

## Draft Service Level Agreements for Waste Removal

Service	Area	Initial Contact	Responsibility for Areas	Frequency /Priority	Service Level	User Responsibility	Charge
<b>WASTE REMOVAL</b>							
<b>Day-to Day Controlled Waste</b>	Inside non residential buildings, not including hazardous waste		Cleaning Team	Daily	Designated waste points (listed separately) to be checked every day and Household bin emptied every day plus any other bins which require to be emptied either because of volume or nature of waste to be emptied Bins to be wiped clean every week, Where bins are becoming over filled within same day extra collections or extra locations will be added, on temporary or permanent basis	Minimise waste creation & maximise recycling Waste to be put in correct bin (small amounts of cardboard to be flattened and put behind bins) Bins not to be overfilled Owner of space must allow sufficient space for complete set of bins to be co-located in user friendly locations where waste operatives can access daily without the need for occupants to be there and without disturbing activities taking place there.	
<b>Individual separate paper bins inside offices (either recycling or confidential)</b>	Offices Inside non residential buildings, not including hazardous waste		Portering Team	On request	Waste removed within 3 working days of request (may increase to 5 during exams or during week of degree ceremonies) Confidential waste will be stored securely prior to collection by contractor, and taken to secure premises and shredded and all paper recycled.	Do not fill bags excessively (if over 25Kg will not collect). To order more green bags or white bags contact 3001 Avoid contamination with other waste to help recycling Where paper is confidential, keep in a secure location and use white bags do not cause trip hazards or fire hazards by dumping in walkways or corridors	Green bags no charge for disposal or bags (prices may change with supplier agreements, please check at time of ordering) White bags to be charged for disposal at current rates - check with Ancillary Services if you need to know what these are).

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<b>One-off Clearouts of Controlled waste</b>	Inside non residential buildings, not including hazardous waste		Portering Team	On request	Removal, recycling and/or disposal of waste as part of office moves, clearouts of storage areas, prior to refurbishment or similar.	<p>Give us 5 working days notice of job.</p> <p>Arrange for separate disposal of hazardous waste</p> <p>Where there is unwanted furniture and or equipment, please try and let others know about items in question (email surplus@bradford.ac.uk) well in advance in order to allow time to transfer items to new owner.</p> <p>Maximise the proportion of waste that is recycled, including the reduction, re-use, segregation and recycling of wastes.</p>	Yes. Where possible costs will be minimised by using own staff and recycling paper, scrap metal and other items. Any costs incurred will be passed on.
<b>Delivery &amp; Collection of Skips for Departments</b>			Cleaning Team	On request	<p>Ancillary Services (AS) will liaise with Waste Contractor to book skip, detailing times and exact location as discussed with customer.</p> <p>Contract to be managed by AS</p> <p>Figures to be kept on weights of waste collected</p> <p>Access to campus for waste company arranged by AS</p> <p>Transfer notes to be retained by AS</p>	<p>Customer to identify where the skip is to be located (in line with advise from Fire Officer, must be either 10m from a building in a secure compound or must be a fully enclosed lockable skip if located nearer to building</p> <p>Customer to ensure location does not cause obstruction or where it takes up parking space that security are aware and ok with this</p> <p>Customer to ensure waste in the skip corresponds with description given when skip was requested</p> <p>Any transfer note to be forwarded to Ancillary Services</p> <p>Customer to ensure that there is no unauthorised removal of any waste by any third party other than as arranged with AS.</p> <p>Customer to notify AS once skip is full and needs emptying and bringing back or once it is finished with and needs removal altogether.</p>	Recharge: cost of the skip

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<b>Laboratory Glass</b>	Specific Life Sciences Laboratories (List available)		Cleaning Team	Monthly (Last Wednesday of each month)	All bins with waste glass to be removed and treated as hazardous waste Clean bins left on a one for one swap (bins 75Lt capacity) All glass to be recycled once chemical traces removed. Consignment notes kept by AS Invoices coded centrally by AS proportionately according to spreadsheet of labs subscribing to this service.	Facilitate access or leave bins outside lab (where this is practical) No full bottles or glass containers must be put in bins. This is not a chemical removal but a precaution to ensure no hazardous waste ends up in the wrong waste stream.	Yes
<b>Clinical waste</b>			Cleaning Team	Weekly	Co-ordinate contract liaison. Clinical waste eurobins to be provided, removed on a weekly basis and replaced with clean empty bins. Audit trail of waste to be maintained to comply with legal, regulatory and due diligence principles. Ordering Sharps bins and medibins for departments.	Departments to only use clinical waste bins designated for their specific use and as arranged with Ancillary Services. Only waste matching the pre-arranged description and type, and labelled accordingly, must be placed in any particular eurobin. All containing liquid or which might contain liquid to be contained in rigid waterproof sealed Medibin containers purchased by the user department for this purpose All waste containing sharps to be contained in sharps boxes purchased by the user department for this purpose Any anticipated significant increase or decrease in volumes to be notified so that capacity can be increased or decreased Bags, medibins and/or sharps bins to be taken to the clinical waste eurobins by customer department staff	Recharge: cost of contract waste disposal

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Catering Waste			Cleaning Team	Daily	Daily removal by designated contractor/member of staff from prearranged locations	Customer to ensure only the right waste is put in the right waste container: eg where recyclables such as plastic, paper etc are disposed of these to be segregated and recycled, glass in glass bins only. Where food waste collections are possible, food to be segregated and contained in the appropriate container and only appropriate (compostable) liners to be used All reasonable care to be taken where bins are placed outside to prevent fire risk and access to pests (lids to be kept closed, area to be kept tidy). No hazardous waste (eg fridges, electrical items) to be placed in collection areas without prior arrangement with AS Catering waste to be removed from meeting and event rooms when buffets are cleared at the end of the event and disposed of through central point.	No charge for day to day controlled waste. Charge for hazardous waste or large clearouts of equipment and materials - costs as per quote or as per invoice.
<b>WASTE REMOVAL - EXCLUSIONS</b>							
Chemical Waste							
Radioactive Waste							
Mineral or Vegetable Oils							
WEEE Waste							
Asbestos							