



## SERVICE LEVEL AGREEMENT FOR WASTE MANAGEMENT SERVICE PROVIDERS

Document No:

ESD 008 A

Dear Service Provider

In accordance with our ISO 14001:2015 Environmental Management System and related Statutory and Regulatory Requirements, namely:-

- A) ENVIRONMENT CONSERVATION ACT 73 OF 1989 (SEC 20)
- B) OCCUPATIONAL HEALTH AND SAFETY ACT NO 85 OF 1993 (REG 15)
- C) REFUSE REMOVAL BYLAWS PN 97 OF 1985 (REG 2)

The following terms and conditions between us and your organisation apply:

The Minister of Environmental Affairs has identified waste as an undesirable or superfluous by-product, emission, residue or remainder of any process or activity, any matter, gaseous or solid or any combination thereof, originating from any residential, commercial or industrial area, which:

- a) Is discarded by any person
- b) Is accumulated and stored by any person with the purpose of eventually discarding it without prior treatment connected with the discarding thereof, or
- c) Any building rubble used for filling or leveling purposes or
- d) Is stored by any person with purpose of recycling; re-using or extracting a useable product from such matter, excluding: water used for industrial purposes or any effluent produced by or resulting from such use which is discharged in terms of the water act: sewerage system;

A company must determine whether its waste is a general waste or a hazardous waste. Waste must be classified and separated for appropriate disposal.

Ensure that the following is implemented with regards to handling, storage and waste on site:

- a) A system to reconcile waste generated with waste disposed of must be set up.
- b) An audit schedule for the auditing of the company's waste disposal operators including recyclers must be implemented.

That waste disposal operators transporting hazardous waste must be audited for compliance with the Dangerous Goods Regulations.(See National Road Traffic Act)

Where a contractor is used, safe disposal certificate must be obtained. Where a landfill or any other waste disposal site is operated, a copy of the permit must be obtained and kept on record as proof of legal disposal.

In terms of this definition of waste read together with the definition for a waste disposal site, recyclers and re- users would need to have the necessary waste site permit or exemption for the storage, treatment or processing of waste.

No person shall employ as a refuse removal contractor a person who has not been approved by the City Engineer in terms of subsection (3)

A person who intends to engage the services of an approved refuse removal contractor shall notify the City Engineer in writing of that fact and shall likewise notify the City Engineer when such engagement is terminated.



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In line with the above, we request you to please complete our Service Provider Self Audit Checklist below:-

Name of Service Provider:	Contact Person:		
Description of Services Provided/ Waste Managed:			
Tel :	Fax :	Email :	Website :
Address :			Date:

No.	Self Audit Criteria	Y/ N/ NA	Explanations/ Commentary
1.	Does the organisation have all valid permits and approvals required for the nature of activities undertaken?		
2.	Does the organisation have an Environmental Policy statement?		
3.	Have personnel been trained on the Environmental Policy?		
4.	Have personnel been trained on their roles, responsibilities and authorities in terms of Environmental procedures?		
5.	Have personnel been trained on handling of hazardous chemical substances where necessary?		
6.	Are personnel equipped with the necessary PPE and accessories required for the handling of the necessary types of waste?		
7.	Are waste recycled/ disposed off in a safe and proper manner?		
8.	Does the organisation have a formal process for reporting defaults in service quality?		
9.	Does the organisation offer a 24 hour Technical Support line?		
10.	Does the organisation have the capability to submit approximate quantities and trend analysis reports on a monthly basis?		
11.	Are the organizations vehicles suitably maintained and equipped to transport the necessary types of waste handled?		
12.	Does the organisation have the relevant expertise to handle accidental spillages of waste during handling, transportation and processing/ disposal?		
13.	Is the organisation able to supply Certificates of Safe disposal with each collection?		
14.	Do you have an ISO 14001 Environmental Management System in place? If not, are there plans on implementing one? If so, by when?		

Please provide us with valid copies of the following: -

- 1) Company Profile
- 2) All permits/ approvals concerning your organisation
- 3) Environmental policy statement
- 4) Brief process flow/ procedure on the collection, handling, and disposal of waste products
- 5) Example of Certificate of Safe Disposal to be submitted with each collection and disposition
- 6) ISO 14001 Accreditation certificate (where applicable)



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### - FOR INTERNAL USE -

Service Level Agreement and Supporting Documentation reviewed and verified by:

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Name

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Position

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Date

Site Audit Required on Service Provider:

Yes	Frequency?	No

General Comments :

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