

Waste Management and Minimisation Services Service Level Agreement Form

Framework Details:

Title: **Waste Management and Minimisation Services**
 Reference: **SBS/17/NH/MXR/9307**
 Framework Duration: **4 years**
 Framework End Date: **01st January 2023**
 NHS SBS Contacts: [REDACTED]

Service Level Agreement Details

This Call-Of f Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Service Level Agreement (SLA):

Contract Commencement Date:	30 th December 2022
Term of Contract	Initial Term of 12 months until 29 th December 2023
[REDACTED]	[REDACTED]
Extension Options:	Option to extend for two (2) further periods of twelve (12) months

Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

Supplier Details:

Name of Supplier:	Veolia ES (UK) Ltd
Supplier's Authorised Representative:	[REDACTED]
Supplier's Authorised Representative Title:	[REDACTED]
Supplier Address	[REDACTED]
Contact Details	[REDACTED]

Contracting Authority Details:

Name of Contracting Authority:	UK Health Security Agency
Contracting Authority's Authorised Representative:	[REDACTED]
Contracting Authority's Authorised Representative Title:	[REDACTED]
Contracting Authority Address	[REDACTED]
Contact Details	[REDACTED]

1. Agreement Overview

- 1.1. This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Veolia ES (UK) Ltd** and **UK Health Security Agency** for the provision of Waste Management and Minimisation Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Waste Management and Minimisation Services covered as they are mutually understood by the primary stakeholders.
- 1.2. The Framework terms and conditions (including the specification of service) will apply unless specifically agreed otherwise or otherwise stated or varied within this document or within any call off contract entered into pursuant to the Framework Agreement. .

2. Goals & Objectives

- 2.1. The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Waste Management and Minimisation Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Waste Management and Minimisation Services provision between the Supplier and Customer.
- 2.2. The objectives of this Agreement are to:
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
 - Present a clear, concise and measurable description of service provision to the customer.

3. Stakeholders

- 3.1. The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service.

3.2. Waste Management and Minimisation Supplier Contact:

[Redacted]
 [Redacted]
 [Redacted]
 [Redacted]

 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]

3.3. Waste Management and Minimisation Customer Contact:

[Redacted]
 [Redacted]
 [Redacted]
 [Redacted]

4. Key Staff

- 4.1. [REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

5. Periodic Review

- 5.1. This Agreement is valid from the **Contract Commencement Date** outlined herein and is valid until the **Expiry Date** as agreed.
- 5.2. This agreement shall be for an initial period of 12 (twelve) months with the option to extend for a further 2 (two) periods of up to 12 months subject to the satisfactory performance of the Supplier.

6. Service Requirements

- 6.1. UKHSA is seeking to establish an agreement with an accredited waste provider, Veolia who can offer a compliant route to, collect, recycle, recover and dispose of excess and redundant stock within our estate.
- 6.2. This SLA and Agreement is via Lot 4 – Domestic Waste of the NHS Shared Business Services Waste Management and Minimisation Services Framework to secure services for the disposal of stock identified as being suitable for recycling or energy recovery, outlines the amount of excess stock on the estate, and the approach to assessing the options against the waste hierarchy prior to recycling or energy recovery options being used.
- 6.3. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

6.4. The service will encompass the segregation, collection, recycling, treatment and final disposal of identified materials and components. It is expected that adherence to the Waste Regulations (England & Wales) 2011 Regulation 12 (duty in relation to the waste hierarchy) is implemented as far as is practical during the term of the contracts.

[REDACTED]

- I [REDACTED]
- [REDACTED]
- I [REDACTED]
- I [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

7. Estimated Value and Prices/Rates

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

8. Payment Method

<input type="checkbox"/>	[REDACTED]
<input type="checkbox"/>	[REDACTED]
<input type="checkbox"/>	[REDACTED]
<input type="checkbox"/>	[REDACTED]

9. Invoice and Billing

9.1. Invoices will be sent to:	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
<input type="checkbox"/>	[REDACTED]
	[REDACTED]

10. Progress and Performance Report Frequency

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

11. Progress Meeting Frequency

[REDACTED]

[REDACTED]

12. Complaints/Escalation Procedure

[REDACTED]

13. Termination

[REDACTED]

[REDACTED]

Signature:**Signature:**

Date Signed: 30/12/2022

Date Signed: 30/12/2022