



ISO 9001:2008 CERTIFIED



WATER SECTOR TRUST FUND

Procedure for identification, registration and training of the emptiers



Procedure for identification, registration and training of the manual emptiers

Objective of the document

This document is aimed at giving a simple guideline (criteria and procedure) to be used by water service providers in recruiting emptiers. This is a prerequisite to successfully setting up a service delivery chain that meets the standards for the UBSUP programme. These procedures may vary from region to region depending on the emptiers, legal requirements and the WSPs previous engagements with emptiers.

Identification:

- The PHO together with the WSP staff will identify organisations, self-help groups or CBOs interested in emptying the toilets
- During identification, the UBSUP project task team members, social marketers or landlords, PHOs should be encouraged by the WSP to be involved in the identification of potential emptiers in the low income areas
- Once willing groups or organisations have been identified, a collective training will be organised by the WSP
- To mitigate the current manual emptying situation, already existing groups that are classified as illegal emptiers should be prioritised.
- Identify the emptier groups that are not registered and structured with assistance from the PHOs
- *Individuals interested in being trained can also be encouraged. (Groups however take preference). Individuals should ensure that they belong to a certain group after the training otherwise they will not be protected.*

Registration:

- The group should then register with the social services as an organised group involved in either **sanitation in low income areas and/or (solid) waste management or environment sanitation**. Registration can be done without mentioning the specific activities. Provide a list of member, constitution, mandates and activities e.g. sanitation in the estates (Those currently carrying out illegal dumping are given first priority)
- Once the group has been registered, they should then provide their registration certificate together with a list of group members and their IDs to the WSP
- The WSP will then register the identified emptiers for training at the Customer Care unit of the WSP using the **Emptiers Registration form**. Training can however be done before the registration
- When 15 – 20 emptiers¹ or **one group** have been registered, the WSPs should then plan for a training session together with the PHOs
- Training should be strictly led by the public health officers due to the legal structures.

Training

- The training will entail a theoretical component which includes an introduction to SafiSan, and other applicable sanitation programmes with the water company, UDDTs and the dry toilet technology, awareness of the programme, training on hygiene and safety, disease transmission, updating emptiers on the conditions and requirement of the Health Bill/ sanitation and the law, constitution, illegal dumping, do's and don'ts when emptying and

¹ 15 and above required for training

registration with the Public Health, registration as a group (They should not be encouraged to get a business permit when registering), customer care/PR, etiquette, pricing for emptying, code of conduct from public health, vaccination, mandatory first aid kit, HIV/AIDs, Alcohol and drug abuse

- Practical aspects of the training will entail on job training (emptying and transportation) and accompanied by the WSPs, UBSUP team members, PHOs and other partners involved in the sanitation service delivery.

The training package is included in the Toolkit

- Once training has been successfully completed, an MoU, or lease agreement is signed which clearly spells out the mandates of the emptiers within the UBSUP programme so that each party knows what to expect from the other (**a template is included in the Toolkit**). The license is valid for one year and can be renewed
- The group seeks possible authorisation from the Public Health to carry out emptying activities (requirement, procedures)
- Upon registering and receiving the authorisation after training, the WSPs commissions the emptiers to start operating under the supervision of the PHOs
- A list of all registered and authorised emptiers with their contact details will be with the WSP technical department. The WSP will provide the list to all those signing up for new UBSUP toilets and will also ask the project task members, PHOs to circulate the list to all the UBSUP beneficiaries and households
- *The registered and authorised emptiers also monitor and ensure that no illegal emptying occurs within their LIAs*
- The emptiers will be contacted either directly by the landlords, tenants or the WSPs
- The training should be reviewed. Training should be continuous.
- WSP should facilitate (vaccination) for the groups that are not organised: Hepatitis B, Tetanus, Typhoid, Cholera