



Standard Service Level Agreement for Stone Recycling Services





This document should be maintained under change control. This document will be updated to include all changes to the services being provided.

The status and update history is as follows:

Issue	DATE	STATUS	NOTES	AUTHORITY
1	06/01/15	Issued	First Release Online	Operations Director
2	11/03/15	Issued	Amended	Operations Director
3	19/05/15	Issued	Amended	Operations Director
4	01/07/15	Issued	Added Process aims	Operations Director
5	22/10/15	Issued	Amended Processing Statement – phones	Operations Director
6	10/11/15	Issued	Amended Erasure Software	Operations Director
7	26/01/16	Issued	Amended 3 rd Party Clause & added Data Controller/Processor	Operations Director
8	10/02/16	Issued	Carrier License update Collection requirements	Operations Director
9	21/03/16	Issued	Amend to Shredding	Operations Director
10	19/05/16	Issued	Amend to Erasure Standard	Operations Director
11	01/11/16	Issued	Updated Erasure Standard SSD Erasure policy	Operations Director
12	27/03/17	Issued	Contacts Update / Charges	Risk & Compliance Manager



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1: DEFINITIONS

The terms of agreement shall apply unless specifically amended by this SLA or the context demands otherwise.

TERM	DEFINITION
SLA	Service Level Agreement
Response Time	Time measured from when Stone is provided with all the information necessary for Stone to provide the service and the time at which collection service takes place.
Stone	Stone Computers Limited / Stone Recycling Services
Days/hours	All days/hours quoted are working days/hours. A working day is 9:00 to 17:00, Monday to Friday excluding bank and public holidays. All reference to day and hours are working days/hours unless otherwise specified
ETC	Estimated Time of Collection
The Customer	Any party requesting Stone Recycling Services
Placement of Collection order/request	Collection request placed by the Customer to Stone
Receiving of Collection Request	Time of receiving collection request by Stone from The Customer
ADISA	The Asset Disposal & Information Security Alliance
Data Controller	The Customer
Data Processor	Stone Computers Ltd



2: PURPOSE

This document is the Standard Service Level Agreement ('SLA') between The Customer and Stone and forms a contract between the two parties relating to the recycling of ICT equipment.

The SLA describes the standard services that Stone will provide for The Customer. It also details the responsibilities of each party relating to those services.

This SLA is applied in all cases where no other formal agreement has been determined between Stone and The Customer.

3: OVERVIEW OF THE STANDARD SERVICE BEING PROVIDED

Stone will provide The Customer with a comprehensive IT Asset Disposal and Data Erasure/Destruction service as follows:-

When providing services which require the processing of any assets which contain customers information (data), Stone shall be the 'Data Processor' and the Customer the 'Data Controller'; as defined under the requirements of Data Protection legislation. Both parties will therefore be bound by the liabilities and obligations defined in current and applicable Data Protection Legislation.

The service will primarily focus on the data security and robustness of its processes and as verifiable evidence of its competence and qualification; Stone will maintain certification against the IT Asset Disposal standard published by ADISA, the Asset Disposal & Information Security Alliance (www.adisa.org.uk). Stone shall also adhere to the ADISA Code of Conduct as part of its compliance with the ADISA standard.

Additionally, Stone shall maintain certification to ISO27001 for Information Security Management.

Audit results given by ADISA during unannounced audits of Stone's compliance with the ADISA standard are available to the Customer via the ADISA website. Customers may also utilise the ADISA free of charge monitoring service. ISO27001 compliance audit reports are available from Stone on request.

Stone shall provide IT recycling services with the assurance that it maintains an adequate 'Cyber' insurance policy, covering all aspects of ICT recycling.

The service will be delivered in such a manner as to ensure on-going compliance with the requirements of Environmental Permitting, WEEE Directive, Waste Regulations, Data Protection Act and any guidance issued by the Information Commissioner's Office or Environment Agency.

The service will set out to operate with minimum carbon impact and wherever possible will effect collections utilising Stone's own fleet of delivery vehicles when delivering outbound goods either to The Customer or other customers in similar vicinity.

Stone will provide The Customer with an online collection request facility via the Stone website, through which authorised customer personnel may submit collection requests.



The Service methodology provided by Stone and the applicable treatment with associated costs are illustrated at 5. All prices are subject to VAT at the prevailing rate.

The primary aim of the treatment process will be to render equipment in a condition suitable for resale into secondary markets. Equipment not suitable for re use, will be dismantled for the recycling of constituent materials. This process creates no streams to landfill, in accordance with Stone policy.

The Customer will at its discretion have the right to audit any part of this process and visit Stone's premises for the purpose of diligence audits as it may reasonably require. (Visits are encouraged by Stone and are recommended by ICO guidance on IT Disposal: Web Link -

https://ico.org.uk/media/for-rganisations/documents/1570/it_asset_disposal_for_organisations.pdf

4: OBLIGATIONS OF THE CUSTOMER

The Customer accepts that the WEEE Directive confers upon it a Duty of Care for the handling and storage of WEEE that will afford maximum re-use potential as a complete appliance.

The Customer will also provide through the on-line collection booking system provided by Stone accurate manifests of goods to be collected, in order that suitable transport be arranged and collection documentation accurately generated.

Any additions or alterations must be notified to Stone at least 24 hours prior to the scheduled collection to allow the transport proposed to be re-appraised and consequential documentation changes to be made.

The Customer will collect and store manifested goods in an easily accessible ground floor location that is without any access, parking or loading restrictions. Ideally, assets should be stored in a manner assisting with verification counts prior to loading.

The Customer has an obligation to verify with Stone collection staff, the assets which have been transferred to Stone for processing, in order that full traceability of assets can be maintained.

Non-standard items (for which no category exists on the online request form) shall be notified to Stone with as much supporting information as possible to enable Stone to appraise their suitability for collection and processing, Stone will tariff them on a case-by-case basis.

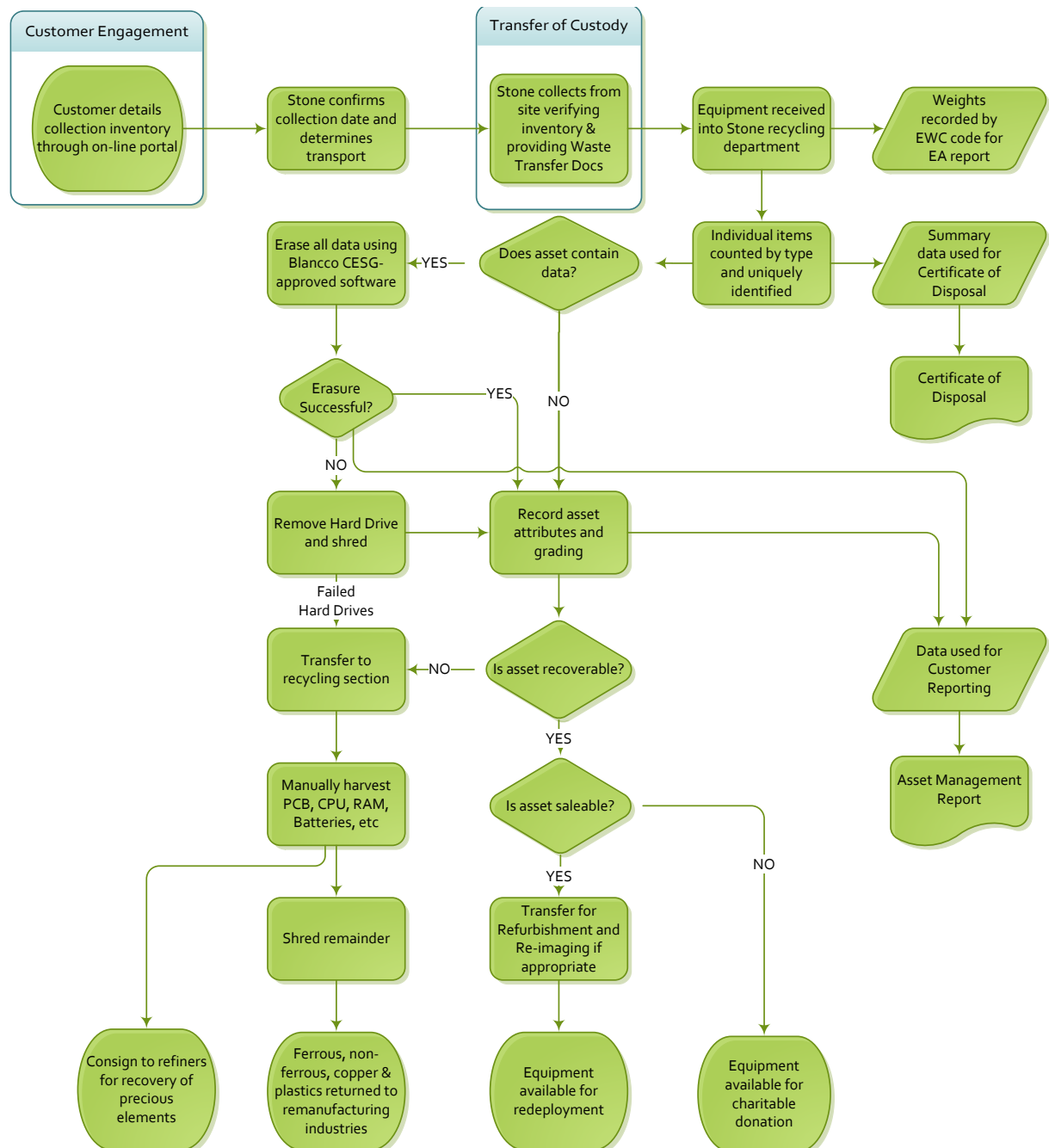
The Customer agrees that completion and submission of the online Recycling request form confirms acceptance with the service proposed by this SLA/Contract and they have full responsibility to ensure that the proposed treatment of their redundant IT assets meets their own policies and applicable statutory requirements.

This document in its entirety is to be considered Strictly Commercial-in-Confidence and no part of it may be forwarded, reproduced (in whole or in part) or its contents (in whole or in part) disclosed to any third party not in the employment of the parties hereto without the prior written consent of Stone's Operations Director or other main board director.

The Standard SLA issue provided online at the time of submitting a Recycling request is the basis for the Service provided for that specific collection. The suitability of the Standard SLA should be confirmed each time a Recycling request is made by the Customer.

5: SERVICE METHODOLOGY & TREATMENT

The following flowchart illustrates the methodology through which Stone will deliver the service to The Customer; -





The following tables outline the service and treatment of assets which will be provided under this SLA at the Stone Recycling facility.

The Stone Standard Recycling Service will be provided in all cases unless other additional options have been selected on the online request form or agreed formally by an alternative SLA specifying specific requirements.

STONE – STANDARD RECYCLING SERVICE			
ELEMENT	COST	TREATMENT / METHODOLGY	STANDARDS / COMPLIANCE
ADMINISTRATION & DOCUMENTATION	F.O.C	COLLECTION / TRANSFER NOTE WASTE TRANSFER NOTE HAZARDOUS CONSIGNMENT NOTE	EA & WASTE REGULATIONS COMPLIANT
TRANSPORT	F.O.C	SECURE STONE VEHICLES SECURITY CHECKED STAFF **MINIMUM QUANTITY APPLIES	ADISA / ISO27001
PROCESSING & TEST	F.O.C	SECURITY CHECKED STAFF FULL ASSESSMENT/ TEST FOR REUSE MATERIALS RECYCLING ZERO LANDFILL	ADISA / ISO27001 WEEE REGS
DATA ERASURE	F.O.C	DATA ERASURE USING BLANCCO V5 SOFTWARE - BASELINE (1 PASS)	CESG APPROVED
SHREDDING	F.O.C	MECHANICAL SHREDDER S BULK – 25MM SHRED DATA MEDIA -6MM SHRED	HMG IA STANDARD NO. 5
CERTIFICATE OF DISPOSAL	F.O.C	CERTIFICATE OF DISPOSAL FOR TOTAL WEIGHT RECEIVED TRACEABLE TO COLLECTION NOTES.	ADISA / ISO27001
<p>STONE WILL ENDEAVOUR TO COLLECT SMALL QUANTITIES AS PRACTICAL; BUT AS A MINIMUM 25 UNITS WILL BE REQUIRED TO ASSURE COLLECTIONS CAN BE MADE FREE OF CHARGE. CHARGEABLE COLLECTION OPTIONS ARE AVAILABLE.</p> <p>COLLECTION CHARGES WILL BE APPLIED WHERE AGREED COLLECTIONS ARE NOT COMPLETED, DUE TO FAILURES BY THE CUSTOMER.</p> <p>ANY ADDITIONAL DATA MEDIA FOUND WITHIN THE COLLECTION (EG. CARDS/USB/DISKS) WILL BE PHYSICALLY DESTROYED WITHOUT NOTIFICATION TO THE CUSTOMER.</p> <p>COLLECTIONS ARE MADE BY A SINGLE DRIVER UNLESS OTHERWISE AGREED PRIOR TO COLLECTION.</p>			

USE OF THIRD PARTY SERVICES:

STONE RESERVES THE RIGHT TO UTILISE 3RD PARTIES (WITHOUT NOTIFICATION) IF NECESSARY TO COMPLETE ORDERS EFFICIENTLY AND IN COMPLIANCE WITH AGREED STANDARDS. THIRD PARTIES UTILISED WILL BE APPROVED / AUDITED BY STONE TO ENSURE THEIR ADEQUACY IN MEETING REQUIREMENTS. STONE WILL ALWAYS ENDEAVOUR TO PROCESS ASSETS WITHIN ITS OWN FACILITY.



COLLECTIONS OF ASSETS FOR DISPOSAL FROM CUSTOMERS IN SCOTLAND & NORTHERN IRELAND, WILL NORMALLY BE CONDUCTED BY AN APPROVED LOGISTICS CONTRACTOR.

CUSTOMERS SHOULD NOTIFY STONE RECYCLING ADMINISTRATION (AS DETAILED ON THE ONLINE REQUEST FORM); IF THE USE OF 3RD PARTIES IS NOT ACCEPTABLE TO THEM. NOTIFICATION MUST BE PRIOR TO AGREEMENT OF COLLECTION DATE.

STONE – OPTIONAL RECYCLING SERVICES			
ELEMENT	COST	TREATMENT / METHODOLOGY	STANDARDS / COMPLIANCE
*** ENHANCED DATA ERASURE	£3.75 PER ASSET	DATA ERASURE USING BLANCCO V5 SOFTWARE - ENHANCED (3 PASSES)	HMG IA STANDARD NO. 5 CESG APPROVED
*** ASSET MANAGEMENT REPORT	F.O.C	REPORT DETAILING INDIVIDUAL ASSET IDENTITIES / SERIAL NO.S	
** THESE OPTIONS MUST BE SELECTED ON THE ONLINE RECYCLING REQUEST FORM OR STANDARD TREATMENT WILL BE APPLIED.			

The following details the data disposal capabilities held at Stone and which are applied under the conditions of this SLA.

STONE – DATA DISPOSAL CAPABILITIES		
MEDIA TYPE	REUSE	DESTRUCTION
MAGNETIC HARD DISK DRIVES	BLANCCO V5 –CESG APPROVED	25MM SHREDDING (DEFAULT) 6MM ON REQUEST
SOLID STATE HARD DRIVES	BLANCCO V5 – UNLESS DESTRUCTION ONLY STATED	25MM SHREDDING(DEFAULT) 6MM ON REQUEST
HYBRID DISK DRIVES	-	25MM SHREDDING
SWITCHES	FACTORY RESET	25MM SHREDDING
MOBILE PHONES	** FACTORY RESET OR SHIPPED TO ADISA APPROVED PARTNER	6MM SHREDDING
USB / DISKS / CARDS	-	6MM SHREDDING
MAGNETIC TAPES	-	SHREDDING (3 RD PARTY- OFFSITE)
SERVER MOTHERBOARD	DIP SWITCH RESET	

** Mobile phone Sim & memory cards will be shredded in all cases.

Records of data erasure utilising Blancco are maintained by Stone; but not supplied as standard. Other media types need to be notified prior to collection for agreement on disposal requirements.



6: TRANSFER OF OWNERSHIP & COLLECTIONS

Transfer of ownership of the assets for disposal shall pass to Stone at the point of collection. All data held on collected assets remains the property of the Customer; who bears legal responsibility for it as the Data Controller, as defined by Data Protection legislation.

The Customer's representative at the point of collection will be required to verify the count of assets being transferred with the collection driver; against the provided Collection Note and sign to confirm its accuracy. In circumstances where it is not practical or possible to effectively verify the assets being transferred, the Customer's representative will be required to sign acknowledgment of this on the Collection Note.

Stone shall not be responsible for inaccuracies of collection documents; if the customer has failed to provide accurate inventories and verified them at collection with Stone staff.

Collections which fail or are cancelled by the Customer with less than 24Hrs notice will be charged at £1.75 per mile from Stone to the collection address.

Stone reserves the right to refuse collection of any additional equipment not notified on the collection request or offered for collection after the collection has been verified by both parties and signed off.

Stone reserves the right to make multi-site / customer collections in the interests of economy and environment; unless it has been specifically agreed formally with the customer that this is not acceptable to them.

Fully completed Collection Notes & Waste transfer documents signed by both parties will be scanned and E mailed to the customer following receipt of assets at Stone, assuring they are received by the named contact & meeting all requirements for completion.

Customers requiring a copy at collection should inform the driver and have them copied.

7: ACCREDITATION & EXTERNAL AUDITING

Relevant ISO accreditations in the delivery of the service set out in this agreement include the following;- (Copy Certificate available on request – contact Recycling Co-Ordinator)

ISO 9001 (Quality Management Systems)	Assessed & Certified by NQA
ISO 14001 (Environmental Management Systems)	Assessed & Certified by NQA
ISO 27001 (Information Security Management Systems)	Assessed & Certified by NQA
BS8900 (Sustainable Development)	Assessed & Certified by NQA
ISO22301 (Business Continuity Management Systems)	Assessed & Certified by DAS



ADISA (Distinction with Honours)

ADISA is the Asset Disposal & Information Security Alliance, an independent trade organisation specifically focussed upon the activities of the ITAD (IT Asset Disposal) Industry. ADISA assess & certifies against the standard.
Audit reports (unannounced forensic spot checks) available from ADISA

CHAS (Contractor H&S Assessment Scheme)

Assessed & Certified by CHAS

The Stone Recycling facility holds an Environmental Permit and is regularly audited by the Environment Agency. Stone also hold a Waste Carrier License. Copies are attached at Appendix A.

8: KEY CONTACTS

The key contacts are available 09:00 to 17:00 Monday to Friday excluding bank holidays.

Primary Admin Contact	Becky Akers Recycling Co-Ordinator Stone Computers Ltd becky.akers@stonegroup.co.uk DDI: 01785 786862
Escalation Route & Complaints	Martin Ruston Risk & Compliance Manager Stone Computers Ltd martin.ruston@stonegroup.co.uk
Accounts	Julie Butlin Accounts Department Stone Computers Ltd julie.butlin@stonegroup.co.uk Tel 08448 221122 ext. 2055 Fax 08448 221123



9: COLLECTION OR ACCOUNTING DISPUTES

In the unlikely event of any accounting dispute and provided the Customer has been given at least 10 Working Days in order to resolve the dispute, Stone may cease further collections until the dispute is resolved.

Stone's Finance Department will assist with the resolution of any dispute provided notification is given.

10: PERFORMANCE MONITORING AND REVIEW

Stone Recycling Services aim to meet performance levels as defined by the KPI's detailed below. Performance is monitored internally by Stone in order to assure its Service meets these standards and the Customer may request review meetings to discuss performance at any time.

Target Service Level Table

DESCRIPTION	KPI
All collection requests acknowledged within 48 hours of receipt.	95 %
Creation of a reply to standard queries within 24 Hrs.	95%
Standard collections within 10 working days.	95%
Issue of Certificates of Disposal within 5 Working Days of receipt.	95%
Processing Completion within 25 Working Days of receipt.	95%
Issue of requested Asset Reports within 5 Working Days of processing completion.	95%



11: POLICIES

Change management

Stone reserves the right to make changes to this Standard SLA or its processes without formal notice and The Customer should ensure at each online request submission the SLA is reviewed for issue changes.

The SLA provided online at the point of Recycling request submission is valid for that specific collection only and constitutes a contractual agreement between both parties for that collection only.

SLA's which have been agreed between Stone and the Customer with specified duration; will be honoured by Stone and changes shall only be made on prior agreement of both parties.

Dispute Resolution & Escalation

Any dispute should in the first instance be raised with the Recycling Co-Ordinator.

Escalation may be effected through the named escalation contact.

12: ACCOUNT REVIEW

Review meetings shall be held at intervals as deemed necessary by either The Customer or Stone.

APPENDIX A – STONE SITE PERMIT



Permit

The Environmental Permitting (England & Wales) Regulations 2010

Stone Computers Ltd

Stone Computers Ltd
Heritage House
Acton Gate
Stafford
Staffordshire
ST18 9AA

Permit number
EPR/GP3196LY

APPENDIX A – STONE WASTE CARRIER LICENSE(s)

Certificate of Registration under the Waste (England and Wales) Regulations 2011

Regulation authority

Name



Address

- National Customer Service Centre
- 99 Parkway Avenue
- Sheffield
- S9 4WF

Telephone number 03708 506506

The Environment Agency certify that the following information is entered in the register which they maintain under regulation 28 of the Waste (England and Wales) Regulations 2011.

Carriers details

Name of registered carrier	Stone Computers Ltd.
Registered as	an upper tier waste carrier
Registration number	CBDU82742
Address of place of business	Stone Computers Ltd. STONE COMPUTERS LTD ACTON GATE STAFFORD ST18 9AA
Telephone number	01785 786 735
Date of registration	Thursday 14th January 2016
Expiry date of registration (unless revoked)	Tuesday 12th February 2019

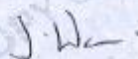
**CERTIFICATE OF REGISTRATION UNDER THE WASTE AND CONTAMINATED LAND
(NORTHERN IRELAND) ORDER 1997 (as amended)**

Name: THE DEPARTMENT OF THE ENVIRONMENT
NORTHERN IRELAND ENVIRONMENT AGENCY
Address: LICENSING SECTION
1ST FLOOR, KLONDYKE BUILDING
CROMAC AVENUE
GASWORKS BUSINESS PARK
BELFAST BT7 2JA
Tel: (028) 9056 9360 / (028) 9056 9358 Fax: (028) 9056 9376

The following information is hereby certified by the Department of the Environment to be information which at the date of this certificate* is entered in the register which it maintains under Regulation 3 of the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (Northern Ireland) 1999

Name of Registered Carrier: Stone Computers Limited
Registration Number: ROC UT 4603 Carrier/Broker
Business name (if any) Stone Computers Limited
Address of Registered carrier's principal place of business. Granite One Hundred
Acton Gate
Stafford
ST18 9AA
Tel: 01785 786700
Fax: 01785 786710
Date of registration 17/08/2015
Date on which registration expires:** 17/08/2018
Date on which last amendment (if Any) was made to the carrier's entry in the register:

Signature of Authorised Officer
Of the Department of the Environment



Date: 12/08/2015

[See over]



An Agency within the Department of the
Environment
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