



CLARION
HOUSING

CLARION HOUSING

SPECIFICATION
Bulk Rubbish Collection

GENERAL PROVISIONS

1 INTRODUCTION

- 1.1 This Schedule 2, Service Specification (“Specification”), defines Clarion’s (“the Clients”) requirements for the Bulk Waste Collection Service Contract (“the Contract”). The Contractor shall perform the Services in accordance with the requirements set out in this Schedule.
- 1.2 In this Specification, the words and expressions used shall have the meanings set out in Schedule 1, Definitions, and the Glossary of Terms.

2 SCOPE

- 2.1 The Contract shall include the following services (“Services”):
 - 2.1.1 **Recycling Services**
 - (a) White Goods Collection
 - (b) Furniture
 - 2.1.2 **Cleansing Services**
 - (a) Street Cleansing
 - (b) Removal of Fly tipped and Abandoned Materials
 - (c) Graffiti, Drug Paraphernalia and Flyposting Removal
 - (d) Human waste
 - 2.1.3 **Other Services**
 - (a) Business Recycling and Waste
 - (b) Customer Services
 - (c) Communications
 - (d) Container Management

GENERAL SPECIFICATION

3 OUTLINE

- 3.1 This General Specification is applicable to all the Services and shall apply throughout the Contract Period.

4 OVERALL SERVICES OBJECTIVES AND SERVICES MANAGEMENT

Output 1: Annual efficiency savings and performance reviews deliver the anticipated benefits to the Client.

Output 2: The principles and objectives of a partnership approach are applied in a spirit of openness, trust and co-operation.

Output 3: The Contractor delivers and takes ownership of the Contract Targets to ensure successful delivery of the Services for the duration of the Contract.

Output 4: Appropriate mechanisms for measuring and reporting Key Outcome Targets for all Service activities are developed and applied, with performance against these reported to the Client.

Output 5: The monitoring of the Contract by the Contractor reflects the actual performance of the Services, identifies and improves poor performance or customer dissatisfaction and resolves issues in a timely manner.

4.1 The Contractor shall:

4.1.1 develop, to the approval of the Regional Contract Manager, and subsequently provide an Annual Service Report, as set out in Schedule 4, Overall Service Objectives and Services Management. The Annual Service Report shall summarise the performance achieved by the Contractor during the Contract Year;

4.1.3 design, to the approval of the Regional Contract Manager, and subsequently provide and manage the monthly Performance Reports and Service Reports, as set out in Schedule 4, Overall Service Objectives and Services Management;

4.1.4 be responsible for monitoring its own performance against the requirements of the Contract and report to the Regional Contract Manager on its performance of the Services in the Performance Reports and Service Reports;

4.2 Monitoring and reporting

The central point of contact for Clarion Housing Group shall be the Regional Contract Managers

4.2.1 Monthly meetings will be held during the mobilisation period and the subsequently Quarterly meetings throughout the duration of the contract, to discuss (as a minimum but not limited too)

- Reports
- Expenditure
- Usage
- Meeting of KPIs.

4.2.2 KPIs will be

- Acknowledgement and Response times
- Waste Transfer Notices
- Photographic Evidence
- Order Completion Times - a confirmation of a job completed or delayed outside agreed timescales.

4.3 Timescales

The contractor will provide a collection date based on the urgency which will be within the following time periods:

- Not urgent/Standard (within 5 working days, excluding today)
- Urgent (within 2 working days, excluding that day)
- Emergency (before close of next working day)
- Other – to be agreed between parties
- Scheduled – as agreed with the Regional Contract Manager

5 LOT STRUCTURE

A National service, across regional lots is required, which can operate across various Clarion HG estates. Bulk Rubbish Collection is covered in the London area by an in-house arrangement, London will therefore not form part of the specification.

The regions will be broken down into 3 LOTs;

LOT 1: North

LOT 2: East

LOT 3: South

The LOTs include, but are not limited to the below;

Over Arching Area	Areas included
LOT 1: North	Milton Keynes, Witney, Birmingham, Plymouth, Bristol, Derby, Ilminster, Rugby, Wallingford, Coventry, Hull, Tamworth, Bedworth, Stoke-on-Trent, Leicester, Exeter, Solihull, Nuneaton, West Bromwich, Abingdon, Walsall, Rugby, Sutton Coldfield, Sheffield, High Wycombe, Bridgnorth, Bedworth, Much Wenlock, Leeds, Bradford, Warrington, Bolton, Salford, Manchester, Widnes, Newton le Willows and Hartford.
LOT 2: East	Hertford, Borehamwood, Ware, Welwyn, Welwyn Garden City, Luton, Sawbridgeworth, Stevenage, Hemel Hempstead, Potters Bar, Bishops's Stortford, Radlett, Hatfield, Harlow, Bedford, Berkhamstead, Buntingford, Maldon, Letchworth Garden City, Hitchin, Bushey, Chelmsford, Watford, East Grinstead, St. Albans, Harwich, Brentwood, Elstree, Shenley, Basildon.
LOT 3: South	Maidstone, Hove, Crawley, Burgess Hill, Brighton, Haywards Heath, Horsham, East Grinstead, Bognor Regis, Worthing, Tenterden, Reading, Shoreham-by-Sea, Tonbridge, Chichester, Gravesend, Southampton, Rochester, Bracknell, Lancing, Hassocks, Tadley, Ashtead, Guildford, Dover, Alton, Cuckfield, Tunbridge Wells, Greenhithe, Aylesford, Hove, Basingstoke, Portsmouth, Ashford, Swanscombe, Southsea, Billingshurst, Midhurst, Ramsgate, Canterbury, Hassocks, Andover, Leatherhead, Godalming, Snodland, Havant, Haslemere, Basingstoke, Hailsham, St. Leonards-on-Sea, Lingfield, Dorking, Hildenborough, Leatherhead, Rye, Holmwood, Hailsham, Andover, Sevenoaks, Forest Row, Ramsgate, Littlehampton, Bexhill-on-Sea, Petersfield, Peacehaven, Eastbourne, Winchester, Farnham, Pulborough, Fareham, Faversham, Midhurst, Polegate, Petersfield, Lewes, Lancing, Emsworth, Uckfield, Crowborough, Arundel, Ramsgate, Dorking, Christchurch, Newton Abbot

6 LOCAL ECONOMIC DEVELOPMENT

Output 6: The Contractor supports the Client by delivering Services which contribute to economic growth in the boroughs.

6.1 Community involvement

Clarion Housing Group wish to support our neighbourhoods by:

- Encouraging communities to manage their own waste.
- Providing employment and training opportunities to our customers
- Offering support to community groups who want to be involved in managing their environments – i.e. organising estate clean up days.
- Having an environmental focus that supports reduction of carbon footprint

6.1.1 it is imperative that contractors adapt their service to meet these differing requirements and give consideration for the environment in which the works are to be carried out. It is also important for contractors to be polite, courteous and respectful at all times when dealing with anyone within Clarion Housing Groups properties.

6.1.2 will need to demonstrate a strong commitment to Social Value.

7 MANAGEMENT INFORMATION SYSTEM

Output 7: The Management Information System (MIS) records and reports all data and information relating to the delivery of the Services in real-time and takes full advantage of developments in new technology.

7.1 The Contractor shall design, provide and manage the MIS to:

7.1.1 deliver operational management information, including Health and Safety, and to monitor and report the real-time performance of the Services;

7.1.2 measure and record data accurately and transparently for the day-to-day management of the Contract and to report against agreed Contract Targets and Key Outcome Targets;

7.1.3 provide Performance Reports and Service Reports on a monthly basis for the performance monitoring of the Contract as required by the Regional Contract Manager;

7.1.4 measure and record data accurately and transparently for cost information of the Contract and for the generation of accurate monthly invoices as approved by the Regional Contract Manager; and

7.1.5 provide any further information to the Regional Contract Manager as reasonably requested, including information that is needed to complete statutory returns and other similar requirements.

7.2 The Contractor shall provide a single MIS that:

7.2.1 can provide the relevant information to the Client at all times on an ongoing basis, acknowledging scheduled maintenance downtime;

7.2.2 has extensive database management capabilities to enable 'one version of the truth', holding accurate data with automated daily updates;

7.2.3 includes 'live' interactive dashboards to monitor service delivery and report on contractual performance;

- 7.2.4 takes full advantage of innovation and new technologies, the development of new interfaces and software upgrades and regular enhancements during the Contract Period;
- 7.2.5 in the future may need to engage and work with Clarion on possible future project where all documentation and data is transferred via an interface. Until then Contractors will need to send documentation and data via secure emails and Sharefile systems.
- 7.2.6 meets the legislative and good practice requirements in relation to information and data protection, security, integrity and audit, including compliance with data retention and storage;
- 7.2.7 has in place and implements arrangements in relation to data maintenance, data backup and data recovery procedures, and disaster recovery; and
- 7.2.8 includes functionality where available to enable the service provider to discharge its enforcement functions.
- 7.2.9 able to provide all information to Clarion at the end of the contract within 3 months.

8 CUSTOMER SATISFACTION

Output 8: The Services are operated in a manner that maintains a high level of customer satisfaction.

- 8.1 The Contractor shall provide the Services to:
 - 8.1.1 meet the Customer Satisfaction Contract Target, which will include methods for recording customers' views and feedback of the Services to assist in developing and improving the Services and meet local needs.
 - 8.1.2 recognise the specific requirements of deprived areas, vulnerable people and the diverse and transient nature of the communities within the Clients geographic areas; and
 - 8.1.3 if required involve the Clients local communities, including but not limited to residents, shared ownership and leaseholders.

9 CUSTOMER SERVICES

Output 9: The Contractor promptly supports the Client in dealing with enquiries, complaints and service requests.

- 9.1 The Client shall be responsible for the 'end to end' management of all Councillor and MP enquiries, Stage 1 and 2 complaints.
- 9.2 The Contractor shall:

- 9.2.1 provide information to manage and support;
- complaint investigations
 - all written, email, social media and web based enquiries
 - service requests submitted from residents, businesses and visitors in relation to the Contract
- 9.2.2 respond to requests for information by adhering to the Clients complaints procedure and the following minimum standards:

Type	Acknowledgement (Working Days)	Response (Working Days)
General Enquiry	2	5
Service Request	2	5
Stage 1 Complaint	2	10

10 HEALTH AND SAFETY

Output 10: The health, safety and welfare of all persons who may be affected by the operations and activities performed by the Contractor as part of the Contract is safeguarded.

Output 11: Appropriate mechanisms to report and act on any near misses, accidents, incidents, dangerous occurrences or ill-health are in place.

- 10.1 The Contractor shall:
- 10.1.1 adopt safe working practices that meet or exceed the highest standards set by the Health and Safety Executive (HSE) or industry good practice guidance;
- 10.1.2 comply with all current and future regulations, legislation, guidance and working rules that apply to the Services delivered as part of the Contract, ensuring the highest standard of safety for all the Contractor's staff employed on the Contract, third parties and the public;
- 10.1.3 carry out risk assessments for all relevant activities carried out as part of the Contract. These are to be detailed as part of the Health and Safety Plan. The Health and Safety Plan shall be reviewed and updated throughout the Contract Period to reflect changes in regulations, legislation, guidance and working rules that apply to the activities and facilities under the Contract to ensure the highest standards of safety;
- 10.1.4 have procedures in place for monitoring and reviewing the Health and Safety performance of the Contractor's staff, and share information, collection routes and route-specific risk assessments with the Client;
- 10.1.5 be responsible for the suitable and safe use of the equipment used in the provision of the Services. Equipment shall be suitable for purpose and maintained in safe working order as required under the Provision and Use of Work Equipment Regulations 1998 (PUWER). All equipment shall be operated by trained operatives who will be supplied and equipped with all safety wear and equipment at the Contractor's expense in order

to comply with the relevant provisions in the Health and Safety at Work etc. Act 1974 (as amended);

- 10.1.6 conform to an ISO 45001:2016 Occupational Health and Safety Management System (or equivalent). Certification shall be obtained within the first 12 months of the Service Commencement Date;
- 10.1.7 provide and maintain all necessary fire-fighting, pollution control and health and safety facilities at all Depots and Sites required to deliver the Services, commensurate with the requirements of the fire and other statutory Authorities and in compliance with leases, licences, planning requirements and permits;
- 10.1.8 provide and maintain adequate first aid facilities, appropriately qualified first aiders and suitable PPE for the Contractor's staff and site visitors;
- 10.1.9 record any accidents or incidents and report to the Client through the Management Information System as soon as practicable. The Client shall be notified by the Contractor of any RIDDOR accidents or incidents that are reported to the HSE; and
- 10.1.10 actively promote a positive approach to Health and Safety in service delivery arrangements, including joint working with the Client to proactively monitor waste and recycling collections throughout the Contract.
- 10.1.11 pass Clarion Housing Groups Health and Safety Assessment.

11 QUALITY AND ENVIRONMENTAL MANAGEMENT

Output 13: Accredited Quality and Environmental Management Systems are in place throughout the Contract.

11.1 The Contractor shall:

- 11.1.1 implement measures to meet the Bulk Waste Collection Services Contract Targets, which will include methods for reducing carbon emissions and particulate matter associated with the direct operations of the Services until the designated delivery point;
- 11.1.2 design, maintain and review management systems that are certified by a UKAS certified assessment body (or a body of similar standing) as covering the scope of the Services detailed in this Specification and covering the Depots and Facilities used for the delivery of the Services and to the minimum following standards: ISO 9001:2015 (or equivalent) and ISO 14001:2015 (or equivalent). Certification shall be obtained within the first 12 months of the Service Commencement Date; and
- 11.1.3 permit the Regional Contract Managers access to, and inspection of, all relevant records and information relating to the maintenance of the accreditation of the Quality and Environmental Management Systems, including verification by external inspectors and auditors.

- 11.2 The contractor shall record;
- Total weights / volumes of waste collected
 - % of Waste to Landfill, Incinerated, Recycled and Repurposed
 - Identifying “controlled” waste (e.g. refrigerants in fridges) and demonstrating processing is according to regulation
 - Identifying common bulky waste types that do not have recycling / recovery options for future innovation
 - Case studies / examples of good practice should be recorded / captured annually
- 11.2.1 evidence of vehicle movement optimisation (i.e. reduced mileage) and evidence of transition to hybrid/electric vehicles where possible.

12 EMERGENCY WORK

Output 14: The Service is designed, provided and managed to deal with Emergencies and is responsive to customer needs at all times.

12.1 The Contractor shall:

- 12.1.1 have in place an Emergency Plan for the Contract to ensure the delivery of each element of the Services;
- 12.1.2 provide an out of hours response service; and
- 12.1.3 have a plan to reprioritise resources, if necessary, to support the response to Emergencies.

13 DISRUPTION OF SERVICES

Output 15: The Business Continuity and Disaster Recovery Plan designed, maintained, reviewed and, where necessary, implemented by the Contractor to reduce, mitigate and/or negate the impact of failure of the Services in whole or part.

- 13.1 The Contractor shall design, maintain, review and, where necessary, implement the Business Continuity and Disaster Recovery Plan for the Contract for the delivery of each element of the Services, including, where relevant and as a minimum:
- (a) loss of use of buildings (e.g. fire, theft, utility failure);
 - (b) failure of Vehicles, Plant and Equipment;
 - (c) failure of suppliers of goods and services;
 - (d) non-availability of staff (e.g. flu pandemic);
 - (e) non-availability of delivery points and sorting facilities;
 - (f) disruption to Services for any reason including extreme weather and environmental incidents (e.g. fuel / chemical spillages);
 - (g) civil Emergency or unrest, energy failure, fuel shortages or any industrial action; and
 - (h) failure and resilience of the Management Information System and/or any other IT systems.

- 13.2 the Contractor shall agree with the Regional Contract Manager the Business Continuity and Disaster Recovery Plan for the Contract which shall be reviewed and updated on an annual basis or in response to any significant incident.

14 MOBILISATION AND HANDBACK

Output 16: The transition and mobilisation of the Services from the date of Contract Award to the Service Commencement Date is seamless and continuity of the Services is maintained.

- 14.1 The Contractor shall:

- 14.1.2 develop, implement, monitor and review the effectiveness of the Contract Mobilisation Plan to set out the details of the transition and mobilisation of the Services, which shall also account for all potential service disruptions, failures and delays.

Output 17: The Exit Plan is available prior to Contract Expiry or Contract Termination.

- 14.2 The Contractor shall:

- 14.2.1 develop, maintain and update the Exit Plan, which as a minimum shall include the responsibilities and the ownership of the following at expiry or termination of the Contract: Vehicles, Plant and Equipment, Sites, the data in the Management Information System used to manage and operate the Services and TUPE information.

15 VEHICLES, PLANT AND EQUIPMENT

Output 19: The Vehicles, Plant and Equipment used in the delivery of the Services are managed and maintained effectively by the Contractor.

- 15.1 The Contractor shall;

- 15.2 be responsible for the procurement of Vehicles and have the freedom to design the fleet.

- 15.2.1 ensure Vehicles, Plant and Equipment be of a design and condition which is suitable for the delivery and performance of the Services and maintained in accordance with the manufacturer's instructions;

- 15.2.2 ensure sufficient frontline and reserve/spare Vehicles, Plant and Equipment at all times. A lack of suitable Vehicles, Plant and Equipment shall not be considered a valid reason for non-performance of the requirements of the Contract;

- 15.2.3 be fully responsible for licensing all Vehicles, Plant and Equipment and for the payment of all licensing fees, taxes, fuel and insurance premiums required in connection with or arising out of maintenance, repair, replacement and use of all Vehicles, Plant and Equipment employed in the performance of the Services;

15.2.4 ensure all Vehicles comply with the Clients Green Vehicle Fleet Standard, and explore biodiesel fuel supply arrangements;

16 DEPOTS AND FACILITIES

Output 20: The Depots required for the delivery of the Services are managed effectively by the Contractor.

16.1 The Contractor shall be responsible for managing the Depots and Facilities for the Services.

17 RESOURCES

Output 21: resources to provide the Services required within this Contract. The Contractor's staff are fully trained and qualified to provide the Services required within this Contract.

Output 22: The requirements under TUPE legislation are fully met.

17.1 The Contractor shall:

17.1.1 appoint competent management and supervisory staff for the efficient and effective management of the Services. In particular:

- (a) provide a named and suitably qualified Contract Manager.
- (b) provide sufficient number of named and suitably qualified Supervisors to ensure that the Contractor's staff are adequately managed and properly performs the duties to meet the Clients requirements; and
- (c) have in place adequate contingency resource plans to cover for absences.

17.1.2 identify and employ adequate numbers of suitably trained and qualified staff for all aspects of the Services;

17.1.3 ensure that the Contractor's staff, including those employed on a temporary or agency basis, receive appropriate and relevant induction training before commencing any operational activities;

17.1.4 provide ongoing staff training in accordance with good management practice, including the development of trade or professional skills, and maintain detailed personal development plans;

17.1.5 comply with the Clients Workforce Standards and provide information as part of the monitoring and review process;

17.1.6 ensure that staff show respect and responsibility for the people within the communities that they are operating in and that they act as ambassadors of the Client;

17.1.7 maintain an accurate and up to date electronic resources schedule throughout the Contract which is available to the Client on an ongoing basis; and

17.1.8 implement equal opportunities in recruitment procedures.

18 REMOVAL OF FLYTIPPED AND ABANDONED MATERIALS

18.1 The Contractor shall:

18.1.1 remove the presence of the Fly tipped or Abandoned Materials, including abandoned bicycles, in line with agreed KPIs, being noted by the Contractor or reported to the Contractor or as otherwise instructed by the Regional Contract Manager from any part of Clarion Housing Groups estates covered by the Contract using suitable equipment;

18.1.2 transport and deliver Fly tipped or Abandoned Materials to the Delivery Site(s) for reuse, recycling or disposal; and

18.2 if identifies, or is notified of, accumulations of Waste larger than 2.5 cubic metres in volume or that the removal of any item of Fly tipped or Abandoned Materials requires mechanical handling, then the Contractor shall remove, transport and deliver the Waste to a Delivery Site for reuse, recycling or disposal.

18.3 if identifies asbestos or any other Hazardous Waste requiring specialist disposal under current legislation, the Contractor shall immediately report the occurrence to the Regional Contract Manager who shall be responsible for arranging the safe collection and disposal of the Hazardous Waste.

18.4 White Goods: maximise the amount of Waste segregated for reuse and recycling, and fulfil the legislative requirements in relation to WEEE (waste electrical and electronic equipment) and ensure the service is responsive to meet local needs.

18.4.1 Contractors should, where possible, consider:

- Reuse is the preferred waste management option, followed by recycling, recovery including energy recovery and as a last option, safe disposal.
- Support or partnership with social enterprise schemes who recycle furniture and WEEE at affordable rates.
- Collection and delivery of refrigerators, freezers, TVs and computer monitors is undertaken carefully in order to preserve the potential value of the item, and to maximise opportunities for the subsequent reuse or recycling of the item by resale as a functional appliance.

GLOSSARY OF TERMS

“Acceptance Criteria” means the criteria against which Waste materials are accepted or rejected for recycling purposes.

“Adopted Highway” means the road or pavement where the Client is responsible for maintenance.

“Anti-social Deposit” means urine, vomit, human faeces or any other similar substance.

“Bulk/Bulky Waste” means any items that are too large to fit into a standard Waste Container including but not limited to furniture, garden furniture, mattresses and office equipment.

“Christmas Tree” means any organic evergreen tree with a trunk less than 15cm in diameter and no more than two metres in length.

“Cigarette Bin” means any Container provided by the Client for the extinguishing and deposit of cigarette Waste.

“Client” means Clarion Housing Group

“Clinical Waste” shall have the meaning ascribed to it under Sections 1(2)(a) and 1(2)(b) of the Controlled Waste Regulations 1992.

“Community Researchers” means volunteers that provide effective, in-depth and transparent research across all Council services.

“Container” means any receptacle used for the containment or storage or transport of Waste.

“Contamination” means any material(s) not included in the list of acceptable items for collection by a particular recycling service, as advised by the Regional Contract Manager.

“Contract Waste” means all Waste arisings collected by the Contractor, including Business Recycling and Waste.

“Contrary Materials” means any Waste items that are presented with or mixed within collected recycling but are not specified as Recyclable Waste.

“Curtilage” means the front edge of the property boundary adjacent to, but not on, the Adopted Highway.

“Dead Animals” means any Dead Animal other than any single dead wild bird or rodent.

“Detritus” means dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues and fragments of twigs, glass, plastic and other finely divided material.

“Dog Bin” means any Container provided by the Client for the deposit of dog Waste.

“Drug Paraphernalia” means needles, syringes and pipes or any other similar material.

“Emergency” means any unforeseen incident which, in the opinion of the Regional Contract Manager, requires immediate action by the Contractor and includes storms, flooding, oil/diesel spillages, snowfall and ice formation, or terrorist activity or any other similar situation.

“Fly tip”, “Fly-tipped” or “Fly-tipping” means the unauthorised and/or unlawful deposit of any Waste or loose material on the Adopted Highway.

“Food Waste” means cooked and uncooked Food Waste including but not limited to fruit and vegetables, meat and fish, tea bags and coffee grounds, bread and pastries, dairy products, rice pasta and beans, eggs and eggshells, and leftovers.

“Garchey Waste” means macerated Food Waste that is carried to, and emptied from, a central pit (Garchey Chamber).

“Garden Waste” means biodegradable Garden Waste including but not limited to grass cuttings, weeds, dead flowers, garden prunings, leaves, bark and Christmas trees that the Regional Contract Manager instructs the Contractor to collect as material to be composted.

“Grade A” means the absence of Litter, debris, Detritus, loose chippings, excreta, accident debris, leaf and blossom fall, other rubbish and animal carcasses or remains or any other material fouling Land Use surfaces.

“Grade B” means predominately free of Litter, debris, Detritus, loose chippings, excreta, accident debris, leaf and blossom fall, other rubbish and animal carcasses or remains or any other material fouling Land Use surfaces apart from small items.

“Hazardous Waste” shall have the meaning ascribed to it in the Hazardous Waste (England and Wales) Regulations 2005.

“Household Waste” shall have the meaning ascribed to it under Section 75(2) of the Environmental Protection Act 1990 and/or in Schedule 1 of the Controlled Waste Regulations 1992.

“Land Use” means any publically accessible land which can be managed by either local authorities, service providers or private land owners.

“Leaf Fall” means the presence on the ground of fallen leaves, twigs, branches and any windblown vegetation.

“Litter” means small items of Waste or other material placed in Litter Bins, blown from Litter Bins or dropped or carelessly discarded that causes defacement in public places.

“Litter Bin” means any Container provided by the Client for the deposit of Litter.

“Other Non-Domestic Waste” shall have the meaning ascribed to it in Schedule 2 of the Controlled Waste Regulations 1992.

“Recyclable Waste” means any Waste or type of Waste, which the Regional Contract Manager instructs the Contractor to collect as material to be recycled.

“Red Routes” means the major roads on which vehicles are not permitted to stop or park.

“Regional Contract Manager” means the person nominated to represent the Client pursuant to the Conditions of Contract.

“Residual Waste” means the Waste that cannot be or is not separated for recycling or composting.

“Salt/Grit Bin” means any Container provided by the Client for the storage of grit, rock salt or any other de-icing material.

“Side Waste” means excess, Residual Waste from the Household, which is presented for collection at the side of the Container(s).

“Street Cleansing” means cleansing the entire surface of any street to the backline to maintain Grade B or above by means of manual or mechanical sweeping, Litter picking or vacuum operated means or any combination of these methods.

“Street Market” means any street or area so designated by the Client that allows individuals to trade.

“Waste” shall have the meaning ascribed to it under Sections 75(2) and 75(3) of the Environmental Protection Act 1990 and other types of Waste specifically referred to as being included in these Services.

“WEEE” means Waste Electrical and Electronic Equipment.

“White Goods” means electrical or gas powered household appliances such as fridges, freezers, washing machines, cookers, microwaves, dishwashers, tumble dryers and any other similar items.