirror Compass' Clayville Treatment facility in Gauteng, will add 600 tons to Compass' national autoclave treatment capacity of 3 600 and will allow Compass to treat all healthcare risk waste generated in the Western Cape.



THERMAL TREATMENT FACILITY OPENING 2020

With South Africa's limited incinerator capacity and with Compass Medical Waste Services not wanting to rely on 3rd party anatomical treatment facilities, Compass has made the decision to build a thermal treatment plant, adjacent to their autoclave treatment facility in Clayville, Gauteng.

This plant will be specifically built for this application making use of proven technologies in the market with upgraded gas cleaning equipment to ensure that it complies to all existing

and future emissions standards. This addition of 500 tons to the Compass treatment capacity arsenal will make Compass the healthcare risk waste management company with the largest capacity in South Africa.

The scoping phase and geotechnical assessment field work have been completed and Compass is now in the environmental impact phase during which several specialist studies are being implemented and will form part of the Environmental Impact

Assessment (EIA) report which will be submitted to the DEA for consideration. The Health Risk Assessment and Social Impact Assessment have been completed as part of the specialist studies.

The engineering design for the equipment is underway and once the Waste Manifest Licence is received construction will take place. Compass is excited to announce that the thermal treatment plant should be operational in 2020.

ILLEGAL STORAGE OF HEALTHCARE RISK WASTE

Sadly, cutting corners, corruption and illegal behaviour is often associated with business in South Africa.

However, this is not the case with the storage of 350 tons and a further 165 tons of healthcare risk waste by UK business Healthcare Environmental Services (HES).

Tons of bags overflowing with infectious waste were pictured spilling out of overflowing bags and containers at HES' site in Normanton, West Yorkshire and in Benton, North Tyneside.

An article in the UK's Daily Mail stated that the 350 tons of healthcare risk waste (HCRW) being stored at West Yorkshire was 280 tons more than the permitted amount, while the 165 tons of waste at HES' Benton site was three times more than their permitted limit of 50 tons.

According to a former employee from the Benton site, flies were gathering on the waste which was starting to rot. "The waste was coming in on a regular basis but it was simply being stockpiled as opposed to incinerated. At the end of the day, HES had been paid to dispose of the waste and it has not been done."

HES allowed hundreds of tons of waste from hospitals, reportedly including body parts, to pile up at four of its sites throughout England.

The troubled firm now faces a criminal investigation after 'repeatedly breaching permits'. A spokesperson from the local Environmental Agency said, "Healthcare Environmental Services remains in breach of its environmental permits at six sites and

our enforcement action to clear the excess waste continues."

A whistle-blower told the Daily Mail that the firm's cost-cutting tactics to take on more work and win extra disposal contracts was a 'recipe for disaster.' It was clear from the outset that HES had won the contract on a very low profit margin.

The illegal storage of healthcare risk waste was a hot topic in South Africa from the end of 2009 to the end of 2011 which is how long it took to clear the 200 tons of HCRW dumped at sites in and around Welkom.

The cost of clearing the sites and safely disposing of the waste at authorised high hazard landfill sites was between R50 and R60 million.

The Green Scorpions - officials from the Department of Environmental Affairs' Environmental Management Inspectorate - uncovered healthcare risk waste or medical waste during a raid at a brick manufacturing facility, Maximus Bricks, in November 2009.

Further raids were carried out at Jonkersrus farm, Welkom showgrounds and the Harmony Gold property sites.

According to a National Environment Compliance and Enforcement Report (NECER), the waste consisted mainly of chemical waste, sharps which included syringes, blood vials, needles and other general medical waste, such as swabs, intravenous bags, pharmaceutical matter and even anatomical waste.

"The process involved in the removal of the waste was closely monitored by an independent specialist as well as authorities due to the fact that it was

necessary to dispose of the HCRW mixed with large quantities of soil," read the report.

During the Inspectorate's investigations into the sites in Welkom, other illegal HCRW dumping sites were discovered on two other farms - Altona and Rietvallei - in the North West, as well as at the old Klerksdorp landfill site.

According to Graham du Randt, Operations Director for Compass Medical Waste Services, in both instances it boiled down to unethical behaviour.

"The containment, transportation, treatment and disposal of healthcare risk waste is highly regulated and cutting corners is not an option," continues Graham.

"For generators, it may be seen as a grudge expense but the ramifications for choosing a service provider who is unethical can have huge financial and reputational repercussions."

"Following all the laws, by-laws and regulations governing our industry comes a cost. There are requirements for HCRW containers, vehicles transporting HCRW, disposal of the various waste streams as well as staff training, council membership, PPE and PPC, to mention a few aspects."

"My advice would be to not choose a supplier based solely on price but to do proper investigations. It is essential to look at your HCRW service provider's track record and capacity."

According to the Waste Classification and Management Regulations, a



“It is essential to look at your HCRW service provider’s track record and capacity”

Waste Manifest needs to be signed by the generator for the collection of the HCRW to confirm it has been correctly classified and packaged. A copy of the Waste Manifest needs to be kept by the generator and the waste tonnages submitted to the South Africa Waste Information Centre (SAWIC). The Department of Environmental Affairs monitor, on a national basis, the waste streams and quantities generated, treated and disposed of on the SAWIC database. Once the waste is safely treated and disposed of in a responsible manner, the HCRW service provider needs to provide

the generator with a safe disposal certificate. This certificate is to be kept on file for internal record purposes and in case of an audit by environmental health inspectors.

“Obtaining a safe disposal certificate is essential but this is not enough. I would recommend that you conduct site visits to your HCRW service provider. Ensuring that HCRW is safely treated and disposed of is ultimately the responsibility of the generator.

It is worth investing the time in ensuring that your service provider is treating and disposing of your waste in a

legally responsible manner.”

“HCRW is classified as a class 6 hazard. In turn, when it is illegally dumped in a non-designated area, there is a high potential risk of the spread of infection to the public and/or environment. If not treated correctly it may contribute to the spread of infections such as TB, HIV, Ebola, Congo Fever, for example.”

“Practicing due diligence on your HCRW service provider could save your business in the long run,” concludes Graham.

CONVENIENCE

DOCUMENT MANAGEMENT SYSTEM (DMS)

Compass customers have access to our document management system (DMS) to retrieve their Safe Disposal Certificates (SDC), copies of invoices, statements, proof of delivery, training briefs, customer briefs, articles that pertain to our industry, reports on costs or waste generated and much more.

This portal is accessed via the ‘customer login’ tab at the top right hand side of our website – compasswasteservices.co.za.

If you are a Compass customer and have not yet signed up to the DMS, please contact our customer services team and they will issue you with your unique user name and password.



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MEET MELANIE MARCELINO



Melanie Marcelino has been promoted to Senior Sales Executive for Daniels Sharpsmart Compass. Melanie has been with Compass Medical Waste Services for five years as the National Sales Administrator responsible for the management of all Compass contracts as well as assisting the National Sales Manager.

"During this time I learnt so much about our customers – their requirements, challenges and what really assisted them in achieving their objectives. I also built strong relationships with the sales team and went out of my way to support them," explains Melanie.

"I really enjoyed the past five years but felt I was ready for a new challenge. I never applied for the Daniels' Senior Sales Executive position because it was Gauteng based but after discussions with EXCO it was agreed that because the growth areas are both KwaZulu-Natal and Gauteng, I could be based at the Westville head office and travel to Gauteng."

The appointment became official on 21 January 2019 and so much has already been achieved in a short period of time.

"I am so excited to be marketing the Daniels' reusable sharpsmart solution along with Compass' extensive range of single-use containers, treatment and disposal solutions and value-added products and services," says Melanie.

According to Ian du Randt, Managing Director of Compass Medical Waste Services, "the Daniels Sharpsmart Compass joint venture was established in 2005 and it was a real honour for Daniels International to choose us. Our impeccable track record and capacity as well as our closely aligned values, is what impressed this Australian based company the most," says Ian.

The Daniels Sharpsmart solution is the most environmentally-friendly container for disposing of sharps waste from healthcare facilities. When a reusable container is filled, only the waste inside it is destroyed, lessening

the environmental impact of discarded plastic being sent to landfill.

"As an example, for a 100 bed facility the conversion to the Daniels Sharpsmart equates to a reduction of approximately 3.5 tons of plastic waste per annum," says Melanie.

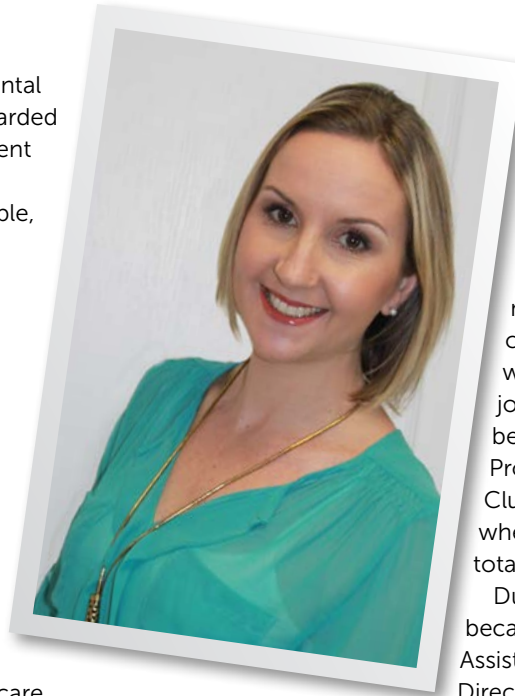
Compass understands that for healthcare facilities their focus is - reducing plastic to landfill, the safety of their healthcare workers, patients and their visitors, as well as reducing costs. This is why Daniels Sharpsmart is the perfect addition to the Compass range.

"Many generators are not fully aware of the cost of a needlestick injury to one of their healthcare workers. Over and above the medical assessment and the preventative Antiretrovirals, the time off work and the emotional stress on the staff member and their family needs to be considered," explains Melanie.

Born in Durban, KwaZulu-Natal, Melanie has always been a dynamic, go-getter. She got her first job at a retail store at the age of 13 where she worked on weekends and during school holidays. After that she waitressed at a Spur restaurant until she matriculated.

She saved from the age of 14 to 16 to contribute towards getting a motorbike. "My mother did not have her driver's license so I got my independence as soon as I could and would drive myself to school and work on my motorbike."

"Watching my mom having to rely on others or public transport to get around made me fiercely self-sufficient



from a young age. To this day, I am extremely independent."

After matriculating, Melanie did a six month computer course and then went for her first job interview and became the Special Projects Assistant at Club Leisure Group where she worked for a total of seven years.

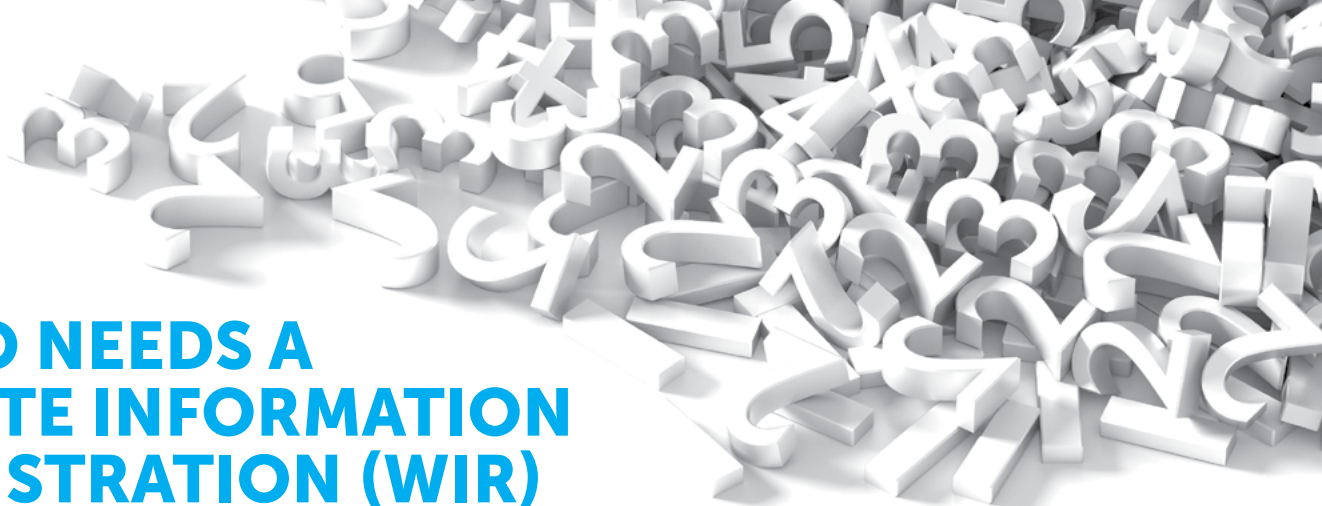
During that time, she became the Personal Assistant to the Sales Director and the Managing Director of

one of their franchises. "This position taught me organisational skills, patience and people skills. I received customer calls throughout the day and had to resolve any issues before it got to my superiors."

From timeshare, Melanie moved to construction where she was the Personal Assistant to the Chief Executive Officer. Her role was divided between administration and marketing. "I was involved in the development of a new corporate identity, implementation of staff uniforms, the company newsletter, customer golf days, board meetings. I learnt so much."

After three years she moved to Steeldale, part of the Aveng Manufacturing Group, where she was the Regional Sales and Marketing Co-ordinator for a further three years.

"My marketing, sales, customer liaison and contract management experience will stand me in good stead for my new role at Compass. I am excited about being the ambassador for Daniels Sharpsmart in South Africa. I believe the market is ready for this world class, safety and environmental solution to sharps waste," concludes Melanie.



WHO NEEDS A WASTE INFORMATION REGISTRATION (WIR) NUMBER?

BY SAMANTHA IMMELMAN,
NATIONAL SALES MANAGER

The National Waste Information Regulations came into effect on 1 January 2013 and stipulated the following - generators producing healthcare risk waste (HCRW) need to register the types and tonnage generated to the South African Waste Information System (SAWIS) within 90 days from generation.

If you are based in the Eastern Cape, Free State, KwaZulu-Natal, North West, Northern Cape, Mpumalanga and/or Limpopo province and generate 20kgs or more of HCRW per day and have not yet registered, please log onto www.sawic.environment.gov.za and follow the instructions provided.

GWIS is the provincial authority for generators of HCRW in Gauteng, so if

you are in this province and generate 20kgs or more of HCRW per day, please register by visiting www.gwis.gpg.gov.za. Click on the registration process and follow the easy step-by-step instructions and prompts.

IPWIS is the provincial authority for generators of HCRW in the Western Cape. If you are a generator of HCRW (regardless of the volume) in this province, please visit www.ipwis.pgwc.gov.za to register.

Once you have obtained your WIR number you need to send it through to your HCRW service provider for them to be able to report on the waste they transport, treat and dispose of on your behalf.

Please note that the requirement for

the generator is not to submit their information based on the healthcare risk waste collected, transported, treated and disposed of, but rather simply what has been generated.

Therefore, the generator is able to comply to this requirement promptly, by reporting the information contained on the Waste Manifest Document, following the collection of HCRW, to the relevant body (WIS / GWIS / IPWIS) immediately following the service provided.

Furthermore, the generator is responsible for the segregation of the HCRW at source. This will ensure that the service provider is able to report true and accurate information to SAWIS, IPWIS and/or GWIS.

Thinking Green.

Why are reusable sharps containers better for the environment?



The most environmentally-friendly containers for disposing of sharps waste from healthcare facilities are those that are able to be reused many times during their lifetime.

WHY?

When a reusable container is filled, only the waste inside it is destroyed, lessening the environmental impact of discarded plastic being sent to landfill.

The used container is hygienically washed and returned ready for the next use.

Each year, for every 100 occupied beds, the Daniels Sharpsmart reusable sharps container:

- Reduces plastic waste by 3.5 tons.
- Eliminates the manufacturing and landfilling of 4 691 disposable containers.

CONVERSION TO THE DANIELS SHARPSMART SYSTEM RESULTED IN:

- 1 **28% waste reduction**
- 2 **Total waste reduction of 3.9 tons of waste per 100 beds per annum (3.5 tons of plastic)**
- 3 **51% reduction in container exchange labour with the larger Sharpsmart containers**



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CORRECT SEGREGATION

INFECTIOUS SOLUTIONS



INFECTIOUS WASTE SOLUTIONS

Infectious waste forms the largest component of the healthcare risk waste (HCRW) generated in the healthcare facility.

Infectious waste consists of discarded 'soft' materials arising from activities performed on patients who could potentially transmit infectious agents to people.

Examples of infectious waste are gloves, masks, gowns, bandages, nappies, dressings, swabs soaked in blood, cultures, incontinence materials etc. It is also sometimes called 'red bag waste' or 'general medical waste'. However, the correct terminology is 'infectious waste'.

SAFETY, HEALTH AND ENVIRONMENTAL ISSUES

Infectious waste may contain a great variety of pathogenic micro-organisms (for e.g. bacteria and viruses) from body fluids such as blood, urine, faeces, saliva, sputum etc. Pathogens in infectious waste may enter the human body through a number of routes:

- a puncture or cut in the skin (especially with sharps waste),
- the mucous membrane (e.g. lining of mouth and nose),
- by inhalation (through breathing),
- by ingestion (eating and breathing).

GUIDELINES TO THE MANAGEMENT OF INFECTIOUS WASTE

- Single-use and reusable containers are available for the containerisation of infectious waste.
- The separation of infectious waste is the responsibility of the generator and must be performed at the point of generation. Infectious waste must be

separated from the Healthcare General Waste (HCGW).

- All containers (single-use and reusable) must be correctly labelled with the recognised infectious sign and should be predominately red in colour.
- The infectious waste single-use and reusable box sets must be lined with a red bag prior to the infectious waste being disposed of into the container.
- Bags must be sealed with a cable tie when $\frac{3}{4}$ full. Bags must never be stapled, tied or taped closed. It is not cost effective for the healthcare facility to send half-filled containers for treatment of the waste and disinfection of the container.
- The red bags are the primary container and must always be placed into a secondary container for transportation as per the National Road Traffic Act 93 of 1996, Chapter 8 and SANS 10228 & SANS 10229. (Please note that SANS 10228 and SANS 10229 are legal requirements). Examples of secondary containers are the single-use or reusable box sets.
- It is against the law to hand over to your service provider red bags only for transportation to the treatment facility – refer to National Road Traffic Act 93 of 1996 Chapter 8 and SANS 10228 and SANS 10229, Chapter 14.
- The single-use and reusable box set is transported, via internal transportation, to the Central Storage Area (CSA) by the healthcare worker.
- Compass will collect the single-use and reusable box sets from the CSA for transportation to the treatment facility and final disposal.
- The full reusable containers are exchanged for empty, clean, disinfected reusable containers.
- The reusable containers are cleaned and disinfected at Compass' facilities. (Random micro swabs are taken to ensure a high level of cleanliness is maintained).

- On admission, all patients should be informed that only HCRW must be disposed of in the red bag. General waste must be disposed of in the clear bag.

TREATMENT AND DISPOSAL

- Infectious waste must only be handed over to a recognised, registered service provider for treatment and disposal.
- Infectious waste must either be treated by non-burn technology, for example, autoclave technology or by incineration, prior to being landfilled (final disposal).
- Infectious waste must never be sent to a landfill unless it has been correctly treated first – refer to legislation.

References

1. SANS 10248-1. Management of Health Care Waste in a Health Care Facility
2. SANS 10228 The Identification and classification of dangerous goods for transport.
3. SANS 10229 Transportation of dangerous goods – packaging requirements (chapter 14)
4. National Road Traffic Act 93 of 1996 Chapter 8 Gauteng HCRW Regulations 2004
5. HCW Management in Health care Facilities Training programme: Developed by GP Sustainable HCW project & G DOH. DAEA



15 WAYS TO REDUCE YOUR PLASTIC USE

BY 4OCEAN TEAM

4ocean is an organisation which is on a mission to clean up the world's oceans. They employ captains and clean-up crews all the way from Florida to Bali who clean our oceans and coastlines seven days of the week. Daniels International posted this article on their social media platforms highlighting 15 ways the 4ocean team came up with to reduce your plastic consumption to create a more hopeful future for the fate of our oceans.

1. SAY NO TO PLASTIC STRAWS AND SAY YES TO REUSABLE ONES.

We use more than 500 million plastic straws every single day. Restaurants and bars have the tendency to give you a plastic straw even before you have the chance to let them know you'd rather not have one, so make sure upon ordering drinks that you let your waiter or bartender know you are okay with no straw. If you would prefer to use a straw, there are great alternatives such as steel, bamboo and glass straws that you can carry with you and can use them time and time again.

2. BRING A REUSABLE SHOPPING BAG WITH YOU

More than 1 million bags are used across the globe every day and annually about 500 billion plastic bags are produced. Whether you are going grocery shopping at the supermarket or going on a shopping spree at the mall, bring your own bag with you. Most reusable bags are only about \$1 - a small investment to help out our planet.

3. GET RID OF THE PLASTIC WATER BOTTLE

Most stores and many companies make a variety of reusable water bottles. Made in all sizes, shapes, and materials, there is no reason to continue to use plastic water bottles. A single person using a reusable, refillable water bottle instead of single-use plastic water bottles can save as much as 170 bottles from being produced each year. If a family of 5 all hopped on board with this greener practice, that means as a family they would stop about 850 water bottles from having to be produced.

4. PACK YOUR LUNCH IN GLASS CONTAINERS INSTEAD OF PLASTIC

There are many brands that make glass containers with lids for all of your packed-food needs.

5. AVOID SNACKS / FOOD WITH EXCESS PACKAGING

We're all guilty of this. You buy a huge plastic bag filled with even smaller plastic bags of snack-size chips. Think of all the unnecessary packing that goes into the food on the shelf. Also, some supermarkets will wrap each fruit or vegetable individually in plastic wrap. Instead of throwing it away, leave the plastic wrap with your grocer so that they can reuse it for other products.

6. STOP USING PLASTIC CUTLERY

When you get a take-out order, you will automatically be given a set of plastic cutlery. Chances are if you are taking the food home, you have silverware readily available and do not need to waste the plastic cutlery. If you are taking your food back to work, keep a cheaper set of silverware at work that you can wash off and use over and over again.

7. CHOOSE CARDBOARD OVER PLASTIC WHEN YOU CAN

Cardboard can be more easily recycled and unlike plastic, will biodegrade over time. When you can, buy products that are in cardboard boxes such as laundry detergent will help to reduce the plastic that needs to be produced.

8. SWAP OUT YOUR PLASTIC TOOTHBRUSH

Whether you believe it or not, every single toothbrush affects the environment. One billion plastic toothbrushes are thrown out every single year, creating about 50 million pounds of waste annually. No scientific research results indicate that plastic toothbrushes perform better than bamboo ones. Just like plastic toothbrushes, bamboo brushes needed to be replaced just as often, about every 3 months, but the handle of a bamboo toothbrush only takes about 6 months to biodegrade back into the soil. On the other hand, a plastic toothbrush will never biodegrade and will remain in the environment forever.





9. AVOID COSMETIC PRODUCTS THAT CONTAIN MICROBEADS

Countries are making this easier to do as more and more countries are putting a ban on the production of plastic microbeads in most cosmetic items. The UK is the latest country to issue a ban. Millions of plastic microbeads are washed down the drain each year, posing a serious threat to marine life who mistake these small plastic particles for food. Choose bath and shower soaps that do not contain microbeads the next time you go to purchase one of these items.

10. CHOOSE METAL OVER PLASTIC RAZORS

Sure, a metal razor may be a little heavier to hold than a plastic one, but the long-term result of discarded plastic razors is even heavier on the heart. 2 billion plastic razors are discarded every year - and discarded does not mean they were recycled. Invest a little more into a reusable metal razor and ditch the plastic - but in a recycle bin!

11. GET THE HANG OF USING WIRE HANGERS

Any other type of hanger is better than plastic. Almost 90% of the clothes sold in the USA are imported from overseas. Unfortunately, almost every single garment sent over also comes on its own individual plastic hanger - meaning 30 - 40 billion hangers are sent to the US every year. If you laid out all of these hangers, they would stretch 8 million miles, far beyond the orbit of the moon. Even worse? 85% of these hangers

do not get reused or recycled but instead, end up in a landfill. Switch to metal, steel hangers instead. Steel hangers are 100% recyclable and not to mention, usually last longer than most flimsy plastic hangers.

12. WHILE YOU'RE AT IT, GET RID OF THE PLASTIC LAUNDRY BASKET

Speaking of flimsy, we move on to plastic laundry baskets - another plastic commodity that we can all live without. So what can we use instead of plastic laundry baskets? Try bamboo! Bamboo products are typically sturdy and pose no serious threat to the environment. You can place a cloth bag inside the bamboo laundry basket and easily take the bag out to do laundry.

13. SWITCH TO E-BILLING

Are you still getting your bills posted to you? E-billing may very well be one of the most overlooked green practices that we could all be doing. While there may not be a whole lot of plastic involved with receiving bills in the mail, there are many over ecological benefits for signing up for e-billing. The average American household can save 6.6 pounds of paper each year and avoid producing 171 pounds of

greenhouse emissions. Call your billing provider today to get started on a more eco-friendly way to pay bills.

14. PAPER NEWSPAPERS ARE A THING OF THE PAST

That newspaper that sits on your driveway may seem convenient, wrapped in the unnecessary plastic wrapping. However, chances are, whatever headlining story will be on the front page of the newspaper has already aired on every televised news station and you've already read about it online. If you don't want to give up the joy of reading a newspaper, sign up for an electronic one! Companies make it easy with iPads, Kindles, and all other forms of tablets to receive the news you want when you want it.



15. IF IT'S PLASTIC, THINK TWICE

While this last point is not a specific item, we realise that there are many other ways to help reduce your plastic intake than the 14 listed on this blog. Everything from the toys that kids are playing with to the many plastic supplies used for a birthday party, plastic items are all around us. While we understand that avoiding plastic at all costs is near impossible, we encourage you to avoid it when possible and to think twice before purchasing a plastic item that can easily be replaced.



NEVILLE DE LUCIA DALE CARNEGIE TRAINING

Raised in Kempton Park Johannesburg in a vibrant, outspoken family, with a matriarchal mother at the helm and two confident, fun-loving brothers, Neville De Lucia, franchise owner for Dale Carnegie Training, learnt from a very young age how to become instantly noticed and remembered.

"For two weeks of every year my older brother, Michael, is the same age as my twin, Vincent, and I. We are like Irish triplets which meant that, growing up, there was never a dull moment in the De Lucia household," smiles Neville.

Having three boys under the age of two didn't stop his mother, Rina, and his father, Joe, from establishing De Lucia Properties which in 2018 celebrated 45 years of selling, renting, managing Sectional Title and Homeowners' Association schemes, developing, consulting, as well as providing short term insurance and maintenance.

Neville is the only one who is not actively involved in the family business. "My mother taught us to establish our own identity. I wasn't just Rina or Joe's son, I was Neville. They also gave me

the opportunity to explore my independence."

"At the age of 17, I went on Rotary exchange to America for a year where I attended a high school in Minnesota. It was the all-American experience. I grew my hair, pierced by ear, was voted Homecoming King and received a Letterman jacket for soccer. It was an experience I will never forget."

Neville stayed with a number of families in the US but became very close to Joe and Barbara Whalan who attended Neville and his wife Caryn's wedding.

"I have taken my wife and three daughters, Teniel, Chloë and Shiloh, to visit the Whalans in Minnesota on three occasions. What a fantastic opportunity for them to get a glimpse of my past," comments Neville.

Neville is the proud owner of the KwaZulu-Natal and Gauteng Dale Carnegie Training franchises and his wife, Caryn, is the financial manager



for the business and behind the scenes holds everything together.

"Every year we set goals as a couple for our faith, family and finances - in that order," explains Neville. "Once our vision is set, our daily decisions are based on that vision. I also task myself with reading 24 books a year and completing at least one self-development or business course. Research shows that if you read one non-fiction book a month, it will put you in the top five percent readers in society."

Neville's relationship with Dale Carnegie Training started in 1998 during his time of selling life insurance for Old Mutual.

"I wanted to go on a course to improve my relationship and selling skills and my mom suggested I phone Dale Carnegie Training, so I looked them up in the phone book – there was no Google at that time – and I booked for their next course."

"It is interesting to see just how many people come on the course because of a family member having attended. The



teachings are as relevant today as they were over a century ago.”

In 2000, Neville became a trainer for Dale Carnegie under his mentor, Kat de Beer, and six years ago he bought the franchise rights. Three years later he took over the Durban franchise. The business has grown exponentially especially in KwaZulu-Natal and Compass Medical Waste Services has been part of this journey.

According to Ian du Randt, MD of Compass, the Dale Carnegie ‘Confidence and Effective Relationships course’ has become like an external induction programme for Compass staff.

“Due to the fact that the healthcare risk waste (HCRW) industry is so specialised, we go through a comprehensive and extensive internal induction programme and then when a staff member has been with us for a year we like them to attend this three day ‘Effective Communication and Human Relations course’ which focusses on strengthening trust, co-operation and inspiring others,” explains Ian.

“Investing in our staff - our most

valuable asset - directly benefits our customers. Compass’ 20-year success story is based on building lasting relationships with our customers – we partner with our customers for the long haul and this we believe makes all the difference,” concludes Ian.

Over and above the ‘Effective Communication and Human Relations course’, Dale Carnegie Training offers the following courses:

- Organisational Leadership – Leadership Training for Managers.
- Sales & Customer Service which teaches skills that makes a difference where it counts the most – when you’re in front of the customer. This programme focuses on communicating value, presentation skills and how to handle resistance.
- Leadership or Public Presence which covers how to choose the right message, engage with your audiences and develop leadership agility.

Neville recently facilitated a sales workshop for Compass during which it became evident that curiosity is a

crucial element to successful selling. “Being curious and investigating what our customers’ key performance indicators are, their needs and challenges, helps to define Compass’ activities and staff behaviour in order to achieve mutually beneficial results,” continues Ian.

Neville reminded the Compass management team about the importance of asking questions and gaining a better understanding of customers and their requirements and how this works hand-in-hand with making communication meaningful to the specific customer. Custom-made communication based on information gained through curiosity, will help Compass maintain their competitive advantage.

For more information on Dale Carnegie Training please visit www.dalecarnegie.com or phone 086 116 7284.

“Curiosity is idle only to those who fail to realise that it may be a very rare and indispensable thing.”
– James Harvey Robinson.



CORRECT PACKAGING FOR HCRW CONTAINMENT AND TRANSPORTATION

BY SAMANTHA IMMELMAN, NATIONAL SALES MANAGER



Due to the infectious and hazardous nature of healthcare risk waste (HCRW), it is mandatory for generators to ensure the correct segregation and

containment of HCRW at source, prior to its collection for treatment and disposal.

Particularly with HCRW, the container must meet certain requirements to ensure compliance and safety. The container must:

- be designed appropriately to contain the hazardous substance,
- be colour-coded to reflect the HCRW contained therein,
- not be over-filled,
- be securely closed to prevent spillage or leakage of the HCRW,
- be securely closed to ensure no access by scavengers or vermin,
- be tested and approved by an accredited authority,
- bear the correct markings / labelling.
- HCRW containers must conform to the requirements stated in the following:
 - SANS 10228 – Identification and Classification of Dangerous Goods for Transportation
 - SANS 10229 – Packaging and Large Packaging
 - SANS 452 – Non-reusable and Reusable Sharps Containers
 - SANS 10248 – Management of Healthcare Waste

How do you know that your service provider is providing you with compliant, suitable containers for the containment of HCRW at your institution?

What to look out for:

- Does the container have a hazard label depicting the content?

- Pharmaceutical waste and cytotoxic waste is classified as toxic – is there the required toxic symbol on the container label?
- Does the container stipulate the correct UN number identifying the contents as dangerous goods and its hazard classification and composition?
- Does the sharps container display the Emergency Response Guide number i.e. ERG 158? This is required in terms of SANS 452.
- Does the container reflect the correct type of packaging code?
 - **H** = the container is made from a plastic material
 - **G** = the container is made from fibreboard
 - **1** = the container is a drum
 - **3** = the container is a jerrican
 - **4** = the container is a box
 - **X** = identifies that the container meets the packing group requirements for I, II and III*
 - **Y** = identifies that the container meets the packing group requirements for II and III*
 - **Z** = identifies that the container meets the packing group requirements for III only*
 - **I** = substances that present a high danger / toxicity i.e. pharmaceutical and cytotoxic healthcare risk waste
 - **II (2)** = substances that present a medium danger / toxicity (i.e. healthcare risk waste)
 - **III (3)** = substances that present a low danger / toxicity

**it is not necessary for this to be displayed on the container, however it must at the very least be noted on the SABS certificate as well as the Waste Manifest Document.*

- Does the container display the correct class of the HCRW contained therein?
- 6.1 = denotes a toxic substance is contained within the container i.e. pharmaceutical waste and/or cytotoxic waste
- 6.2 = denotes an infectious

substance is contained within the container i.e. sharps waste, infectious waste and anatomical waste.

- Does the container display the year in which the container was manufactured? The SABS certificate is issued following the successful passing of the various tests the container goes through and, in turn, the year in which the certificate is valid for must be printed onto each container.
- Does the container display the SABS certificate number? Every HCRW container must undergo SABS testing to ensure the container meets the requirements for which it is tended. The certificate number must be printed onto each and every container. The certificate number begins with CT followed by four digits.

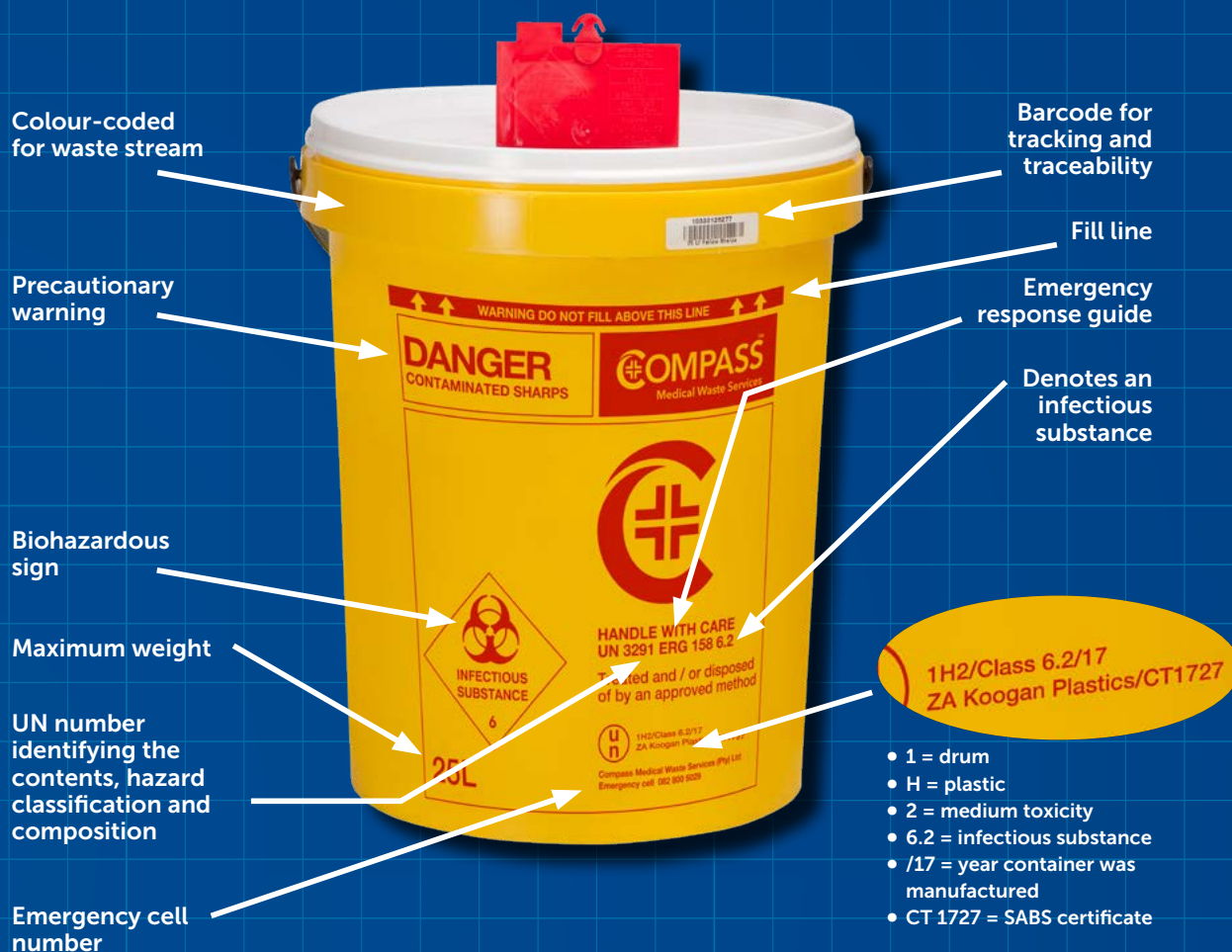
You should be requesting copies of the SABS certificates from your service provider on an annual basis.

- Does the container reflect a fill line, clearly indicating to the healthcare worker when the container must be sealed? This is to ensure the safety of the healthcare worker and is specific to sharps, anatomical, pharmaceutical and cytotoxic waste. Infectious waste containers reflect a maximum weight which is necessary to ensure the box sets are not overfilled (OH&S requirement).

It is recommended that you write the container requirements into the tender scope of works and/or contract specifications to ensure you are comparing like with like. Reference can be made to this article in order to list these requirements.

In conclusion, it is advisable to audit the healthcare risk waste containers within your institution to ensure compliance, safety and quality.

CORRECT LABELLING OF A HCRW CONTAINER



CONTAINER SOLUTION

INFECTIOUS WASTE CONTAINMENT

Single-use box sets are used to contain infectious materials such as gloves, bandages, nappies, dressings and swabs that could transmit infectious agents. All box sets must be lined with a red bag then sealed once $\frac{3}{4}$ full, with a cable tie. The box lid must be sealed to the box base using biohazardous tape.

Please note that the cost of Compass' single-use box sets includes the red bag and the cable tie. These are not charged for separately - no hidden costs.

To order 142L, 50L or 25L box sets, please contact your sales executive or Compass' customer services team on...



KWAZULU-NATAL
Tel: 031 267 9700

GAUTENG
Tel: 011 818 4610

EASTERN CAPE
Tel: 043 685 2242

WESTERN CAPE
Tel: 021 003 6810

FREE STATE
Tel: 051 447 0254

customercom@compass.za.net
compasswasteservices.co.za

MARC DE CHALAIN

WILDLIFE PHOTOGRAPHER

Mauritian born wildlife photographer, Marc de Chalain, moved to South Africa when he was very young and grew up, studied and worked in KwaZulu-Natal his whole life. His Westville based accounting practice, DCA, turned 30 years old on the 30 November 2018 which is an incredible milestone. His dedication to his business and loyal clients is undeniable, but after hours his focus turns to his love affair with nature and wildlife.

In his early twenties Marc worked at Unilever and one of his colleagues, Colin Goodwill, was a part time professional photographer and videographer. "We had some great discussions about photography and it was these chats which sparked my interest," explains Marc.

This spark was ignited in 2007 when Marc and his wife, Stella, visited the Kruger National Park armed with a very basic digital camera. "During her childhood, Stella visited the Kruger National Park regularly but for me and our two girls, Ashleigh and Kayla, this was a first and we were instantly besotted with capturing majestic wild animals," exclaims Marc.

The bug had bitten and from then onwards Marc and his family have visited the Kruger at least once a year to take photos of Africa's treasured wild animals. Photography trips to Zululand, Tiger Canyons in the Free State, the dunes of the Kgalagadi, the bush veld of Botswana, Sabi Sands, Zambezi, Namibia and the Serengeti are taken whenever time and finances allow. It is the photographs taken on these expeditions, which offer rare glimpses into the 'private lives' of some of Africa's most mysterious and beautiful creatures, that have earned Marc his fair share of international and local

awards.

Marc is often found, hot coffee in hand, waiting outside game reserve gates, long before the sun has even peeked over the horizon. Somewhere along the way, he not only aced the technical challenges associated with his Nikon equipment, but also found his own creative signature. This he attributes to various courses, reading, watching, time spent with big names in wildlife photography and, most importantly his own experience.

"I learnt so much from spending time with gifted photographer, Grant Atkinson. He manages to simplify the most complicated things. I spent four days with him and he did a fantastic job of giving me the right foundations and building me up. He helped me take an amazing shot of an African Fish Eagle fishing which was later painted by local artist, Leon Fouche, in soft pastels and sold for a significant sum in the USA in 2016."

So what does 2019 have in store for Marc? A trip to Mashatu game reserve in Botswana, Kgalagadi, Namibia, possibly Masa Mara, Kenya and, of course, the Kruger National Park.

"Stella and I want to build our photography business in 2019 which, until now, has simply been a passion. Not only do we want to sell images and prints (framed or on canvas) and produce coffee table books, Stella and I want to organise and host photographic safaris. We will work with a guide and take varying levels of photographers, local and international, to prime locations within a reserve at a time when the light is at its best. We

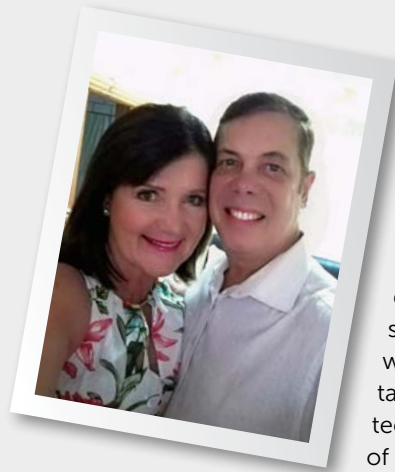
will provide advice and guide them to get the right shot. In-the-field training will be interspersed with talks and workshops on the technical and theoretical side of wildlife photography."

Marc will be sponsoring all the photos for the 2020 Compass Cares wildlife calendar campaign which benefits CROW (Centre for the Rehabilitation of Wildlife). Although he is making his photography a commercial entity, he doesn't want to lose sight of the reason he started photography – his love of nature and wild animals.

"Stella and I fully support CROW's mission of rescuing, rehabilitating and releasing injured and orphaned wild animals, so playing our part in benefitting this non-profit organisation, is non-negotiable," says Marc.

Marc and Stella's other passion is ballroom dancing which they have been doing for 22 years. "When we are not spending time with our daughters, who are both at Stellenbosch University, or travelling around Africa to find the perfect wildlife shot, we are on the dance floor either training at Pat Dougall's Durban Dance Centre or competing in this exciting sport. We even had the privilege of dancing in the Empress Ballroom, The Winter Gardens, Blackpool, England – an unforgettable memory!"

From accounting, ballroom dancing and charity work, to award winning photography, Marc de Chalain is certainly a colourful and talented man with a heart of gold. To view some of his breath-taking wildlife photographs please visit <https://www.facebook.com/fotoartdechalain/>.





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