

## General Information

There are a total of sixteen people in this division, comprising of one chief, one secretary, two section heads, ten sanitation inspectors and two team members. According to regulations, we are in charge of the supervision of the district cleaning teams, along with their training, assessment, mediating and assisting them with the dealing with cleaning trolleies involved in accidents. According to the Labor Safety and Health Act, before the Department establishes a Safety and Health Office, we also have to be responsible for drafting prevention plans for occupational disasters as well as designing, supervising and managing the labor safety and health such as the inspection of safety and health facilities, scheduling regular patrols and check-ups, labor safety and health training, labor health check-up, labor illness, injuries, handicaps, death and so on. Our job also includes occupational disaster investigation and statistic analysis, along with all other items related to labor safety and health.

## Important Policy and Services

### (1) Supervision :

Establish an investigation system that every investigator is assigned with two or three units and the investigators are responsible for observing workers' attitude and seeing if they have any difficulty when performing their jobs. We hope that by harmonizing the cleaning teams, they will be able to perform their jobs with increased efficiency.

### (2) Sanitation Investigation :

#### 1. Regular Investigation :

On every weekday, or one day of the weekend, we separate the north and south areas or the east and west areas and send out one team in the morning and another in the afternoon to check on main roads, elevated roads, traffic islands and fields to see if these areas have been cleaned and maintained.

#### 2. Investigation depending on time :

For night-time investigations, we focus on the appearance of garbage trucks and check to see if any polluted water is leaking from them. We also check the speed at which the crews of cleaning teams get ready for their shift, the speed at which the trucks drive and if the crews are collecting garbage according to their schedule. From 11 am until 2 pm, we focus on making sure there are no unauthorized advertisements displayed on main roads.?

Investigations are carried out in order of importance.?

#### 3. Project Investigation :

First, during the Taipei City Lantern Festival, we check to ensure the crews of cleaning teams are maintaining the environmental cleanliness and appearance in the area of the festival. Second, we also inspect the Ximen Walking Area during election times to ensure that election flyers are removed. Third, we ensure that garbage is collected on Chinese New Year's Eve. Finally, we ensure that the Dragon boat racing site and observation areas for Mid-Autumn Festival are maintained. By doing this, we can discover any flaws and encourage increased working efficiency.

#### 4. Temporary Investigation :

On special occasions and for important cases given by superiors in an emergency, we send inspectors to check the

situation and report back their findings and suggestions.



Annual Educational Training Lecture



Labor Safety and Health Management Seminar

### (3) Garbage Truck Accident Protocol :

In the case of a garbage truck causing or being involved in an accident, we receive a message and send out an inspector to the accident site to mediate with the police. According to the findings of the accident investigation, we assist involved parties in obtaining insurance, medical financing, car damage compensation and any other legal aids required.

### (4) Annual Employee Education :

Between May and June each year, we hold an Annual Employee Education Lecture, which is required for all field personnel. The objective of the lecture is to help employees understand our Environmental Protection Policy and other related policies. It also educates employees on the rules at work, work attitude and related knowledge about safety and health. By holding these lectures, we can improve the quality of our service, reduce the frequency of occupational accidents and help maintain a positive image for the government.

### (5) Labor Safety and Health :

According to the provisions in the Measures of labor safety and health organization management and automatic inspection, we established an Occupational Safety and Health Committee (consisting of twenty members and is chaired by the Commissioner of the Environmental Protection Department of Taipei City. Seven members are labor representatives). A meeting is held every three months to discuss labor safety and health policies, labor safety and health educational training, investigation of occupational accidents, other safety and health proposals, self-checks and safety and health assessments, along with other safety and health management-related issues. Managers are strictly required to complete their safety and health management. Investigations are held regularly, as such we hope that managers will respect “workers’ lives and care for their safety” .

#### 1. Bring into Practice Employee Safety and Health Educational Training :

The annual Labor Safety and Health Educational Training includes training for Supervisors at Scene, Team Leaders, Foremen/Labor Safety Managers, forklift operators, Labor Safety Supervisors, Labor Safety Specialists, Labor Safety and Health Lead Salesperson (Class A), emergency rescue workers and traffic safety lecturers. Self-checks: before field personnel begin their shift, they are required to check on their own well-being, their equipment, safety warnings on vehicles and accessories to make sure they are in working order. They are also required to follow the Labor Safety and Health rules.??

#### 2. Occupational Accident Prevention :

Besides well-educating field personnel before going on duty, we also send our managers and scene supervisors to assist people based on our safety standards to prevent occupational accidents and attempt to reach the goal of zero accidents.

### 3. Accident Analysis :

We analyse the reasons behind each case of accidents with different teams, in order to prevent a similar accident from happening in the future. Also, with a focus on unsafe practices by field personnel, we give advice and warning to prevent future accidents from happening.

### 4. Work-related Injury Compensation :

When our employees are injured at work, compensation ranges from NT 1,000 to NT 10,000, depending on the circumstances. Should an employee be gravely injured or die, the Commissioner presents compensation in person. For all other cases, the Commissioner assigns other people (committee members or the Chief of Division 6) to represent him and give out compensation.

### (6) Regular Employee Physical Check-up :

According to the Labor Safety and Health Act, Article 12, when an employer hires employees, they must send them for a physical check-up. There are 6,628 people who will go through this check-up (this includes all mechanics working in the Department, drivers, team members, free lancers and employees in the auto shop). The budget for the check-up is NTD 13,792,868. The items for this year's physical check-up include 22 common physical exams. Hospitals are chosen via a bidding process, with each team selecting the hospital they think should be chosen. Once a hospital has been selected, a contract is signed with said hospital. Teams then have the option of choosing from Version A or Version B of the check-ups.

### (7) Praise for Model Employees :

According to the model employee selection plan, we choose exemplary employees and hold an award ceremony recognizing them on May 1st, Labor Day, every year. To be eligible for selection, you must have worked for 10 years or more, with a merit of A+ or higher for a minimum of eight years, or have had exceptional commendations, a recommendation by management or voted as a model employee by your co-workers. Those selected receive a certificate by the Commissioner and a prize (gift certificate).

### (8) Environmental Protection Team Work Assessment :

The Environmental Protection Subteam Work Assessment plan is held annually for district cleaning teams. This year, the assessment focuses on the maintenance of the environment, prevention of occupational accidents and the enforcement of resource recycling by day and type. Also, the assessment deals with keeping city roads clean. After the assessment, we pick top three teams out from group A. Each team is rewarded NT 10,000 – 20,000. We also pick the top ten subteams and award them NT 5,000 – 20,000. For Group B, we select the top two teams and reward them with a group prize of NT 10,000 – 15,000. Their work record then receives three written commendations.

### (9) Assessment of Different Size Garbage Truck Appearance :

To maintain the clean appearance of all the different garbage trucks in the Environmental Protection Department and prevent them from emitting unpleasant odours, we hold garbage truck assessments. Assessments begin every March 1st. During the first stage of assessment, we choose three compressing garbage trucks, three recycling trucks and two trucks from each team, with a total of 96 trucks to attend the second stage of the assessment. At the conclusion of the assessment, we choose ten excellent compressing garbage trucks, ten excellent recycling trucks and six excellent trucks to receive a certificate and award from the Commissioner, to be handed out at the Department Affairs meeting held in December.

### (10) Assessment of Maintaining Clean City Roads :

There should be a standard set of guidelines for the cleaning and maintaining of roads (including elevated roads), traffic islands, fields, gardens and bushes. Trash in neighborhood area verandas or fields and abandoned scooter or

bicycle baskets should be cleaned away, even though they do not fall under our responsibilities. Should there be a large amount of trash, the cleaning crew or free lancers should tell the foreman or team leader, so they can then inform the owner of the land to remove the trash. If there is no one to inform, we should clean away the trash. Inspectors (including executives) take photographic evidence of trash in fields, traffic islands, gardens and bushes. After a reasonable amount of time, inspectors return to the site of the trash. If the trash has not been removed, they then take another photograph. Should you be unable to explain why the trash has not been removed, a demerit is placed on your work record. Your team is then informed and asked to improve.

(11) Environmental Protection Seminar :

Between every August to November we hold one or two seminar for all team leaders, foremen/safety specialists. Roughly 240 people attend.

(12) Reporting Abandoned Items Assessment :

Assessments are held once every season (January to March, April to June, July to September and October to December) and if you have not worked here for more than one season, your assessment is counted by the time you have worked here. Each season, each team head must report 20 cases and instruct 20 cases. They are then qualified to pass assessment. Environmental Health Inspectors must report 45 cases and instruct 45 cases per season to pass inspection. Those who do not reach the minimum receive sanction according to related regulations.

(13) Sewage Cleaning Inspections :

In order to allow sewers to function properly, not to block up during typhoons and heavy rains or cause floods and to ensure citizens' life and property safety, every April to June, Division 3 holds investigations. The investigations are held in two stages and begin at the sewers in 12 areas of the city.

(14) Reporting of City Appearance :

In order to co-ordinate with the Department of Civil Affairs, Taipei City Government, we operate a reporting website. First, we ask the public and neighborhood heads to report cases online, and then cleaning crews accept cases and assign them to appropriate staff to be completed in a timely manner. All team representatives must write down case progress online and report completion of each case. Neighborhood heads confirm case closure. Our responsibilities include management co-ordination and follow-up investigation responses of all city appearance cases from different units. In 2008, from January to December, there were 57,390 city appearance case reports completed. In 2009, from January to April, there have been 23,678 cases completed.

(15) Citizen Free Lancer Accident Insurance :

For free lancers' health and properly utilized social resources, as well as combining society power, we ask that free lancers are able to work worry-free, so the YuLon Motor Company donated a group accident insurance fee of NT 1,000,000. There are 1,800 people who benefit from this. Insurance for free lancers was purchased from the Tokio Marine Nawa Insurance (Deaths due to work-related incidents result in benefits of NT 700,000. Deaths due to general accidents result in benefits of NT 350,000. Admission to hospital due to accidents results in benefits of NT 600 per day).

(16) Establishment of Natural Disaster Prevention Command Center :

We send people to stay at the Command Center to contact, co-ordinate and report anything related to the environment. Once a disaster warning is lifted, rescue operations commence, which we take part in.

## Future Goals

We aim to enforce investigation of working methods, practice supervision of basic cleaners' safety and health and maintain a positive work attitude in order to increase the efficiency in which we serve the public. Whether we are able to work towards these goals continuously or in turns depend on professional priorities, regions and period of time. Upon completion of the project, or temporary suspension of the project, we will have an assessment report. We will accomplish this by investigating and assisting all the services offered by the crews of cleaning teams to ensure our city appears clean at all times, and also caring for the safety and health of workers.