

Service Level Agreement (SLA)

The customer expects Green-Collar Waste (G-CW) to deliver a service that includes being “innovative, excellent, committed, commercial, leading and operating with integrity”. G-CW shall monitor the performance of Service delivery and Financial commitments.

As such the following will apply:

1. G-CW shall meet to review such performance not less than once every 3 months.
2. At each such meeting the performance of the SLA will be assessed by G-CW as follows:
Performance against SLA requirements to be assessed jointly against the objective criteria set out in the schedule below;
3. The Key Performance Indicators (KPI's) are arranged in the following groups:

- A. Collection Services
- B. Financial Information
- C. Management Information
- D. Recycling
- E. Cost Savings
- F. Legal Compliance
- A) Collection Services

G-CW shall:

- Ensure that sites will have access on a day to day basis to a Service Manager, responsible for delivery of service.
- Arrange collection and disposal of waste from the nominated sites in line with site-specific schedules of the main agreement.
- Any missed collections will be made up within 1 working day of being reported.
- Action all requests for scheduled & unscheduled requests, within 4 hours.
- Action all requests for project, ad hoc collections, and new work within 48 hours of receipt of request.
- For requests which require site specific audits then a timescale will be agreed with the requestor
- All service complaints will be responded to within 4 hours and corrective action in place within 5 working days.

- Any changes to services initiated through G-CW must be communicated to the relevant site 2 weeks prior to implementation or in any event 2 weeks before the customers new 4 weekly collection period and a follow up Customer Care will be done on the day of execution in relation to the appropriate service. This includes tipping sites price rises which will only take affect from the start of the customers next new 4 weekly collection period, ie if tipping prices rise by £10 a tonne and the customer only as 100kg of mixed general waste collected weekly, then the £10 increase will only full on the tenth week after the new 4 weekly collection period as begun.

The Customer shall:

- Advise G-CW of any changes to the portfolio of sites within a reasonable timescale.
- Advise G-CW of any service issues as soon as reasonably practicable.
- Advise G-CW of any site access issues, ie utility works etc.

B) Financial Services

G-CW shall:

- Invoice all customers on the last day of their 4 weekly collection period.
- All credit control enquiries will be resolved before the customers new 4 weekly collection period begins.

The customer shall:

- All invoices will be paid by the customer before the start of their new 4 weekly collection period. Invoices not paid on time, will result in weekly invoicing until such time that G-CW see fit to revert back to the 4 weekly invoicing period,
- Advise the G-CW of any invoicing queries within 24 hours of receipt of invoice to avoid being placed on the weekly invoicing scheme through no fault of their own, default mechanisms.

C) Management Information

G-CW shall if requested:

- Provide the customer with a quarterly report including (as a minimum) site data on all SLA/KPI's agreed here, specifically, and for the avoidance of doubt, to include:
 - total waste tonnages
 - total recycling tonnages
 - financial spend by site
 - service success

D) Recycling

G-CW working in partnership with the customer will look to achieve recycling targets that are deliverable each year.

- 75% recycling year one
- 80% year two
- 85% year three exiting at 90%

E) Cost Savings

G-CW shall continue to drive savings through rationalisation and waste minimisation. This activity will be reviewed at Account Review meetings.

F) Legal Compliance

G-CW shall maintain legal compliance at all times by ensuring that:

- All waste is disposed of at licensed sites using fully vetted licensed waste carriers in accordance with current legislation and best practice.
- All paperwork is correctly completed before suppliers leave site and that the Customer retain their yearly Waste Transfer Notes on file for a period of not less than 2 years.

Generic SLA working in conjunction with and not contrary to the detailed customer's personal provisions as set out on page 1 of SLA.

Signed for receipt:

Date: