University of Salford
MANCHESTER

Estates & Facilities

Service Level Agreement

Waste Management

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1 Introduction

This document defines the service agreement between Estates &Facilities (E&F) and Schools, other Professional Services Departments and long-term onsite contractors and tenants of the University of Salford, to provide a recycling and waste disposal service.

1.1 Scope of the Agreement

The agreement covers the planning and management of segregation of waste, reduction, reuse, recycling, removal of waste from buildings, and disposal of non-recyclable materials.

1.2 Duration of the Agreement

This agreement is open ended, i.e. it remains in operation indefinitely unless withdrawn or superseded.

1.3 Signatories to the Agreement

The signatories to this agreement are:

Unit	Signatory
Estates & Facilities	Director of Estates & Facilities
Estates & Facilities	Deputy Director of Estates & Facilities

1.4 Service Contacts

Listed below are the names, emails and contact numbers of the primary service contacts.

1.4.1 Professional Services Main Service Desk/Contact Point

When waste items, including hazardous waste and sharps such as hypodermic needles, present a serious risk to health and safety the problem should be reported to the E&F Helpdesk without delay, for an emergency response.

Routine waste disposal requests and queries should be directed to the Handyperson in the relevant building. More complex requests should be made to the Building Manager.

Jobs can also be logged in the following ways:

Telephone Number Monday – Friday 8.00am – 5.00pm	0161 295 4444 (internal 54444) – Helpdesk
Emergency Number At all other times	0161 295 4773 (internal 54773) – Security Control

Web Contact 24 hours, 365 days	Click on the **Estates Fault Reporting** icon on the desktop to log a job, at any time, via CAFM Net
Email Address 24 hours, 365 days	Estates-Supportteam@salford.ac.uk

1.4.2   Professional Services Primary Contact

Name	Bec Bennett
Role	Head of Environment & Sustainability
Telephone Number	Tel: 07970 393183
Email Address	r.a.bennett@salford.ac.uk **/** www.salford.ac.uk/environmental-sustainability

2   Service Description

The aim of this document is to provide instruction on how the University of Salford implements the Waste Hierarchy and complies with relevant Waste Management legal requirements such as the Environmental Protection Act 1990, Part II, the Hazardous Waste Regulations 2005 and the Waste Regulations 2011.

Estates and Facilities Division of the University of Salford are responsible for the majority of waste disposal operations across the University. This SLA sets out the requirements for Academic Departments, other Professional Services Departments and long-term onsite contractors and tenants of the University of Salford of how to manage the storage, transfer, reuse, recycling and disposal of waste, including control of relevant waste documentation to maintain compliance with legislation and other requirements as detailed.

2.1   Our services agreed to be In-scope of the Service Level Agreement

The following range of activities is agreed as being in-scope and will be handled:

2.1.1 Standard Services

RW1   Provide facilities and systems for segregation of waste into categories, including confidential waste paper, hazardous waste, cardboard and non-confidential paper, bottles and cans, food waste, batteries, refrigeration equipment, scrap metal, garden waste, and building maintenance waste

RW2   Promote waste reduction, reuse, recycling and responsible waste disposal

RW3   Manage the waste management contracts and contractor compliance with service requirements and legislation

RW4   Remove waste from buildings

RW5   Provide and maintain a composting machine for food waste, predominantly for use by the catering contractor

RW6   Provide a storage facility for items for reuse

RW7   Provide recycling opportunities to external organisations, such as charities and commercial enterprises

RW8   Arrange responsible and legally compliant removal of waste from the campus

RW9   Remove items fly tipped or dumped on the campus

RW10   Remove sharps causing health and safety risks, e.g. hypodermic needles

2.1.2 Additional Features

Users may be charged for services which are directly attributable to them, such as the bulk or ad-hoc disposal of confidential waste paper, hazardous waste chemical disposal, disposal of refrigeration equipment, additional waste collections scheduled at the request of a department or contamination of recycling routes.

2.1.3 Our services agreed to be out-of-scope of the Service Level Agreement

- Final removal from campus at Media City (managed by the landlord)

- Whilst works will be carried out for self-financing units (such as the Leisure Centre, catering outlets, and managed workspace let to tenants) in accordance with this SLA, the self-financing unit will be responsible for the cost.

- The handling, storage or disposal of some substances hazardous to health, purchased for teaching or research purposes for which disposal is managed by the School (requirements to ensure legal compliance still apply)

- Handling, storage or disposal of waste IT equipment, which is the responsibility of Digital IT

- Disposal of waste from major construction projects

- Removal of waste from kitchens and food service areas, which is the responsibility of the catering operator

2.2 Service Coverage

This service is provided in relation to all premises owned or occupied by the University.

2.2.3   Service Hours/Availability

When waste items, including sharps such as hypodermic needles, present a serious risk to health and safety the problem should be reported to the Security Control [External: 0161 2954773 Internal: 54773] without delay, for an emergency response.

Routine waste disposal requests and queries can be made to the Handyperson in the relevant building during core working hours. More complex requests should be made to the Building Manager.

Requests can also be logged at any time via the Estates Job Reports icon on the desktop, or by email to Estates-Supportteam@salford.ac.uk.

Alternatively, jobs can be logged by telephone or personal visit to the E&F Helpdesk, Monday to Friday 8.00am to 5.00pm.

The majority of operations of this nature are carried out during **core working hours**, which are **Monday to Friday between 8.00am and 6.00pm**, but work is sometimes planned outside these hours to reduce disruption or shorten timescales.

General waste management advice can also be sought from the following:

[Waste Coordinator](#)

[Hazardous Waste Coordinator](#)

[Environmental Sustainability Officer](#)

2.2.4 Service Eligibility

This service is provided to all staff of the University.

2.2.5 Service Issue Escalation

If there has been a service failure the customer should initially contact the Estates Helpdesk. See contact details in section 1.4.1.

For more details of how service failures will be handled, see section 5.2.

3 Service Level

This section defines the agreed target performance levels between E&F and its Customers, for the provision of the service.

3.1 Target Service Levels

All waste will be handled in accordance with legislation and any permit conditions.

For the standard services (in 2.1.1) which require a response to a request for advice or service the customer's satisfaction is often related to the speed of response and the time which elapses before the service has been completed. Therefore E&F will aim to provide ad-hoc waste services in accordance with the Target Response Times below.

Response Time means the time from receipt of the problem report by the Helpdesk until an initial inspection and, where appropriate, temporary fix has been completed. In some cases an 'initial inspection' can be carried out by discussion with the customer without a site visit.

Completion Time means the time from receipt of the problem report by the Helpdesk until a long-term fix has been carried out.

Working Hours means hours which are within the Core Working Hours (8.00am and 6.00pm Monday to Friday), and **Working Days** is construed accordingly.

Target Response Times

Category	Response Time		Completion Time
	In core hours	**Outside core hours**	
Emergency Removal of sharps and other objects causing serious risk to health and safety	2 Hours	2 Hours	2 Hours
Non-urgent			
Fly Tipping	n/a	n/a	2 Working Days
Ad-hoc or bulk confidential waste paper collections	n/a	n/a	5 Working Days
Special collection of hazardous, bulk or unusual waste	n/a	n/a	Within agreed timetable
Waste disposal query	n/a	n/a	Within agreed timetable

Performance Indicators

Ref	Service Name	Performance Indicator (PI)	Service Level Target
RW1, 3, 4, 5, 6, 8	See section 2.3.1	Recycling and Waste Management as in published schedule	90% recycling and waste management audit score
RW9 and RW10	Removal and disposal of items dumped, or fly tipped Removal of sharps causing risk to health and safety	Emergency Completion Time Non-urgent Completion Time	90% of emergency waste removal completed within published target 90% of non-urgent requests completed within published target
RWSE	Service Issue Escalation	Handling of Escalated Issues	90% of escalated issues closed (to customer's satisfaction) at Stage 1
RWCS	Customer Satisfaction	Customer Satisfaction Score	80% of quarterly survey responses show customers are 'Satisfied' or 'Very Satisfied' with service provided

3.2 Monitoring our performance

This section details how service levels will be monitored and how performance data will be provided to customers.

A set of Performance Indicators has been defined, and for each indicator performance will be monitored monthly, unless otherwise stated.

Service Level Targets and data on actual performance levels will be published on the University's intranet, available to all University staff.

Performance data will be used as a management tool within E&F, to identify areas of strong and weak performance, provide information and guidance to E&F staff, and support planning for future improvements.

Quarterly performance review meetings will be held with key Customer Representatives, to provide an opportunity to:

- discuss actual performance versus target

- consider corrective actions where service is below the expected level

- consider any matters escalated to Stage 3

- consider fulfilment of the Customer's Responsibilities and any issues arising from this

- consider other relevant topics, including future requirements.

3.2.1 Waste Management Performance

Estates and Facilities also monitor onsite segregation for recycling rates monthly and all waste disposed of off campus on an annual basis for submission to the Higher Education Statistics Agency as part of the Estates Management record.

Data from WARP-it, the reuse network, is also monitored on a monthly basis.

4. Customer Responsibilities

Waste Management legislation imposes a 'Duty of Care' on the University for waste. These obligations require the University to handle the storage and transfer of waste to prevent escape, segregate non-hazardous and hazardous waste, transfer waste only to an authorised person along with a written description of the waste on a transfer note which is retained for at least two years for non-hazardous waste or three years for hazardous waste.

There is also a legal requirement to consider the Waste Hierarchy when deciding what the best option is to manage a waste stream so prioritising waste prevention, enabling reuse and recycling, before options such as energy recovery.

The University also has an obligation to report annually on waste management data to the Higher Education Statistics Agency.

All University Staff and Students (where appropriate) are required to meet the following requirements to ensure the University complies with all relevant waste management legislation and other requirements.

4.1 Waste Reduction and Reuse

REQUIREMENT	Support the University's policies and initiatives relating to environmental sustainability and the waste management ethos of Reduce, Re-use, Recycle. Add unwanted items to the WARP-it platform and consult this before buying new.

The priority for waste management is reduction. The following prompts should be followed in <u>purchasing</u>:

- Do you need to buy the item in the first place?
- Do you need to buy the quantity of material?
- Buy energy efficient, durable products that contain little or no hazardous materials and are easily recycled at the end of their life.
- Buy materials containing recycled materials, such as paper.
- When buying an item, think about how much waste will be produced during its life and how you will dispose of it.
- Request suppliers to provide returnable packaging or take back any packaging of products provided.
- Check WARP-it before buying a new item.

With printing and in the office the following should be followed:

- Print double sided
- Print two pages or more on one sheet where possible.
- Allow students to submit work which is double sided and single line spaced.
- Ensure fax machines and printers do not produce header or report sheets.
- Reuse envelopes internally.
- Use a mug/glass, not disposable cups, wherever possible.
- Specify non-disposables when ordering catering.

Estates and Facilities will promote reuse of items that are still fit for purpose and in good condition. This includes reuse of components of an item where appropriate and safe to do so. This is as a preferred alternative to disposal/recycling, and as an environmentally preferable alternative to buying new. Estates and Facilities operates a wider reuse scheme using the WARP-it platform. Unwanted items should be added to the platform and the platform should be consulted before buying new.

The following reuse hierarchy should be applied, whilst recognising that disposal may sometimes be the option with the lowest environmental impact. When arranging removal of unwanted items, sufficient time must be given by Schools and Functions to apply this hierarchy and add the item to WARP-it. Storage and transport resources are limited, and therefore Schools and Functions are encouraged to plan ahead where possible. Early advertisement of items known to be unwanted in the near future (e.g. as the result of an office move) can in some cases help to manage storage and transport requirements. For example, items can be moved directly to the recipient at a mutually agreed date rather than finding a storage space.

1. **Internal reuse within the University has priority**. Staff should in the first instance make reasonable efforts to advertise items on [WARP-it](#) for internal reuse. If this is not possible or practical, staff can request to transfer items for storage by the Building Management Team who will re-locate the item to the storage facility currently at Faraday Building. As a guide, items should typically be advertised for a minimum of one month. When transferred to the storage facility the item will be assessed and an expiry date added to the listing depending on the type/quality/value to the University of the item. Once expired the item will be reviewed again and either relisted or recycled/disposed of.

2. **Reuse within the local community** If items are not claimed internally, the Building Management will consider if it is practical to release assets in good condition to schools, charities or other organisations for reuse. If staff have local contacts for these organisations they can pass on the details for the [Environmental Sustainability Team](#) for more information. Ideally these charities and organisations should be in the local community. All donations will be administered through the WARP-it system to allow for the disclaimer to be accepted. It is free for small and not-for-profit organisations to register with WARP-it. Charities and organisations should be given a reasonable length of time to respond (typically 2 weeks). Items automatically become available for third party organisations registered on WARP-it two weeks before their expiry date. The Finance Team's policy for [Disposal of Fixed Assets](#) must be followed where appropriate; for more information on this contact p.hunter@salford.ac.uk. Note that all data bearing items are expressly excluded from being offered to third parties and must be securely disposed of via Digital IT to comply with the University's data protection policies, in particular the [University End-User Computing Device Lifecycle Policy](#)

3. **Final disposal** If reasonable efforts in line with the steps above have been made to reuse items without success, staff must follow disposal procedures as outlined in the Operational Control: Waste Management Procedure.

4. **Second chances** When staff dispose of items and Building Management Team are asked to collect them: At the BM Team's discretion items still in good condition may be stored and re-advertised on Warp-it. This gives items a second chance to be reused. Retention times and management of stored furniture is controlled through the Building Management and the Environmental Sustainability Team operational procedures in compliance with the reuse hierarchy above.

Instructions on how to register with WARP-it and site rules can be seen here:
https://www.salford.ac.uk/estates/environmental-sustainability/our-campaigns/accordion/reuse

4.2 Waste Storage and Segregation

REQUIREMENT	Place all waste in a suitable receptacle and an appropriate location, rather than leaving items in corridors, building entrances, car parks, on pathways or in other unsuitable places.

Estates & Facilities will provide suitable facilities across the campus in buildings and in external areas to facilitate the appropriate segregation of waste.

The following details the segregation facilities which should be provided for in each area as standard.

Office areas	Communal areas	Catering outlets
Confidential waste paper Mixed paper and cardboard Mixed recyclables (plastic bottles, food and drinks cans) Batteries Printer cartridges	Mixed paper and cardboard Mixed recyclables Batteries (e.g. in reception areas) Mobile phones (e.g. in reception areas) Books (if library area)	Mixed recyclables Mixed paper and cardboard Food waste (back of house) Glass (back of house)

- There should be waste collection/recycling points allocated at regular intervals in a building and in external areas.
- Collection points for recyclables and waste to landfill should be situated together wherever possible
- No single bins (waste to landfill or recyclables); a minimum of 3 bins should always be co-located – waste to landfill, mixed recyclables (as above) and mixed paper
- Exceptions: – catering outlets may exclude mixed paper in some areas
- offices may exclude mixed paper where confidential waste paper is present
- In office areas, there should be no under-desk bins only a communal general waste disposal and recycling point located at a convenient point for each office area.
- As a guide, a minimum of one recycling point per ten desk spaces
- A minimum of one in every communal kitchen/food & drink preparation area
- In communal areas, particular attention should be made to high footfall areas such as teaching rooms and breakout areas
- Collections for less common recyclables such as batteries/ mobile phones and printer cartridges may be located at single points such as building receptions
- Food waste from some smaller staff kitchen areas is collected using a system of sealed buckets and transported by the mail van (coordinated by the Building Handyperson) to one of the University's onsite composters. This service can be requested by staff via their Building Manager.
- Liquid wastes should NOT be disposed of via the general trade waste route and any liquid substances which could cause harm to health or the environment should never be disposed of via the University drainage system.

REQUIREMENT	Ensure the appropriate segregation of wastes to support the waste hierarchy and compliance with hazardous waste legislation and GDPR requirements

The University contracts out the recycling and final disposal of general waste and recycling collections. To ensure prioritisation of the waste hierarchy the contract specifies that ensures zero waste is sent direct to landfill, which maximises the diversion of waste to more "sustainable" waste management solutions using waste facilities local to the University. The contract further specifies that contractors will be required to divert at least 80% of residual waste away from landfill disposal. This is monitored throughout the contract through monthly Key Performance Indicators (KPIs) and any non-compliance with these requirements will be considered under performance of the contract.

Details of all waste streams and their management or disposal route are provided in Appendix A – Waste Management Streams. Where detailed arrangements are required, these are covered in the sections below.

4.3 Confidential Waste

REQUIREMENT	Ensure confidential waste paper (in line with the University Legal & Governance Data Classification Guide) is stored and disposed of securely

The University has outsourced to approved suppliers the disposal of confidential waste paper. Secure consoles are placed in appropriate office areas for access by staff. These are emptied by the contractor and shredded onsite. The shredded paper is 100% recycled.

Use the locked confidential waste consoles to dispose of University paperwork/printed papers that relate to:

- staff/students personal information
- sensitive or confidential info including exam or assessment papers
- research, financial or contract information that could damage the University reputation (if left on a train)

If in doubt dispose via the confidential waste consoles.

Publications, publicity material and newspapers (anything that is already in the public domain) can be disposed using paper recycling.

In addition to the consoles, the approved contractor also handles bulk or ad hoc collections. All bulk/ad hoc collections are requested through the University Building Managers, who will liaise with the contractor. The contractor has been instructed not to accept a bulk or ad hoc order from any other member off staff across the University. Bulk/ad hoc collections are recharged back to the School, Department or Service requesting them. A summary process flow for this process is included in Appendix B and further information on what constitutes confidential waste can be obtained from the Information Security Team in Legal Services.

All data bearing IT equipment data-bearing equipment such as laptops, PC towers, hard drives, USBs, servers must be returned to Digital IT for secure disposal by contacting dit-purchasing@salford.ac.uk.

- **Bulk or ad hoc clearances will be recharged to the department. Costs can be obtained from your Building Manager.**

4.4 Hazardous Waste

REQUIREMENT	Ensure the appropriate segregation of hazardous waste and follow internal procedures as below to ensure safe disposal

Some types of waste are harmful to human health, or to the environment, or both, either immediately or over an extended period of time. This is called hazardous waste and can include:

- chemical wastes, fluorescent light tubes, batteries, printer cartridges and waste electrical and electronic equipment (WEEE).
- Hazardous chemical waste includes: oil; solvent wastes; reaction by-products; washings; chemicals that are out of date or withdrawn from use; unwanted materials; pesticides; water treatment chemicals including biocides; oils and 'unknown' substances. It also includes any chemically contaminated equipment, chemically contaminated containers or sharps etc that can't be safely decontaminated and ANY NEEDLES whether contaminated with chemicals or not.

Batteries, fluorescent lighting tubes, printer cartridges and WEEE waste are managed in accordance with the details in Appendix A.

In all cases academic and service units are responsible for the safety of the waste that they generate, a written chemical risk assessment (COSHH / DSEAR) for handling and transporting hazardous chemical waste within departments must be undertaken and held by the department. Please contact your Health and Safety Officer or Building Manager for advice. If you are assessing a waste to determine if it is hazardous you should refer to: https://www.gov.uk/how-to-classify-different-types-of-waste. If you have a waste product that you are unsure whether it is classified as hazardous or not please contact eps-sustainability@salford.ac.uk for advice.

The Hazardous (Chemical) Waste Disposal Service is managed centrally by the E&F Building Management Team.

If you have hazardous waste you should:

- Segregate hazardous waste from non hazardous waste
- Ensure hazardous wastes are dealt with by a suitably registered hazardous waste contractor usually via the Building Management Team: for advice please email eps-waste@salford.ac.uk and send a completed Hazardous Waste Disposal Form

Please note that ALL fields on the form MUST be completed. An accurate description of the waste including its hazardous components and relative concentrations is required. A contact name is also required. This need not necessarily be the person generating the waste as the list may be a composite one detailing hazardous waste from different areas. However, all containers MUST be clearly labelled

with full details of contents and the name of the originator of the waste or where this is not possible, the name of the person transferring the waste.

Waste contractors are provided with the information supplied by departments and the collection of waste is arranged by the contractor, therefore contact details must be sufficiently clear to enable them to do so.

Hazardous waste must be properly described and appropriate handling precautions noted. The description must be sufficient to ensure that subsequent holders of the waste are able to avoid mishandling it. The description should contain information about the source of the waste, what it is made up of, how it is produced and details of any special problems which may be encountered by handling the waste. Waste containers must be correctly labelled and robust and chemically resistant. Where the original container is used, the label should not be covered or obscured. However, it is important to deface or preferably remove any labels on packaging which are incorrect.

The disposal of 'unknowns' is costly as analysis to identify the appropriate disposal route may be required and Departments may be charged for this. Items should only be labelled as 'unknown' with a unique numbered code (to allow it to be identified through the waste stream) after extensive enquiries have been made as to what the 'unknown' may be. Where possible, 'unknowns' should be classified by functional chemical group. Simple categorisation may be adequate, i.e. stable, non-flammable, acidic, aqueous solution could suffice.

- **The foul sewer MUST NOT be viewed as the primary disposal route for waste chemicals. The University operates a 'Zero to Drains' policy as far as is reasonably practicable.**
- **Bulk/ad hoc clearances of chemicals requiring additional contractor visits and/or analysis may be re-charged.**

4.5 Food Waste

REQUIREMENT	All catering operations to segregate food waste in preparation areas for transfer by Estates and Facilities to the University composter

The University has two Rocket® Composters: A500 Rocket® at Maxwell building and A700 Rocket® at Allerton building. They were installed in 2007 and 2008 respectively. All food waste from the kitchen areas, cooked and un-cooked, meat and fish can be put into the composters (see table below). Currently the unit at Maxwell is decommissioned so all segregated food waste is transported to the Allerton composter. All the compost is matured and used around the University grounds for landscaping.

Suitable for the Composter	Unsuitable for the Composter
Plate scrapings	Large bones
Meat (cooked & raw)	Sauces (large quantities)
Fish (cooked & raw)	Paper & cloth napkins
Vegetable & fruit peelings	Card & plastic food containers
Vegetables	Sauce & drink sachets
Fruit	Cloths & towels
Eggs	Clingfilm & foil
Dairy Products	Cutlery
Coffee grounds	
Tea bags	

Bread Cake	Even if marked as 'compostable' as this will damage the machinery

The food waste should be (ideally) macerated then transferred to approx. 30L lidded buckets and will be collected by Estates for transfer to the composter.

Food waste from some smaller staff kitchen areas is collected using a system of sealed buckets and transported by the mail van (coordinated by the Building Handyperson). This service can be requested by staff via their Building Manager.

4.5 Reporting and Other Requirements

- **Ensure any waste disposal is to authorised contractors: A record of all approved waste management contractors is maintained by Estates and Facilities. To ensure our Duty of Care is met, only waste contractors from this Register should be used for waste disposal for waste from the University of Salford coordinated by Estates and Facilities, exceptions should only be permitted with approval from the Environmental Sustainability Officer to enable the appropriate checks to be completed before waste is removed from site. This is in addition to appropriate Health and Safety checks in line with the Management of Contractors Code of Practice.**
- **Ensure transfer of waste is accompanied by a written Waste Transfer or Consignment Note, that these are retained for two and three years respectively and copies are reported to the Environmental Sustainability Officer.**
- **Ensure any contractors handle waste appropriately. Estates and Facilities should be consulted where any additional waste containers for contractors are to be placed on site. Contact the Waste Co-ordinator or Environmental Sustainability Officer.**
- **To report waste issues to the E&F Helpdesk as soon as possible**
- **Report any waste issues with a risk to the health or safety of staff, students or visitors to Security Control [0161 29 54773] as soon as possible**
- **To report fly tipping and items which appear to have been abandoned to the E&F Helpdesk, as soon as possible, so items can be promptly removed.**
- **To report sharps, such as hypodermic needles, to Security Control [0161 29 54773] urgently, so immediate removal can be arranged.**
- **To wrap broken glass and other sharp objects securely in strong paper or a box, label them, and put them alongside waste bins, so they can be removed without risk of injury to Estates staff.**
- **To inform the Helpdesk as soon as possible if it appears that E&F staff or contractors are working in an unsafe way.**
- **Not to remove or interfere with materials, equipment, signage or other items placed on site by E&F or any approved contractors**

5.   Management of Service Level Agreement

5.1   Governance and Review of Service performance

This Service Level Agreement will be reviewed on an annual basis, by Estates and Facilities representatives (normally Head of Administrative Services, Head of Facilities and a Building Manager) with at least three Customer Representatives. Checks will be made to ensure that key details are up to date including:

- scope of services within the SLA

- list of customers

- contact details for service provider and customers

Actual performance levels will be reviewed and target service levels will be adjusted if appropriate.

If any changes are required the Deputy Director of E&F will be asked to approve them and will issue an updated SLA to each of the signatories.

5.2   Service Issue Escalation

If a customer is dissatisfied with the service provided under this SLA the customer may register a formal complaint using the procedure set out below.

Stage 1

The customer should contact the Helpdesk to report the service failure and request an update, which will be provided within 2 working days. (If satisfied, no further action required.)

Stage 2

Via the Helpdesk the customer should ask the Building Manager for a more detailed response to the query, which will be provided within 5 working days. (If satisfied, no further action required.)

Stage 3

The customer should consult the Customer Representative who may, via the Helpdesk, request a written response which will be provided by the Head of Facilities & Maintenance within 7 working days.

To clarify, Stage 1 to Stage 3 should be completed within 7 working days in total.

5.3   Change control

This document will be issued and controlled through the Estates and Facilities Administrative Services team. Any amendment to the document has to be approved by the Deputy Director of Estates & Facilities. The document will have version control and will include the date of the agreed amendment, a description of the change, the author and agreement of the Deputy Director.

5.4   **New service requests**

In this context 'New Service Request' means a proposal to expand the scope of this SLA, for instance by including buildings which are not currently covered; it does not mean a request for Estates and Facilities to carry out a specific task which is already within the scope defined in section 2.

All new service requests should be directed through the Help desk. Estates and Facilities will contact the customer to consider the request and will provide an initial response within ten working days.

Appendix A - Waste Management Stream Summary

WASTE STREAM	WHAT	WHERE – INTERNAL	WHERE - EXTERNAL	
General Waste	Bagged general waste from buildings ONLY (**NO** bulky items, recyclables – as below, hazardous waste etc)	BLACK general waste bins	BLACK LIDDED 1100L containers	
Mixed Recycling	EMPTY plastic bottles, food and drinks cans	GREEN mixed recyclable bins	ORANGE LIDDED 1100L containers NO plastic bags	
Paper and Cardboard Recycling	Office paper, newspapers & magazines (anything already in the public domain) Flattened cardboard	BLUE paper bins For cardboard place next to paper bin or contact Building Manager	BLUE LIDDED 1100L containers NO plastic bags	

Glass	Glass bottles and jars Broken glass should be wrapped securely in strong paper or a box, labelled, and placed alongside waste bins, so they can be removed without risk of injury to Estates staff.	Segregate securely and contact Building Management Team	Transfer to external 240L glass bins located at New Adelphi, University House or Allerton Building	
Confidential Waste	Office paper confidential waste Documents with personal or sensitive information such as exam/assessment papers or any research, financial or contract information that could damage University reputation.	LOCKED Confidential waste bin in buildings (no plastic covers, binding combs, staples etc) (Large clear outs organise collection via Building Manager)	These bins will be emptied by TOPWOOD only and shredded onsite.	
Confidential Waste	IT equipment waste (data-bearing equipment such as laptops, PC towers, hard drives, USBs, servers)	Organise collection via Digital IT	All IT Waste must be transferred to Digital IT for secure disposal. (via Computer Disposals Limited)	

Hazardous Waste - chemicals	Chemical waste from stores, maintenance, projects, labs etc Can also include empty hazardous chemical containers, used rags and other consumables	Contact Building Manager or Hazardous Waste Coordinator	STORE securely to avoid spill and contamination. Contact BUILDING MANAGER to organise collection.	Ensure any hazardous waste chemicals from other departments/schools have a completed Hazardous Waste Disposal Form.
Hazardous Waste - Light Tubes	Fluorescent light tubes	Contact Building Manager	Place carefully into light-tube coffins in your nearest area, when full they should be transferred to larger containers at Allerton.	
Hazardous/Non-Hazardous - Waste Electrical and Electronic Equipment (WEEE)	IT equipment Fridges, freezers, microwaves, other domestic appliances, Cables, wiring etc	IT Equipment: Organise collection via Digital IT (to Computer Disposals Limited) Other Equipment: Contact Building Manager	IT waste – contact Digital IT Other WEEE - Transport to Irwell Place car park container for storage & contact Building Manager. No IT waste.	
Food Waste	Any cooked or uncooked food waste, coffee grounds and tea bags NO packaging, liquids or oils/fats	Any food waste separately collected in kitchen areas in sealed green 30L bins Back of house kitchen waste from catering	Transport via mail vans to composter in Allerton loading bay (See Composter SOP)	

Books	Any books – literature or non-literature	Internal mail to Environmental Sustainability Team in Estates Crescent House ground floor or contact EST for a box for collection by Better World Books.		
Textiles	Any clothing etc (No UoS branded items)		Clothing recycling banks are situated at Allerton (TRAID) and the Sports Centre (Salvation Army)	
Metal Waste	Any metal components	Contact Building Manager	Store separately and safely Contact Waste Coordinator to organise collection.	
Furniture, stationery or usable equipment (not IT)	Any furniture items, stationery or other usable equipment (other than IT)	Add to WARP-IT warp it For broken furniture or other bulky items that are not suitable for reuse contact Building Manager	Log onto WARP-IT for reuse If not suitable for reuse internally, organise collection by Up Manchester (Via Building Manager). Broken furniture – could be taken by Up Manchester or will need a separate disposal route – Ask Waste Coordinator	

Wood	Uncontaminated hardwood only	Contact Building Manager	Wood waste skip at Maxwell. Collected on request via Waste Coordinator	
Printer cartridges	Any ink cartridges for printers	Ricoh multi-functional device used cartridges: brown collection box or contact local Print Champion. Other printer cartridges: Contact Building Manager or send to Environmental Sustainability Team in Crescent House ground floor Estates office	Ricoh multi-functional device used cartridges: brown collection box, collection by Ricoh organised by local Print Champion. Other printer cartridges: Collection by Office Green contact 08700 50 20 50 collections:greenoffice.co.uk	
Non-Hazardous Sanitary Waste	Sanitary and Offensive waste Spillages from bodily fluids	Clinical waste in bathrooms	Contact BUILDING MANAGER to arrange collection by contractor	

Chewing Gum	Used chewing gum	Place in the pink gumdrop bins around campus for collection for recycling	Monitored by Grounds Maintenance who will replace insert with a new one and organise collection by Gumdrop Ltd for recycling	
Hazardous Waste - Batteries	Any batteries. Industrial or larger batteries should be taken directly to Allerton or collected by contractor separately. (CHECK with BUILDING MANAGER)	Battery bins available in receptions etc 	Use the battery recycle boxes located at the various receptions, when these are full the batteries should be transferred to the bigger container at Allerton and placed <u>neatly</u> inside, in the separate box as labelled. Damaged and leaking batteries must be placed in strong, clear, sealed plastic bags. Any Lithium Ion, Lithium Cells, Ni-Cd, Ni-MH, Button Cell Batteries must have all lead wires removed and terminals to be taped over with insulation tape.	 Lead Acid or Wet batteries must be stored separately. Contact Building Manager to organise disposal.

Hazardous Waste – Pressurised gas bottles	Any pressurised gas bottles. E.g. Calor gas bottles, BOC gas bottles, Used fire extinguishers, helium gas bottles	DO NOT place in general waste. Make a note of the bottle owner (e.g. calor, BOC) if available and notify your Building Manager.	Contact gas bottle owner if available (calor, BOC etc) Hazardous or unknown gas bottles should be notified to the Hazardous Waste Coordinator. Used fire extinguishers should be transferred to storage at Crescent House before collection by contractors. Empty helium gas bottles should be notified to Waste Coordinator for recycling.	
Landscape/Green Waste	Any bulky green or landscaping waste from grounds maintenance activities that cannot be used on site, i.e. mulching	Contact Grounds Maintenance Team	Transfer to container located at David Lewis Grounds Maintenance compound.	

Appendix B Confidential Waste Flow Chart

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                              ┌─────────────────────────────┐
                              │   Is it confidential waste? │
   No                         │ [Information for business    │
┌──────────────┐  ◄───────────│  operations or personally    │
│ Place in blue│              │  identifiable information]   │
│ paper        │              └─────────────────────────────┘
│ recycling    │                            │ Yes
│ bins         │                            ▼
└──────────────┘              ┌─────────────────────────────┐
                              │   How much confidential      │
                              │   waste?                     │
                              └─────────────────────────────┘
                    Less than 15kg    │          More than 15kg
```

- **Is it confidential waste?** [Information for business operations or personally identifiable information]
  - No → Place in blue paper recycling bins
  - Yes → **How much confidential waste?**
    - Less than 15kg → Placed in secure 100L consoles [remove plastic folders, binders, staples, paper clips as far as possible]
    - More than 15kg → Bulk/ad hoc requirement identified by member of staff

Placed in secure 100L consoles [remove plastic folders, binders, staples, paper clips as far as possible]
→ Contractor collects weekly
→ **Shredded onsite by Contractor**

Bulk/ad hoc requirement identified by member of staff
→ Member of staff contacts their Building Manager with request for quote and Budget Code
→ BM reviews requirement, raises PO with details of reqes location andrecharge code and emails ad hoc information to Contractor
→ Contractor sends email confirming receipt with **work order within 4 hours**
→ Contractor completes collection within **5 working days** (unless otherwise agreed)
→ **Shredded onsite by Contractor**

Contractor completes collection within **5 working days** (unless otherwise agreed)
→ Contractor sends email confirming completion with work order, destruction certificates and waste transfer note
→ Contractor issues monthly invoices with separate invoices for ad hoc collections quoting relevant POs
→ University audit invoice prior to receipting and electronic payment
  → Contractor paid for ad hoc collections completed during period
  → BM notifies Estates Finance for internal recharge for ad hoc collections