



SERVICE AGREEMENT AND WASTE TRANSFER NOTE

CUSTOMER INVOICE INFORMATION

Company Name: ("the Customer") Kipling Co Ltd

Address: 1 Princes Square, London, , W2 4NP

Invoicing Contact: Aaron Kazab

Email: aaron@conceptlondon.co.uk

Telephone: 02072291011

Mobile: 07958620026

CUSTOMER SITE INFORMATION

Company Name: Kipling Co Ltd T/A Concept Studio Apartments

Address: ("the Premises") 48-56 Bayham Place, London, , NW1 0EU

Service Contact: Aaron Kazab

Email: aaron@conceptlondon.co.uk

Telephone: 02072291011

Mobile: 07958620026

Customer Description: Waste Producer Other (Please specify)

Nature of business/type of process from which the waste is produced: 68.32 - Management of real estate on a fee or contract basis

Waste Hierarchy declaration - I confirm that I have fulfilled my duty to apply the waste hierarchy as required by Regulation 12 of the Waste (England and Wales) Regulations 2011 (in the case of England and Wales) or Section 34, subsection 2A of the Environmental Protection Act 1990 (as inserted by Regulation 2(4) (b) of the Waste (Scotland) Regulations 2011) (in the case of Scotland).

PRE-TREATMENT DECLARATION

Schedule 10 Paragraph 5(1)(c) of the Environmental Permitting (England & Wales) Regulations 2010 and or Regulation 12 (1) of the Landfill (Scotland) Regulations 2003 (as appropriate) requires that all waste must be pre-treated before it can be landfilled. Pre-treatment is defined as: physical, thermal, chemical or biological processes (including sorting) that change the characteristics of the waste in order to reduce its volume or hazardous nature facilitate its handling or enhance recovery.

Section 1

Do you recycle or treat any of your waste?

Yes Please complete Section 2 No Veolia Environmental Services will process our waste through a compliant facility (where available).

Section 2 (Only complete this section if you have answered Yes in Section 1)

Which items of waste generated on site are currently recycled or recovered?

Please tick appropriate box:

Paper Compostable Card Food Wood

Metal Glass *WEEE Plastic Other

(*Waste electrical and electronic equipment)

Please state any other waste streams. These can be services provided by Veolia or another company.

Please indicate the percentage of the total volume recycled:

less than 5% 5% to 25% 25% to 50% 50% to 75% More than 75%

Pre-Treatment Declaration and Waster Transfer Note must be completed by the customer and submitted to Veolia Environmental Services on an annual basis.

This document will act as pre-treatment declaration and waste transfer note and is valid until September 30, 2018



SERVICE AGREEMENT AND WASTE TRANSFER NOTE

SERVICE AND WASTE TRANSFER NOTE DETAILS ("SERVICE / EQUIPMENT")

Service : Kipling Co Ltd T/A Concept Studio Apartments

Container Type: Euro

Size: 240ltr

Quantity 4

Service Frequency: Weekly

Number of container lifts per visit: 4

Lifts Per Week: 1

Load weight of each container not to exceed 30kg

EWC Code: 200301

Description of Waste ("the Waste"): Mixed Municipal Waste

Charges:-

Service Charge: £0.00 Per Lift

Rental Charge: £0.00 Per Month per container

Service : Kipling Co Ltd T/A Concept Studio Apartments

Container Type: Euro

Size: 240ltr

Quantity 2

Service Frequency: Weekly

Number of container lifts per visit: 2

Lifts Per Week: 1

Load weight of each container not to exceed 30kg

EWC Code: 150106

Description of Waste ("the Waste"): Mixed Packaging

Charges:-

Service Charge: £0.00 Per Lift

Rental Charge: £0.00 Per Month per container

Service : Kipling Co Ltd T/A Concept Studio Apartments

Container Type: Euro

Size: 240ltr

Quantity 4

Service Frequency: Weekly

Number of container lifts per visit: 4

Lifts Per Week: 1

Load weight of each container not to exceed kg

EWC Code: 200301

Description of Waste ("the Waste"): Mixed Municipal Waste

Charges:-

Service Charge: £5.82 Per Lift

Caddy: Service Charge:

Service Commencement Date: (Week Commencing) 31/12/2017

Initial Period of: 12 months effective from 31st December 2017 ("the Initial Period")

Special Instructions/Notes: Bins stored inside the property and wheeled outside for collection by concierge/caretaker. When fully occupied collections will increase to 4 a week.

I hereby certify that:



SERVICE AGREEMENT AND WASTE TRANSFER NOTE

- All the information in this Service Agreement, Waste Transfer Note and Risk Assessment is correct and agreed
- I have read and accepted the Terms and Conditions overleaf
- I am duly authorised to sign this agreement
- This agreement is subject to the approval of any required credit application

DocuSigned by:

Signed  <small>3E11A89A847041D...</small>	Signed: <i>David Cleaver</i>
Print Name: Aaron Kazab	Print Name: David Cleaver
Position: Director	Position: Area Sales Executive
as authorised signatory on behalf of: Kipling Co Ltd	as authorised signatory on behalf of Camden Council
Date of Contract 26-10-2017	Service Agreement Number: SA-123599

TERMS & CONDITIONS

1. Definition and Interpretations**1.1** *In This Agreement*

"Acceptable Waste" means all waste falling within the following codes of the European Waste Catalogue: 150101 paper and cardboard packaging, 150106 mixed packaging, 150107 glass packaging, 200101 paper and cardboard, 200102 glass, 200108 kitchen and canteen waste, 200301 mixed municipal waste, 200302 market waste, 200303 street cleaning residues, 200301 biodegradable garden and park waste, 200138 wood except chemically contaminated wood. "Agreement" means the Service Agreement, these Terms and Conditions together with any appendices or schedules referred to herein and/or attached. "Service" means those collections of the Equipment and Material Waste set out in Section 5 of the Service Agreement and carried out by Camden under this Agreement. "The customer" means the person or body or organization identified in Section 1 of the Service Agreement. "The premises" means those premises identified under "Customer Site Information" in Section 2 of the Service Agreement. "EIRs" means the Environmental Information Regulations 2004 together with any code of practice made pursuant to those Regulations and any related guidance issued by a Secretary of State of the Office of the Information Commissioner. "Equipment" means the container or containers to be provided by Camden and any replacements or additions provided by Camden from time to time to the Customer under the Agreement. "Excluded Waste": Builders waste, liquid waste, non-burnable construction material, demolition debris; especially plasterboard or gyproc board; Gas cylinders, beer kegs or any other pressure cylinders; Petrol, oils, greases, solvents or paints; Animal or human remains or waste; Acid or caustic substances; Clinical, pathological and biological wastes; Asbestos substances; Tree trunks; Large quantities of sulphur containing materials; Machinery other than small household items; Drugs or poisons, motor vehicle batteries, motor cycles, motor engines, transmissions, rear ends, springs, fenders or major parts of motor vehicles, trailers, agricultural equipment, marine vessels or similar items, farm and other large machinery; Items weighing more than 25kg each; Items larger than 1.2 m; Items larger than 1.2m x 0.15m x 0.15; Domestic "white goods" e.g. fridges, freezers and washing machines etc.; All waste, which is not mentioned above and which is not Acceptable Waste. "FOIA" means the Freedom of Information Act 2000 and any subordinate legislation made under that Act together with the FOIA Code and any guidance and/or codes of practice issued by the Office of the Information Commissioner or relevant government Department in relation to the Act. "FOIA Code" means the Department of Constitutional Affairs Code of Practice on the Discharge of Functions of Public Authorities under Part I of the FOIA or any revisions or amendment or replacement of that Code. "Initial period" means the period set out in Section 7 of the Service Agreement and which for the avoidance of doubt shall commence on the Effective Date. "Legislation" means any Act of Parliament or subordinate legislation within the meaning of Section 21 (1) of the Interpretation Act 1978, any exercise of the Royal Prerogative, and any enforceable community right within the meaning of Section 2 of the European Communities Act 1972 relating to Waste. "Renewal Period" shall have the meaning identified in Clause 2.1 below. "Service" means the following: the provision of the Equipment; the delivery of the equipment to the Customer's Site; the collection of the Waste Material if contained within the Equipment from the Customer's Site and the disposal of the Waste Material. "Specialist Equipment" means any Equipment comprising a static compactor or a shredder or any Equipment which has been specifically designed or modified for the Customer's purposes. "Period" means the duration of this Agreement as set out in Clause 2.1 below. "Waste" shall bear the meaning ascribed to it by Section 75 of the Environmental Protection Act 1990. "The Waste" means the description of the Waste Material in the Waste Transfer Note, or any subsequent description agreed in writing between the parties, or in respect of Special Waste the description of the Waste Material in the applicable consignment note. "Waste Material" means the commercial and other waste material excluding any Excluded Waste that the Customer shall place into the Equipment and that Camden shall collect and dispose of in accordance with the Agreement. "Waste Transfer Note" means the Waste Transfer Note completed by the Customer and Camden and any subsequent Waste Transfer Note completed for Waste Material under this Agreement. "Camden" means The London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE and its officers and employees and its contractors and agents and their respective officers and employees.

2. Period

2.1 The Agreement shall commence on the Effective Date and shall be subject to early termination under common law, statute or the Agreement remain in full force and effect for the Initial period, and shall be renewed automatically and remain in full force and effect for further successive one year periods (the "Renewal Period"), unless and until either party gives notice of termination by written notice to the other at least 90 days prior to the expiration of the Initial Period or the Renewal Period as the case may be.

3. Services rendered by Camden

3.1 Camden shall provide the Services during the Period in accordance with the terms of this Agreement.

4. Waste Material

4.1 The Customer undertakes that the Waste placed in the Equipment for collection by Camden shall accord with the description in the schedule and will not be or contain any Hazardous Waste as defined in European Council Directive 2008/98/EC as amended from time to time.

4.2 Camden has no contractual obligation to remove from the Premises any Waste which has not been placed within the Equipment or which does not otherwise conform to the requirements set out in this Agreement ("Additional Waste"). Camden may agree but shall not be under any obligation to remove and deal with any Additional Waste upon request by the Customer on terms and any additional charges specified by Camden.

4.3 Any waste specified by the Customer as recyclable ("Recyclable Waste") must be capable of being reprocessed in a production process for the original purpose, or for other purposes, but excluding energy recovery and composting.

4.4 If Camden determines that the Recyclable Waste does not comply with clause 4.3., it shall inform the Customer of this non-compliance and Camden shall be entitled to have the waste processed/treated/incinerated or otherwise dispose of or return the Waste at its discretion. The Customer shall pay to Camden under separate invoice such reasonable additional fees for the services provided under this clause 4.4 and as set out in that invoice.

4.5 The Customer warrants that it has absolute title to the Waste Material and has the right to deposit the Waste Material in the Equipment and to transfer the Waste Material to Camden under the terms of this Agreement.

4.6 The Customer shall bear full responsibility for the identity of the Waste that is deposited in the Equipment, including in the event that this Waste is so deposited by a third party whether with or without the consent of the Customer.

4.7 The Customer undertakes that each Waste Transfer Note it completes in connection with Waste Material shall contain an accurate and adequate description (for the purposes of all Legislation) of the nature and characteristics of the Waste Material, and that Camden at all times whilst it has custody or control of the Waste Material has accurate knowledge of the composition of the Waste Material.

5. Excluded Waste

5.1 Unless the parties agree otherwise in written in advance, the storage and collection of Excluded Waste shall not form part of the Services.

5.2. The Customer therefore hereby agrees not to deposit in any Equipment and/or place for collections by Camden any Excluded Waste and shall use all reasonable endeavours to ensure that no other person or persons deposits in the Equipment or places in the vicinity of the Equipment any Excluded Waste.

5.3. In the event however there is a breach of Clause 5.2 above, the Excluded Waste shall not form part of the Waste Material and in particular Clause 4.6 does not apply to any Excluded Waste deposited in the Equipment and/or collected by Camden as a result of this breach. No title in any such Excluded Waste shall transfer to Camden and the Customer shall indemnify, and hold harmless Camden, for and against any and all claims, losses, damages, penalties, fines and liabilities whatsoever arising out of the deposit of Excluded Waste in the collection vehicle, containers and other equipment of Camden, or any subsequent handling of such Excluded Waste by, and on behalf of, Camden and its agents, contractors and employees.

6. Licensed Waste Disposal Facility

6.1 Camden shall use reasonable endeavours to ensure that the final destination of the Waste Material shall be a properly licensed or exempted facility for disposal, recovery, recycling, treatment or transfer of the Waste Material except for excluded Waste.

7. Responsibility for Equipment

7.1 The Customer shall have the care custody and control of the Equipment, whilst absolute title in the Equipment shall remain with Camden.

7.2 The Customer accepts responsibility for all loss, damage or defacement to the Equipment except for normal wear and tear and upon demand by Camden shall pay to Camden the cost of replacing any lost Equipment or repairing or reinstating any damaged or defaced Equipment.

7.3 The Customer shall inform Camden immediately if the Equipment or any part of the Equipment is lost, damaged or defaced in any way whatsoever.

7.4 The Customer shall keep the Equipment safe and secure at the Customer's Location and shall use all reasonable endeavours to prevent any loss, damage or defacement of the Equipment or any part of the Equipment.

7.5 The Customer shall not do the following to the Equipment: Overload it by weight or volume; or move the Equipment from the Customer's Site or alter the Equipment; or affix anything to the Equipment; or use the Equipment so that any part of the Waste Material shall be above the level of the side of that Equipment.

7.6 The Customer shall take all proper precautions to prevent risk or injury to any person through the presence of the Equipment at the Customer's Site.

7.7 The Customer shall not create, or purport to create, or permit to subsist over the Equipment, any mortgage, lien, pledge, charge, assignment, adverse title or security interest, or trust arrangement, or any other encumbrance, or acknowledge any claim by any person and shall take all necessary action to protect Camden's ownership of the Equipment. **10.6** Any reference to any law, regulation or order shall include any re-enactment, amendment or modification thereto.

7.8 The Customer shall not, unless with Camden's prior written consent place any name, sign, marking, advertising, or other device on the Equipment; and shall not remove, cover or deface any name, sign, marking, advertising or other device places by Camden on the Equipment. **10.8** The Company shall be entitled to assign this Agreement to another party (including its own group companies) but the Customer shall be prohibited from assigning this Agreement to any other party whatsoever.

7.9 The Customer hereby gives the irrevocable right and license to Camden and its nominees to enter its premises (including without limitation the Customer's Site) at any time with or without vehicles and with or without notice for the purpose of assessing and/or removing the Equipment.

7.10 The Customer shall provide unobstructed and safe access to the Equipment on any schedule or other collection day and if the Equipment is inaccessible, and the schedule pick-up cannot be made, Camden will notify the Customer, and afford the Customer a reasonable opportunity to provide the required access. However, Camden reserves the right to charge the Customer for any additional collection cost incurred due to the Customer's failure to provide access.

8. Insurance

8.1 Camden shall use reasonable endeavours to ensure that the final destination of the Waste Material shall be a properly licensed or exempted facility for disposal, recovery, recycling, treatment or transfer of the Waste Material except for excluded Waste.

8.2 The Customer shall, on demand from time to time, produce to Camden such evidence of insurance as may reasonably be required.

8.3 If the Equipment or any part of the Equipment is lost or damaged such as to be incapable of economic repair in the opinion of the insurers, Camden shall have the option to elect that, either the insurance money be applied as far as possible in replacing the Equipment or part of the Equipment involved with Equipment or part of a similar type and description, or to terminate this Agreement by giving at least 14 days written notice to the Customer.

8.4 If Camden serves notice on the Customer under Clause 8.3 then the Customer within 30 days of notification by Camden shall pay the following sums to Camden, (i) all amounts described in Clause 13.2 (a) and (c) below; (ii) any deficiency between the full replacement cost of the Equipment or part of the Equipment concerned and the amount of insurance monies received by Camden, which shall be notified by Camden; and (iii) to make available for collection by Camden any part of the Equipment not so lost or damaged.

9. Service Charges

9.1 Any changes to the type, size and amount of the Equipment, or the type or frequency of the collection in Services, shall require written agreement between the parties and may result in increase in Camden charges and rates.

9.2 Any agreed change shall not affect the validity of this Agreement and this Agreement shall be amended accordingly.

9.3 This Agreement shall continue in effect during the period, in respect of, and applied to, any agreed new service address location of the Customer (which shall from that time be the Customer's Site) within the area in which Camden provides a collection service, subject to appropriate increases to the charges and rates in accordance with Camden scales of charges for that area..

10. Customer's Obligation/Warranties

10.1 The Customer's shall ensure the Waste Transfer Note accurately records the Waste Material and is completed in accordance with all Legislation.

10.2 The Customer shall sign the Waste Transfer Note.

11. Customer's Obligation/Warranties

11.1 The Customer shall pay on a monthly basis, or as otherwise agreed, for the service provided in accordance with the published charges and rates enforced at the time he Customer's shall ensure the Waste Transfer Note accurately records the Waste Material and is completed in accordance with all Legislation.

11.2 Payments shall be made in full by the Customer to Camden within 30 days of the date of the invoice.

12. Rate & Adjustments

- 12.1 Camden shall have the right to adjust the published charges and rates to reflect any increase in operating costs, including transportation costs, due to any changes whatsoever including locality changes.
- 12.2 Camden shall have the right to increase such changes and rates, from time to time, by such amounts as Camden shall determine taking into account but not limited to any increases in the Retail Prices index as published by the Office for National Statistics; or any replacement, and/or any increase in the average weight or volume of the Customer's Waste Material, and/or any increases in Camden's costs due to changes in local, national or international legislation, rules, ordinances or regulations as applicable to Camden's operations of the Service or increase in taxes, duties, fees or other governmental charges assessed against or suffered by Camden.

13. Default in Payment and Termination

- 13.1 If the Customer shall be more than 30 days late in payment of the invoice as set out in Clause 11.2, or shall be in breach of any provision of this Agreement, or becomes unable to pay its debt or otherwise as a result of insolvency, then Camden may treat the Agreement as repudiated by the Customer, and either terminate the Agreement forthwith by written notice, or allow the customer a period of 14 days to remedy the breach; and the termination shall be without prejudice to any other rights and remedies of Camden accrued at termination.
- 13.1.1 Camden shall have the right to increase such changes and rates, from time to time, by such amounts as Camden shall determine taking into account but not limited to any increases in the Retail Prices index as published by the Office for National Statistics; or any replacement, and/or any increase in the average weight or volume of the Customer's Waste Material, and/or any increases in Camden's costs due to changes in local, national or international legislation, rules, ordinances or regulations as applicable to Camden's operations of the Service or increase in taxes, duties, fees or other governmental charges assessed against or suffered by Camden.
- 13.1.2 The Customer expressly acknowledges that in the event of termination of this Agreement under Clause 13.1 the payments set out in Sub-Clause 13.2.1 (b) constitutes reasonable pre-estimate of the loss that Camden will incur in such event and is not imposed as a penalty.

14. Damage to Surface and Third Party Property

- 14.1 Camden shall not be held liable for any damage to the Customer Premises or other parties' premises resulting from Camden providing or attempting to provide the Services at the Customer's Site.

15. Liability

- 15.1 Camden shall not be liable to the Customer for any direct or indirect consequential loss, or for any damage or expense, of any nature, whatsoever incurred or suffered by the Customer whether arising in contract, negligence, tort or otherwise arising out or in connection with the provision of any services by Camden, its employees, or agents, except arising out of Camden's breach of duty of care pursuant to Section 34 of the Environmental Protection Act 1990 or the negligence of Camden or its agents servants or employees.
- 15.2 The Customer acknowledges being subject to the duty of care under Section 34 of the Environmental Act 1990, and the Customer shall indemnify and hold harmless, Camden from and against all claims, losses, damages, penalties, fines and liabilities, resulting from, arising out of the Customer's failure to comply with the duty of care pursuant to Section 34 of the Environmental Protection Act 1990.

16. Indemnity in Relation to Equipment

- 16.1 The Customer shall indemnify, and hold harmless Camden, against all claims, damages, losses and liabilities, whatsoever for injury or death to persons, or loss or damage to, property arising out of the Customer's use, location, operation or possession of Equipment except those caused by the negligence of Camden or its agents, servants or employees.

17. Indemnity in relation to acts, defaults and negligence of the Customer

- 17.1 The Customer shall be liable, and shall fully and promptly indemnify, and hold harmless, Camden, its officers, employees and agents against all liabilities, damages, costs, charges, expenses, losses, claims, demands and proceedings incurred or suffered whatsoever (including for avoidance of doubt but without limitation), injury (including death) to any persons, loss, howsoever arising, be it directly, or indirectly, out of the act, default or negligence of the Customer, its employees or agents in connection with the Customer's rights under this Agreement.

18. Assignment

- 18.1 The Customer shall not assign this Agreement without the prior written consent of Camden and the Customer's account with Camden being settled in full. However, Camden may assign both the benefit and burden of the Agreement without restriction.

19. Force Majeure

- 19.1 If for any of the following reasons being fire, explosion, flood, acts of terrorism, war, rebellion, riot, strike, lock-out, adverse weather conditions, or any course beyond the control of the parties, or regulatory action, or any substantial similar reason in each case directly affecting either party ("Force Majeure Event") the affected party is at any time unable to perform an obligation contained in this Agreement, the affected party shall: (a) immediately inform the other party of such Force Majeure Event and its inability to perform its obligations; (b) use its best endeavours to mitigate the effects of such Force Majeure Event; and (c) be excused of the performance of the relevant obligation to the extent that it is prevented from performing such obligation as a direct result of such Force Majeure Event.

20. Entire Agreement

- 20.1 This Agreement constitutes the entire Agreement as to the subject matter thereof between the parties and supersedes all previous Agreements and understandings (if any) between them with respect thereto.

21. Amendment

- 21.1 No amendments to this Agreement shall be binding unless in writing and signed by the duly authorised representative of Camden and the Customer and expressed to be for the purpose of such amendment or variation.

22. Wavier

- 22.1 Failure by Camden at any time, or any period, to enforce any one or more of, the provisions of this Agreement, or to require performance by the Customer of any of the provisions of this Agreement, shall not (a) constitute or be construed as a waiver of such provisions, or of the right, at any time to subsequently enforce all terms and conditions of this Agreement; and (b) affect the validity of this Agreement of any part thereof or the right of Camden to enforce any provision in accordance with its terms.

23. Severance

- 23.1 In the event of any provision of this Agreement being or becoming ineffective or unenforceable, either in its entirety, or in part, this shall be without prejudice to the validity of, and shall not invalidate, the remaining provisions of this Agreement that shall remain in full force and effect.

24. Third Party Rights

- 24.1 For the avoidance of doubt nothing in this Agreement shall confer on any third party any benefit, or the right to enforce, any term of this Agreement and the parties hereby agree to exclude the provisions of the Contract (Rights of Third Parties) Act 1999.

25. Notices

- 25.1 Any Notices to be served under this Agreement shall be sent by pre-paid first class post, or facsimile, and shall be deemed to be delivered: in the case of first class post forty eight hours after posting; and in the case of facsimile when the sender receives a notification delivery.

26. Confidentiality

- 26.1 The Customer and Camden shall both during the contract period, and at all times following the termination of this Agreement, keep private and confidential, and shall not use and disclose (whether for its own benefit or that of any third party), any confidential business of, and/or belonging to the other party which has come to its attention as a result or in connection with the Agreement. In particular, confidential information in relation to the Services shall not be disclosed provided always that this obligation does not extend to any such information, which, (a) comes into the public domain or is subsequently disclosed to the public other than by breach of this clause, or; (b) is required to be disclosed by law including but not limited to the EIRs and the FOIA or by any regulatory authority, or; (c) was already in the possession of the disclosing party without obligations of confidentiality on the date of its receipt from the other party to this Agreement.

27. Law and Jurisdiction

- 27.1 This Agreement shall be governed by and construed in accordance with the laws of England; and Camden and the Customer agree irrevocably to submit to the exclusive jurisdiction of the English Courts.

28. Time of the Essence

- 28.1 Time shall be of the essence only in respect of compliance by the Customer with its obligations under this Agreement.

29. Dispute Resolution

- 29.1 If there is a dispute between the Customer and Camden concerning the interpretation or operation of this Agreement it shall be referred to a senior officer of Camden and a senior representative of the Customer for resolution.
- 29.2 If any dispute is not resolved within 10 working days of the referral under Clause 29.1 (or such longer period as Camden and the Customer may agree), then the parties may attempt to settle it by mediation in accordance with the centre for Effective Dispute Resolution ("CEDR") Model Mediation Procedure 2001 (the "model procedure") or such later editions as may be in force from time to time. To initiate the mediation a party must give notice in writing (the "ADR notice") to the other party requesting mediation in accordance with this clause. The mediation is to take place no later than 20 working days after the date of the ADR notice. If there is any issue on the conduct of the mediation upon which the parties cannot agree within 10 working days after the date of the ADR notice, then CEDR will, at the request of any party, decide the issue of the parties having consulted with them.
- 29.3 If the dispute is not resolved within 10 working days of the mediation then the parties may refer the matter to the English Courts in accordance with Clause 27 of this Agreement.



CUSTOMER RISK ASSESSMENT

Customer Site: Kipling Co Ltd T/A Concept Studio Apartments 48-56 Bayham Place London NW1 0EU	Site Contact: Aaron Kazab Telephone: 02072291011 / 07958620026 Email: aaron@conceptlondon.co.uk
---	--

INFORMATION GATHERING	YES	NO
Is there adequate access for large vehicle(s) – In and out of site for container delivery and exchange?	X	
Is there a point of contact where vehicles/drivers must report? – i.e. security gate	X	
Does the site have local site rules – to include PPE requirements, fire procedures, accident reporting, site speed limits, etc.? (COPY MUST BE OBTAINED AND ATTACHED)		X
Is there a formal induction process on site?		X
Does the customer have existing waste segregation procedures in place?	X	
Do the proposed collection points have good access, good lighting and good visibility?	X	
Do the proposed collection points have overhanging, overhead or other obstructions?		X
Will the proposed collections points/containers be secured in order to prevent unauthorised access to and entry into containers?	X	
Does the customer have any waste handling equipment (balers/compaction units/shredding etc.)?		X

OTHER INFORMATION OF NOTE
--



CUSTOMER RISK ASSESSMENT

HAZARD IDENTIFICATION & SITE ASSESSMENT

Identify any hazards (using examples in L.H. column) and any existing customer controls (using examples in R.H. Column) bearing in mind the effects of differing weather conditions and times of service This should give you a balanced view of whether the hazards outnumber the controls. Referring to the two horizontal numerical columns below, you should then consider the probability of an injury occurring from any lack of control measures, entering it into the P column and the severity of such an injury if it did, entering it into the S column. Then, multiply these two numbers. The resulting number will correspond to an overall risk rating of either L = Low, M = Medium or H = High in the vertical numerical column below which you should enter in the risk rating (RR) column. Where this process results in ratings of Medium or High, the customer should be offered some recommendations to control the hazards. These recommendations can come from you, if you are able or from suitably qualified Veolia personnel if you are unsure. This instruction is to ensure the safety of Veolia collection personnel, customer personnel and third parties during the servicing of waste containers.

Severity (S) "How bad is it?"

- 5 = Death
- 4 = Permanent disability e.g. loss of limb
- 3 = Temporary disability e.g. fracture
- 2 = Minor injury e.g. sprain, bruise, laceration
- 1 = No Injury



Probability (P) "How likely is it?"

- 1 = Unlikely
- 2 = Not very likely
- 3 = Quite likely
- 4 = Highly likely
- 5 = Certain

Overall Risk Rating (RR) **Low (1-6) Medium (8-12) High (15-25)**

Hazards	Does the Customer Have any of the Following Control Measures	S	P	RR
Veolia vehicle movements INTO and OUT of site (NOTE: collection may be double shifted & single manned) Does the vehicle move forward and /or reverse Does the vehicle operate near pedestrians and/or other vehicles	clear signage / one way systems/ pedestrian walkways / site traffic control/ safe turning areas /access road parking controls/ reversing assistance	2	1	L
Veolia vehicle movements ON site (NOTE: collection may be double shifted & single manned) Does the vehicle move forward and/or reverse Does the vehicle operate near pedestrians /other vehicles and/or mobile/fixed plant	clear signage / one way system / pedestrian walkways / site traffic control/ safe turning areas/reversing assistance	2	1	L
Container location(s) Is the container located in a compound or is it kerb side Is there potential access for any persons who should not be there i.e. street sleepers etc.	signing in & out / lockable compound / lockable containers / effective lighting /customer checks prior to exchange	2	1	L
Container vehicle movements COLLECTION & EXCHANGE (NOTE: collection may be double shifted & single manned) Are there overhead/fixed or other obstructions that could interfere with vehicle movements Are ground conditions even and is the standard of lighting adequate	Housekeeping/ effective lighting / reversing assistance /pedestrian segregation /signage indicating obstructions	2	1	L
Container manual handling TO & FROM vehicle (NOTE: collection may be double shifted & single manned) Consider uneven ground conditions and distances needed to move containers .Look for visual signs of container overloading	Housekeeping effective lighting / unobstructed route(s) close vehicle access to collection point(s) / customer monitoring of container contents	2	1	L
Other variable considerations - (NOTE: collection may be double shifted & single manned) Be aware that Environmental hazards including Ice / snow / rain / light / dark may impact on the collection	Customer site inspections / gritting & snow clearance / availability of site contact	1	1	L
Veolia recommendations to assist in risk control (Note: Seek qualified help if you are unsure)				

RISK ASSESSMENT COMPLETED BY:

Customer		Veolia	
Name	Aaron Kazab	Name	David Cleaver
Signature	 3E11A89A847041D...	Signature	
Position	Director	Position	Area Sales Executive
Date	26-10-2017	Date	26-10-2017

Review date +12 months from date of assessment or on change of work method

Images(s) of site (show vehicle access, location of container(s), position of potential hazards etc
A copy of the customers site plan can be attached

bin collection point



road outside - bayham street

