

**Schedule 1 – Specification**

**Part C Service Requirements**

**Lot 3A – Non-Hazardous Clinical Waste**

**Lot 3B – Hazardous Clinical Waste**

**Lot 3C – General Waste (Hazardous and Non-Hazardous)**

**Lot 3D – Recyclable General Waste**

**Lot 3E – Confidential Waste**

**Lot 3F – Feminine Hygiene Waste**

**Lot 3G – Total Waste Management**

**Healthcare Soft Facilities Management Services Framework Contract RM6331**

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# Introduction

* 1. The purpose of this Specification is to set out the scope of the Deliverables that the Supplier will be required to make available to all Buyer(s), together with the specific standards applicable.
  2. This specification sets out the requirements and Standards for the Waste Service. This specification should be read in conjunction with Schedule 1 – Specification, Part A Requirements Overview and Part B Contract Management. The Supplier is required to comply with all parts of the Specification.

## **Description of Lots**

* 1. This Framework Contract comprises 16 Lots. These Lots are grouped into 5 service headings. This Specification sets out the requirements for the provisions of Waste Services to the healthcare estate.
  2. The full provision of Core Services and Additional Services which may be required by Buyers under this Framework Contract are detailed in section 1.5 below.

| **Lot(s)** | **Service Reference** | **Description of Services** | **Core / Additional** |
| --- | --- | --- | --- |
| Lots 3A-3G | Service BW1 | Billable Works | Core |
| Lot 3A | Service W1 | Non-Hazardous Clinical Waste | Core |
| Lot 3B | Service W2 | Hazardous Clinical Waste | Core |
| Lot 3B | Service W3 | Radioactive / Radiological Waste | Additional |
| Lot 3C | Service W4 | Non-Hazardous General Waste | Core |
| Lot 3C | Service W5 | Hazardous General Waste | Core |
| Lot 3D | Service W6 | Recyclable General Waste | Core |
| Lot 3E | Service W7 | Off Site Waste Services | Core |
| Lot 3E | Service W8 | On Site Waste Shredding Service | Core |
| Lot 3F | Service W9 | Feminine Hygiene Waste | Core |
| Lot 3G | Service W10 | Total Waste Management | Core |
| Lots 3A - 3G | Service W11 | Collection and recycling of food waste | Additional |
| Lots 3A - 3G | Service W12 | Management of on-site bulk waste storage area(s) | Additional |
| Lots 3A - 3G | Service W13 | Barcoding / Radio Frequency Identification (RFID) | Additional |
| Lots 3A - 3G | Service W14 | Collection and disposal of e-cigarettes | Additional |

* 1. Suppliers are also required to provide a number of Contract Management services as part of this Framework Contract. For a full description of the Contract Management services required under this Framework Contract please refer to Framework Schedule 1 - Specification, Part B Contract Management.
  2. The Supplier shall be required to provide a Service which reflects and meets the needs of the Buyer(s), which meets the requirements for environmental sustainability, legal compliance, and Infection Control and Prevention. The table set out in this section 1.7 below provides a description of the types of Deliverables available under each lot.
  3. A summary of the lot structure is as follows:

| **Lot** | **Description of Services** |
| --- | --- |
| Lot 3A | Non-Hazardous Clinical Waste   * The Suppliers appointed to Lot 3A will be responsible for the provision of Waste Management Services for non-hazardous clinical wastes on behalf of the Buyer(s). * Lot 3A includes the Core Services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3A Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements. |
| Lot 3B | Hazardous Clinical Waste   * The Suppliers appointed to Lot 3B will be responsible for the provision of Waste Management Services for hazardous clinical wastes on behalf of the Buyer(s). * Lot 3B includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3B Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements. |
| Lot 3C | General Waste (Hazardous and Non-hazardous)   * The Suppliers appointed to Lot 3C will be responsible for the provision of Waste Management Services for both hazardous and non-hazardous general wastes on behalf of the Buyer(s). * Lot 3C includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3C Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements. |
| Lot 3D | Recyclable General Waste   * The Suppliers appointed to Lot 3D will be responsible for the provision of Waste Management Services for recyclable wastes on behalf of the Buyer(s). * Lot 3D includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3D Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements. |
| Lot 3E | Confidential Waste   * The Suppliers appointed to Lot 3E will be responsible for the provision of Waste Management Services for confidential wastes on behalf of the Buyer(s). * Lot 3E includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3E Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements. |
| Lot 3F | Feminine Hygiene Waste   * The Suppliers appointed to Lot 3F will be responsible for the provision of Waste Management Services for feminine hygiene wastes on behalf of the Buyer(s). * Lot 3F includes the following services – Collection, transportation, recycling or recovery / treatment and disposal. * Lot 3F Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements. |
| Lot 3G | Total Waste Management   * The Supplier will be capable of delivering all Services included within Lots 3A, 3B, 3C, 3D, 3E and 3F as a total waste management service. * Lot 3G Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services which may be required by Buyers are detailed in Section 10 of this Schedule 1 – Specification Part C Service Requirements |

## **Definitions**

* 1. Terms used in this Specification and annexes that require further definition are capitalised. For definitions of these terms, you should refer to Joint Schedule 1 – Definitions, relevant Call Off and Joint Schedules in addition to the table below which can be used if definitions relate solely to the Specification.

| **Expression or Acronym** | **Definition** |
| --- | --- |
| ADR | The European Agreement concerning the International Carriage of Dangerous Goods by Road. An international treaty on the transportation of dangerous goods, ratified by all European nations, and several countries outside Europe. “ADR” is derived from the original French name of the treaty (Accord relatif au transport international des marchandises Dangereuses par Route). |
| Anaerobic Digestion | The decomposition of organic waste material by anaerobic microorganisms, typically used as a means of waste disposal or energy production. |
| CDG | Carriage of Dangerous Goods.  Refers to The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009. UK Legislation governing the transport of dangerous materials (including hazardous waste and pressurised vessels) by road or rail. |
| Circular Economy | Where systems and products are designed to eliminate the concept of waste, by enabling the recovery and reuse of all materials at the highest value possible at all times. |
| Clinical Waste | Defined in The Controlled Waste (England and Wales) Regulations 2012:  Waste from a healthcare activity (including veterinary healthcare) that:  (a) contains viable micro-organisms or their toxins which are known or reliably believed to cause disease in humans or other living organisms,  (b) contains or is contaminated with a medicine that contains a biologically active pharmaceutical agent, or  (c) is a sharp, or a body fluid or other biological material (including human and animal tissue) containing or contaminated with a dangerous substance within the meaning of Council Directive 67/548/EEC on the approximation of laws, regulations and administrative provisions relating to the classification, packaging and labelling of dangerous substances,  and waste of a similar nature from a non-healthcare activity |
| Clinical Waste Strategy | The NHS Clinical Waste Strategy.  A strategy introduced to help the NHS manage clinical wastes safely, economically, and in the least environmentally harmful way possible,  See Appendix A. |
| Confidential Waste | Wastes containing identifiable or personal information as defined under the GDPR, or wastes containing other controlled or secret information. |
| DGSA | Dangerous Goods Safety Advisor.  A DGSA is a certified professional who advises on the transport, packaging, and management of dangerous goods and substances. Their duties include:   * monitoring compliance with rules governing transport of dangerous goods * advising their business on the transport of dangerous goods * preparing an annual report to management on the business’ activities in the transport of dangerous goods * monitoring procedures and safety measures * investigating and compiling reports on any accidents or emergencies * advising on the potential security aspects of transport |
| Environmental Regulator | The government agency responsible for environmental permitting and enforcement in the relevant UK nation (the Environment Agency, Scottish Environmental Protection Agency, Natural Resources Wales, or the Northern Ireland Environment Agency) |
| EWC | European Waste Catalogue |
| GDPR | General Data Protection Regulation.  UK legislation covering the storage, use, and control of personal and identifiable information. |
| Hazardous Waste | Waste possessing recognized hazardous properties.  Defined in The Hazardous Waste (England and Wales) Regulations 2016 (as amended):  Waste which is:  (a) listed as a hazardous waste in the List of Wastes(24);  (b) listed in regulations made under section 62A(1) of the 1990 Act; or  (c) a specific batch of waste which is determined pursuant to regulation 8 to be a hazardous waste. |
| Healthcare Waste | Healthcare waste is waste produced during human or animal healthcare, or related research activities. All wastes produced in a healthcare setting are healthcare wastes, including clinical waste, offensive waste and other non-clinical waste and resources. |
| Non-Hazardous General Waste | Wastes which are not clinical, hazardous, or confidential.  If these wastes are generated at a healthcare facility or in the delivery of human or animal healthcare, they are considered healthcare waste.  This category includes offensive waste. |
| Offensive Waste | Defined in The Controlled Waste (England and Wales) Regulations 2012:  Waste that:  (a) is not clinical waste;  (b) contains body fluids, secretions or excretions, and (c) falls within code 18 01 04, 18 02 03 or 20 01 99 in Schedule 1 to:  (i) the List of Wastes (England) Regulations 2005(19), in relation to England, or  (ii) the List of Wastes (Wales) Regulations 2005(20), in relation to Wales.  Offensive waste is classified as non-hazardous general waste. |
| RPA | Radiation Protection Advisor.  An RPA acts as independent advisor (even when an employee of a Supplier) on issues relating to radiation safety, radiation legislation, and the handling and management of radioactive and radiological materials. RPAs or entities acting as RPAs must meet the core competencies laid out in the HSE statement on radiation protection advisers. |
| RPS | Radiation Protection Supervisor.  A suitably trained and qualified employee responsible for overseeing the management of radioactive sources and premises containing radioactive / radiological material. |
| Waste Hierarchy | A diagram which ranks waste management options from most environmentally preferable (waste elimination) to least (landfilling).  Introduced into UK law by Article 4 of the revised EU Waste Framework Directive (Directive 2008/98/EC). |

# All Lots

* 1. This section provides details of the Core Service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Service. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.

## **Service A1 - Service Delivery Plans**

* 1. In addition to the Service Delivery Plan Requirements set out in Schedule 1 – Specification, Part B Contract Management, the Waste Management Service Delivery Plan shall include as a minimum:
     1. measures to ensure compliance with all Law and Guidance relevant for each waste stream;
     2. an inventory of available / required equipment; and
     3. measures to track and reduce carbon from transportation and treatment of waste in line with NHS Net-Zero Targets.
  2. The Supplier will consider the most appropriate methodologies for promoting waste reduction, improving waste segregation and improving infection control and prevention including the use of technology in the Delivery of the Service.

## **Collection**

* 1. The Supplier will ensure that collection will not be subject to minimum quantities, unless otherwise specified by the Buyer in a Call Off Procedure.
  2. The Supplier will collect waste from one or more designated collection points which will be specified by the Buyer in a Call Off Procedure.
  3. The Supplier will return or replace bins and receptacles, in line with standards specified, to one or more designated return points as specified by the Buyer in a Call Off Procedure.

## **Provision, Re-use, and Recycling of Bins and Receptacles**

* 1. The Supplier is responsible for the provision of UN specification bins and receptacles for the bulk storage of the waste stream they have been contracted to manage, to be located in a waste yard, or other designated bulk storage area. The bins should display the appropriate hazard warning symbols when used to store dangerous goods, in accordance with HTM 07-01. Bins for the collection of ward-level, public, office, and other internal bins is to be the responsibility of the Buyer.
  2. Where the Buyer or Supplier has identified bins and receptacles as needing repair, the Supplier will examine the items and undertake repairs for as long as the items remain fit for purpose in every respect, as defined in Appendix B of this Schedule 1 – Specification Part C Service Requirements.
  3. Where the Supplier identifies that the repair of a bin / receptacle is no longer economically viable and/or the item is beyond repair, the Supplier will actively consider whether the item can be safely re-used. The Supplier is responsible for assessing bins for usability, safety, and repair potential. If the receptacle is deemed to be beyond repair, the Supplier will notify the nominated person within the organisation of this, providing evidence of this. If agreed by the Buyer, the Supplier will provide a replacement receptacle.
  4. Where a bin or receptacle is decommissioned and cannot be re-used, the Supplier will actively seek to recycle the item appropriately, to reduce waste to landfill.

## **Staff Uniforms and Training**

* 1. As highlighted within 4.13 of Framework Schedule 1 Specification Part B Contract Management, the Supplier Staff shall be suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the Health and Safety Standards). The Supplier shall be responsible for the provision of all equipment, work wear, uniforms and PPE for their Personnel for use on the Contract. The Supplier is responsible for resource recovery of PPE used in the Delivery of the Service that is deemed no longer fit for use.
  2. Supplier Staff must carry valid photographic ID at all times when on the Buyer(s) premises. All Supplier Staff must adhere to Buyer(s) security protocols when on Buyer(s) premises.
  3. The Supplier is responsible for ensuring all staff employed to deliver the Service receive suitable and regular training. This must include at minimum:
     1. Safe handling and transportation of waste;
     2. Basic principles of workplace safety;
     3. Correct segregation of waste, and identification of hazardous material;
     4. The Waste Hierarchy, and the principles of Circular Economy;
     5. Waste management legislation.
  4. Copies of all training material must be supplied to the Buyer(s) upon request. Buyer(s) reserve the right to use elements of Supplier training for internal, non-commercial purposes.
  5. This shall be priced as part of the Management Overhead.

## **Vehicles and Transportation**

* 1. The Supplier is responsible for the provision of all vehicles necessary to deliver the Services. Maintenance, fuel, insurance, registration, and replacement parts for all Supplier owned vehicles are the sole responsibility of the Supplier. An adequate fleet of vehicles must be made available and maintained to ensure the Services are delivered as required, in a safe, and legally compliant manner.
  2. The Supplier shall track vehicle emissions (including those stemming from production and maintenance of vehicles, and disposal of End-of-Life Vehicles) associated with the provision of the Service, and supply this data to the Buyer(s) on a monthly basis, or upon request (within 1 calendar week of request).
  3. Vehicles should be fitted with weighing equipment and GPS trackers, in order to record accurate waste mass and distance information. This information must be supplied to the Buyer(s) as a minimum on a monthly basis. The Supplier shall also provide this information upon request (within 1 calendar week of request).
  4. The Supplier is responsible for ensuring all vehicles used to deliver the Service are operated by suitably qualified staff, holding the necessary licences, and insurance.
  5. Vehicles used to supply the Service must comply with CDG and ADR specifications where applicable (i.e. when carrying hazardous materials over certain quantity thresholds). This may require Supplier vehicles to carry specific equipment, including fire extinguishers, wheel chocks, pocket lamps, warning signs, and warning vests.
  6. Buyer(s) shall require the Supplier to provide vehicles that will allow and require vehicles used to deliver Services to be compatible with specific containers, cages, or bins (to be agreed between the Supplier and Buyer(s)).
  7. This shall be priced as part of the Corporate Overhead.

## **Compliance with legislation, guidance, and best practices**

* 1. The Supplier shall handle, transport, treat and dispose of all healthcare wastes in a manner suitable to their nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment and security for transport. Details of Buyer requirements and type of healthcare waste materials for disposal shall be specified by the Buyer in the Call-Off Procedure. All wastes must be treated and disposed of at a permitted facility, using a process approved by the Environmental Regulator. A full list of relevant legislation is laid out in Appendix A of this specification.
  2. The Supplier must be familiar with the NHS Clinical Waste Strategy, and must support the Buyer(s) in implementing it where practicable. This includes offering separate collection for offensive waste if and when requested by the Buyer(s).
  3. The Supplier shall be responsible for ensuring all waste is managed in accordance with all waste related legislation and in accordance with the current edition of Health Technical Memorandum (HTM) 07-01: Safe Management of Healthcare Waste guidance.
  4. All waste handling, transportation, and other activities involved in the Delivery of the Service must be performed in compliance with Health and Safety Executive guidance.
  5. In fulfilment of its statutory duty of care (as set out in the Environmental Protection Act 1990), the Buyer(s) shall require the Supplier to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (in accordance with the Waste Hierarchy, NHS net-zero guidance, and best practices). In particular, the Buyer(s) shall be assured that as much of the waste as possible shall be recovered/recycled or used for energy recovery, rather than being sent to landfill. The Supplier must also obtain suitable waste transfer notes for all loads of waste removed from the Buyer(s) premises, and provide a copy of any / all waste transfer notes within 72 hours of receipt of a written request from the Buyer(s). The Supplier shall retain copies of all hazardous and non-hazardous waste consignment notes generated in the course of delivering the Service. If requested by the Buyer(s), the Supplier shall use electronic consignment notes. Copies of any and all consignment notes within 72 hours. In disposing of waste, the Supplier shall maintain and proactively manage waste in accordance with the Waste Hierarchy.
  6. The Buyer(s) requires the Supplier to demonstrate commitment to and compliance with the principles of sustainable development, circular economy, proximity principle, and the waste hierarchy as documented by the Buyer, and seeks to continuously reduce the Buyer’s deleterious impact on the environment in waste disposal in general.
  7. The Supplier shall provide support in planning, measuring, reporting and recommending how waste can be continually minimised across all Buyer Premises and how HM Government sustainability targets can be achieved.
  8. The Buyer(s) reserve the right to conduct duty of care visits to Supplier premises to confirm compliance with legislation, guidance, best practices, and contractual obligations, to be carried out within 4 weeks. The Buyer(s) also reserve the right to witness destruction of all wastes, and carry out audits within 4 weeks.
  9. This shall be priced as part of the management overhead.

## **Contingency management**

* 1. The Supplier must advise the Buyer of available waste treatment capacity and alert the Buyer of any issues which may impact Service Delivery (equipment maintenance or failure, staffing issues, or other factors). The Supplier must communicate this to the Buyer within 24 hours of the issue being detected.
  2. In the event of a disease outbreak or other national or regional event which may cause prolonged Service disruption, the Supplier must arrange regular [on a once per week basis] updates with the Buyer to advise on current status.
  3. The Supplier must be familiar with the NHS England Guidance: Emergency Preparedness, Resilience and Response (EPRR) (2019), and work to support the Buyer(s) in line with this guidance.
  4. This shall be priced as part of the management overhead.

## **Reporting, monitoring, and advisory Services**

* 1. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the Buyer(s) to remain legislatively compliant. These reports shall include figures on greenhouse gas emissions associated with the transport, treatment, and disposal of waste, in order to support NHS Net Zero goals. Records must include:
     1. Total mass and estimated volume (number of bins / bags) removed Buyer(s) premises on a daily / weekly / monthly basis;
     2. Information on the fates of these wastes, and the associated environmental impact.
  2. Figures on road miles travelled (total and per each removal), and vehicle types must also be included. The Supplier must aim to minimise emissions associated with the Delivery of the Service as much as possible, without compromising quality or safety standards.
  3. The Supplier must provide data in a format appropriate for entry into the Estates Return Information Collection system (ERIC). All records must be provided in digital format, with paper copies provided if requested by the Buyer(s).
  4. This shall be priced as part of the management overhead.

# Lot 3A Non-hazardous Clinical Waste

## **Service W1 Non-Hazardous Clinical Waste**

* 1. All elements of Lot 3A are deemed to be Core Services unless otherwise stated.
  2. This paragraph provides details of the Services that Suppliers appointed to Lot 3A will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Lot 3A.
  4. Where the Services are being provided to a healthcare or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  5. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  6. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  7. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a [once per week basis]. The Supplier reserves the right to alter these collection points, giving the Supplier a minimum of one (1) weeks’ notice.
  8. The Supplier shall also provide a reactive Service for the collection and disposal of all types of non-hazardous clinical waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  9. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  10. Lockable UN Specification bins must be utilised for all clinical wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  11. Suppliers are expected to provide and manage secure, wheeled bins of 770 litres in volume as part of this sublot. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s).
  12. The Service provided under this Lot is to cover all non-hazardous clinical wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
      1. Medically contaminated sharps. EWC codes: (18 01 01 and 18 01 09) or (18 02 01 and 18 02 08);
      2. Non-cytotoxic/cytostatic waste medicines. EWC codes: (18 01 09, 18 02 08, or 20 01 32);
      3. Non-infectious anatomical waste without chemicals. EWC code: (18 01 02);
      4. Uncontaminated sharps. EWC codes: (18 01 01, or 18 02 01).

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year). Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 3B Hazardous Clinical Waste

## Service W2 - Hazardous Clinical Waste

* 1. All elements of Lot 3A are deemed to be Core Services unless otherwise stated.
  2. This paragraph provides details of the Services that Suppliers appointed to Lot 3B will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Lot 3B.
  4. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  5. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  6. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  7. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on [a once per week basis]. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  8. The Supplier shall also provide a reactive Service for the collection and disposal of all types of hazardous clinical waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  9. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  10. In addition to the mandatory training requirements for all Lots, Lot 3B requires all staff employed to deliver the Service to receive Carriage of Dangerous Goods and ADR training. The Buyer(s) reserve the right to audit this training.
  11. The Supplier must employ a qualified Dangerous Goods Safety Advisor (DGSA) to ensure legal compliance. The DGSA must be available to respond to queries from the Buyer(s) within one week of written submission.
  12. Lockable UN Specification bins must be utilised for all clinical wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  13. Suppliers are expected to provide and manage secure, wheeled bins of 770 litres in volume as part of this Lot. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  14. The Service provided under this Lot is to cover all hazardous clinical wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
      1. Cytostatic/Cytotoxic waste. EWC codes: (18 01 08\*, 18 02 07\*, or 20 01 31\*);
      2. Cytotoxic/Cytostatic sharps. EWC codes: (18 01 03\* and 18 01 08\* / 20 01 31\*) or (18 02 02\* and 18 02 07\* / 20 01 31\*);
      3. Hazardous anatomical waste. EWC codes: (18 01 03\* and 18 01 06\* / 18 01 07) or (18 02 02\* and 18 02 05\* / 18 02 06);
      4. Infectious waste contaminated with medicines. EWC codes: (18 01 03\* and 18 01 09) or (18 02 02\* and 18 02 08);
      5. Infectious medically contaminated sharps. EWC codes: (18 01 03\* and 18 01 09) or (18 02 02\* and 18 02 08);
      6. Infectious waste contaminated with chemicals. EWC codes: (18 01 03\* and 18 01 06\* / 18 01 07) or (18 02 02\* and 18 02 05\* / 18 02 06);
      7. Known infectious waste. EWC codes: (18 01 03\* or 18 02 02\*);
      8. Used, non-medicinally contaminated sharps EWC codes: (18 01 03\* or 18 02 02\*);
      9. Infectious gypsum. EWC codes: (18 01 03\* or 18 02 02\*);
      10. Infectious waste containing dental amalgam. EWC codes: (18 01 03\* and 18 01 10\*).
  15. The Supplier shall provide certificates of destruction for all hazardous or controlled wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
  16. Where the Buyer(s) hazardous waste includes ordnance, pyrotechnic, flammable, explosive, or pressurised vessel related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a Monthly report on waste volumes disposed of to the Buyer.
  17. When hazardous clinical equipment is decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this. This advice should include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year). Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

## **Additional Services**

### Service W3 - Radioactive/Radiological waste

* 1. This Service comprises the following:
     1. The Services detailed within this Radioactive/radiological waste section
     2. The Core Services listed within section 2 of this Specification
     3. The Services detailed within Lot 3B, excluding 4.7, 4.12, 4.13, 4.14
  2. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s [on a once per month basis]. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  3. In addition to the mandatory training requirements as detailed in section 2 of this Specification, Suppliers are required to employ Staff who have received radiation safety training, Carriage of Dangerous Goods and ADR training. The Buyer(s) reserve the right to audit this training.
  4. The Supplier must employ a qualified Radiation Protection Advisor (RPA) to ensure legal compliance. The RPA must be available to respond to queries from the Buyer(s) within one week of written submission.
  5. The Additional Service provided under this Lot covers all radioactive and radiological wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB).
  6. The Supplier shall provide certificates of destruction for all radioactive / radiological wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
  7. Lockable UN Specification bins must be utilised for all discharged radioactive and radiological wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  8. Where the Buyer(s) practices on-site decay of radioactive and radiological wastes, the Supplier is responsible for ensuring radiation has decayed to a safe (background) level before removing this material from the premises
  9. Where any active radioactive material (material which has not been fully decayed to a safe level) is removed from the site, the Supplier is responsible for ensuring suitably shielded containers and vehicles are used to limit exposure and minimise risk.

# Lot 3C General Waste (Hazardous and Non-hazardous)

* 1. All elements of Lot 3C are deemed to be Core Services unless otherwise stated.
  2. This section provides details of the Services that Suppliers appointed to Lot 3C will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Lot 3C.
  4. Where the Services are being provided to a healthcare or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local Policy and Procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A of this Specification.
  5. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  6. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  7. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  8. The Supplier shall also provide a reactive Service for the collection and disposal of all types of non-hazardous general waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  9. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.

## Service W4 - Non-Hazardous General Waste

* 1. Suppliers are expected to provide and manage secure, wheeled bins between 240 to 1100 litres in volume as part of this Lot. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  2. The Service provided under this Lot is to cover all non-hazardous general wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
     1. Municipal Solid Waste. EWC codes: (20 03 01)
     2. Offensive waste. EWC codes: (18 01 04, 18 02 03, or 20 01 99)
     3. Uncontaminated Gypsum. EWC codes: (18 01 04, or 18 02 03)
  3. When furniture and fittings, or non-hazardous equipment and machinery are decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this including consideration for donations in the local community. This advice should include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.

## Service W5 - Hazardous General Waste

* 1. In addition to the mandatory training requirements for all Lots, Lot 3C requires all staff employed to deliver the Service to receive Carriage of Dangerous Goods and ADR training. The Buyer(s) reserve the right to audit this training.
  2. The Supplier must employ a qualified Dangerous Goods Safety Advisor (DGSA) to ensure legal compliance. The DGSA must be available to respond to queries from the Buyer(s) within one week of written submission.
  3. Lockable UN Specification bins must be utilised for all hazardous wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  4. Suppliers are expected to provide and manage secure, 200 litre drums as part of this Service. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed
  5. The Services provided under this Lot are to cover all hazardous general wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
     1. Wastes from electrical and electronic equipment (WEEE). EWC codes: (16 02 09\*-16 02 16)
     2. Gasses in pressure containers and discarded chemicals. EWC codes: (16 05 04\*-16 05 09)
     3. Batteries and accumulators. EWC codes: (16 06 01\*-16 06 06\*)
     4. Construction and Demolition Wastes. Various EWC codes.
     5. X-ray fixer and developer. EWC codes: (09 01 01\*-09 01 05\*)
     6. Dental amalgam. EWC code: (18 01 10\*)
  6. The Supplier shall provide certificates of destruction for all hazardous or controlled wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
  7. Where the Buyers hazardous waste includes ordnance, pyrotechnic, flammable, explosive, or pressurised vessel related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a Monthly report on waste volumes disposed of to the Buyer.
  8. When hazardous equipment and machinery are decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this. This advice should include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.
  9. Where WEEE can be feasibly repaired, the Supplier shall do so, or arrange for this to be carried out. Records of the fate of repaired equipment shall be kept (donations, sales, failed repairs) and shared with the Buyer on an agreed basis. All WEEE shall only be returned to service following suitable testing, in compliance with Law and Guidance (e.g. Portable Appliance Testing requirements).
  10. The Supplier shall keep records (types and quantities) of all WEEE and shared with the Buyer on an agreed basis.
  11. Where safe and feasible, the Supplier shall disassemble WEEE to maximise recycling and recovery potential, in compliance with all relevant Law and Guidance.

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365(6) days per year. Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 3D Recyclable General Waste

## Service W6 - Recyclable General Waste

* 1. All elements of Lot 3D are deemed to be Core Services unless otherwise stated.
  2. This paragraph provides details of the Services that Suppliers appointed to Lot 3D will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Lot 3D.
  4. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local Policy and Procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A of this Specification
  5. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  6. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  7. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on an once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  8. The Supplier shall also provide a reactive Service for the collection and disposal of all types of recyclable general waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  9. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  10. Suppliers are expected to provide and manage secure, wheeled bins of between 240 to 1100 litres in volume as part of this Lot. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  11. The Service provided under this Lot is to cover all recyclable healthcare wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB). This is to include:
      1. Recyclable waste. Various EWC codes (See HTM 07-01 and WM3)

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year). Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 3E Confidential Waste

* 1. All elements of Lot 3E are deemed to be Core Services unless otherwise stated.
  2. This paragraph provides details of the Services that Suppliers appointed to Lot 3E will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Lot 3E.
  4. Where the Services are being provided to a healthcare or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local Policy and Procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A of this Specification.
  5. In addition to the mandatory training requirements for all Lots, Lot 3E requires all staff employed to deliver the Service to receive GDPR and information security training. The Buyer(s) reserve the right to audit this training.
  6. The Services provided under this Lot are to cover all confidential healthcare wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB).
  7. The Supplier shall provide certificates of destruction for all confidential wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.

## Service W7 - Off Site Waste Services

* 1. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  2. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  3. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  4. The Supplier shall also provide a reactive Service for the collection and disposal of all types of confidential waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  5. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.

## Service W8 - On Site Waste Shredding Service

* 1. Lockable, tamper-proof bins must be utilised for all confidential wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  2. The Supplier shall provide an on-site / mobile classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the Buyer. The Supplier and Buyer shall agree whether the Service will be portered (on-site collection and replacement bins is the responsibility of the Supplier) or non-portered (Buyer is responsible for bringing bins to the collection area). The Supplier shall ensure:
     1. Services are fully compliant with UK GDPR and all data protection legislation
     2. Services are delivered once per month basis at Buyer Premises
     3. Suitable and sufficient standard sized secure containers are provided at Buyer Premises to enable the secure storage of all Buyer classified waste
  3. A secure chain of custody is maintained at all times to ensure the secure collection, storage, removal and disposal of all classified materials so that at no time these materials are out of the Suppliers possession or sight, or capable of being deciphered once securely disposed of
  4. No shredded classified materials are capable of being deciphered once securely disposed of
  5. Material classified as OFFICIAL, SECRET and TOP SECRET or as classified by the Buyer is only destroyed by a National Protective Security Authority (NPSA) approved company or on-site using NPSA approved shredders from the NPSA Catalogue of Security Equipment (CSE)
  6. Supplier Staff and / or Subcontractors delivering the Service are cleared to Counter Terrorist Check (CTC) as a minimum;
  7. All shredded classified materials are 100% recycled (as reasonably practicable); and
  8. A certificate of destruction is issued to the Buyer confirming destruction of the waste (detailing origin and fate of the waste, along with date of collection and destruction).
  9. Where classified materials may comprise a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365(6) days per year. Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 3F Feminine Hygiene Waste

## Service W9 - Feminine Hygiene Waste

* 1. All elements of Lot 3F are deemed to be Core Services unless otherwise stated.
  2. This paragraph provides details of the Services that Suppliers appointed to Lot 3F will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, in addition to those listed here for Lot 3F.
  4. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A.
  5. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  6. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  7. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a [once per week basis]. The Supplier reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  8. The Supplier shall also provide a reactive Service for the collection and disposal of all types of feminine hygiene waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  9. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  10. The Service provided under this Lot is to cover all feminine hygiene wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB).

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year). Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 3G Total Waste Management

## Service W10 - Total Waste Management

* 1. All elements of Lot 3G are deemed to be Core Services unless otherwise stated.
  2. This paragraph provides details of the Services that Suppliers appointed to Lot 3G will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this important part of the Service Delivery requirement.
  3. The Supplier will provide all the Services listed in Section 2 of this Schedule 1 – Specification Part C Service Requirements, Waste Management Services in addition to those listed for Lots 3A – 3F and this Lot 3G.
  4. Where the Services are being provided to a health care or social care establishment, the Supplier must ensure that its facilities comply with the Department of Health and Social Care’s Choice Framework for local policy and procedures (HTM 07-01: Safe management of healthcare waste), as set out in Appendix A of this Specification.
  5. Where Services are being supplied using waste management equipment owned by the Buyer(s), the Supplier will return all equipment to the designated return point(s) specified by the Buyer, within 72 hours of collection from the designated collection point (excluding weekends and Public holidays), unless otherwise stated by the Buyer(s) in a Call Off Procedure.
  6. The Supplier will provide an auditable tracing system to enable all waste removed from site to be tracked through the processing cycle from collection to treatment, recycling/recovery, and disposal/resale/return.
  7. The Supplier and Buyer(s) shall agree designated central waste storage collection points. The Supplier shall collect and remove all waste from the designated central waste storage point/s on a once per week basis. The Buyer reserves the right to alter these collection points, giving the Supplier a minimum of one weeks’ notice.
  8. The Supplier shall also provide a reactive Service for the collection and disposal of all types of non-hazardous general waste to meet any ad hoc requirements of the Buyer. Costs shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.
  9. The Supplier shall agree regular collection times with the Buyer, with the aim of collections having minimal impact on clinical / healthcare activities, and other essential Services such as facility maintenance.
  10. In addition to the mandatory training requirements for all Lots, Lot 3G requires all Supplier Staff employed to handle confidential material to receive GDPR and information security training, radiation safety training, and Carriage of Dangerous Goods and ADR training. The Buyer(s) reserve the right to audit this training.
  11. In addition to the mandatory training requirements for all Lots, Lot 3G requires all staff employed to handle radioactive and radiological material to receive radiation safety training. The Buyer(s) reserve the right to audit this training.
  12. The Supplier must employ a qualified Dangerous Goods Safety Advisor (DGSA) to ensure legal compliance. The DGSA must be available to respond to queries from the Buyer(s) within one week of written submission.
  13. The Supplier must employ a qualified Radiation Protection Advisor (RPA) to ensure legal compliance. The RPA must be available to respond to queries from the Buyer(s) within one week of written submission.
  14. Lockable UN Specification bins must be utilised for all clinical, hazardous, confidential, and radioactive / radiological wastes. The Supplier is responsible for ensuring all bins used in the provision of the Service meet the required specifications, including any owned by the Buyer(s).
  15. Suppliers are expected to provide and manage secure, wheeled bins of between 240 to 1100 litres in volume for non-clinical wastes and of 770 litres in volume for clinical wastes, as part of this sublot. Other bin types suitable for specific waste streams are to be agreed between the Supplier and Buyer(s) if needed.
  16. The Service provided under this Lot is to cover all healthcare wastes as defined in HTM 07-01: Safe management of healthcare waste, and Technical Guidance WM3: Guidance on the classification and assessment of waste (1st Edition v1.2.GB).
  17. The Supplier shall provide certificates of destruction for all hazardous, confidential, radioactive / radiological, or controlled wastes upon Buyer request, detailing origin, relevant EWC codes, method and location of treatment / destruction, and fate of any effluents or by-products.
  18. Where the Buyers hazardous waste includes ordnance, pyrotechnic, flammable, explosive, or pressurised vessel related waste the Supplier shall ensure that all waste is checked and made safe prior to disposal and shall issue a Monthly report on waste volumes disposed of to the Buyer.
  19. When hazardous furniture, fittings, equipment, or machinery are decommissioned and marked for disposal, the Supplier shall assess them for repair and reuse potential, and advise the Buyer on this. This advice should include guidance on whether the item in question can be repaired to a point where it is safe for continued use, and a high-level estimate of the costs and materials involved.
  20. Suppliers may be required to arrange for the collection of food waste with Buyer kitchen and food service staff, or third-party contractors. Suppliers are required to handle food waste in accordance with the Waste Hierarchy, utilising Anaerobic Digestion, Composting, or other recovery / recycling technologies.
  21. Where the Buyer(s) practices on-site decay of radioactive and radiological wastes, the Supplier is responsible for ensuring radiation has decayed to a safe level before removing this material from the premises.
  22. Where any active radioactive material (material which has not been fully decayed to a safe level) is removed from the site, the Supplier is responsible for ensuring suitably shielded containers and vehicles are used to limit exposure and minimise risk.

## **Emergency supplies (major incident)**

* 1. The Supplier will store and maintain stock levels of bins, receptacles, waste bags, and other equipment and consumables (for waste management Services only), as specified by the Buyer(s) to cover sudden and / or unforeseen increases in demand.
  2. Upon notification by the Buyer(s), the Supplier will agree the timeframe from when such emergency supplies will be made available to the Buyer(s) and will be accessible 24 hours a day, 7 days a week, 365 days per year (366 days in a leap year). Costs for this service shall be charged to the Buyer via Call-Off Schedule 25 - Billable Works and Projects.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Additional Services

* 1. Within the scope of each Lot, Buyer(s) can request in a Call Off Procedure, none, one, some or all of the Services listed in this Section 10 to supplement the Core Services provided.
  2. Buyers will confirm their specific requirements in a Call Off Procedure, in accordance with the Call-Off Procedure set out in Framework Schedule 7 Call-Off Award Procedure.

## **Service W11 - Collection and recycling of food waste**

* 1. Suppliers may be required to arrange for the separate collection of food waste with Buyer kitchen and food service staff, or third-party contractors. Suppliers are required to handle food waste in accordance with the Waste Hierarchy, utilising Anaerobic Digestion, Composting, or other recovery / recycling technologies.
  2. Suppliers shall record the overall volume and mass of all waste collected, for use in the calculation of landfill diversion and greenhouse gas reduction. The quantities of any products generated from the processing of food waste (compost, biogas, etc) shall also be recorded and reported to the Buyer.
  3. Where Buyers are utilising macerators for the disposal of food wastes, Suppliers shall provide an estimate of food waste generation based on number of meals served and / or visitors, staff, and patients at the site. This may be supported by studies if agreed with the Buyer.
  4. Suppliers shall advise on the environmental and logistical impact of macerator use, and suggest alternative methods, as well as compliance with Law and Guidance

## **Service W12 - Management of on-site bulk waste storage area(s)**

* 1. This Service will be available for waste storage areas which are contractually managed by the Buyer(s).
  2. Where requested by the Buyer(s), the Supplier will monitor the remaining capacity and condition of agreed designated bulk waste storage areas on the Buyer’s premises at a frequency specified by the Buyer(s).
  3. The Supplier will perform cleaning and maintenance of these areas, and record remaining capacity as required by the Buyer(s). The Buyer(s) will specify the time range (e.g. between 9.00am and 12.00pm), and duration (e.g. 14 calendar days) for the supply of the Additional Services.

## **Service W13 - Barcoding / Radio Frequency Identification (RFID)**

* 1. Where requested by the Buyer, the Supplier will provide an auditable tracing system. The tracing system may be provided by either:
  2. barcoding each waste receptacles, bins, and equipment; or
  3. by a Radio Frequency Identification (RFID) system which involves a RFID tracking device being fixed into each specified asset
  4. The Supplier will fix the agreed identification to each specified asset when it is new and before it is used. In accordance with the Buyer’s instructions in a Call Off Procedure, the Supplier will keep a record of the cleaning and maintenance method utilised and the number of processing cycles that each individual asset has been subjected to, and the Supplier will retain all such records. Upon the Buyer’s request, the Supplier will make the processing records for each individual asset available to the Buyer for inspection and audit.

## Service W14 - Collection and disposal of e-cigarettes

* 1. Where requested by the Buyer, the Supplier will collect used disposable e-cigarettes from the Buyer’s premises and dispose of them in accordance with WEEE legislation.
  2. The Supplier will provide appropriate receptacles to the Buyer for the segregation of used disposable e-cigarettes on the Buyer’s premises
  3. The Supplier will collect e-cigarette receptacles from the Buyer’s premises at a frequency specified by the Buyer in a Call Off Procedure.

# Appendix A Legislation, Guidance and ACoP

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Waste Management Service .

| **Part C – Lot 3 Waste Management Services** | |
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| Legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines | The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:   * Animal By-Products (Enforcement) (England) Regulations 2013 * Carriage of Dangerous Goods (Amendment) Regulations 2019. * Carriage of Dangerous Goods and Use of Transportable Pressure Equipment (Amendment) (EU Exit) Regulations 2020. * Clean Neighbourhoods and Environment Act 2005 * Control of Substances Hazardous to Health (Amendment) Regulations 2004 * Controlled Drugs (Supervision of management and use) Regulations 2013 * Controlled Waste (England and Wales) Regulations 2012. * Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991. * Controlled Waste and Duty of Care (Amendment) Regulations (Northern Ireland) 2014 * CQC Guidance for providers on meeting the regulations * CQC Provider Handbooks * Data Protection Act 2018 * Directive 2008/98/EC of the European Parliament and of the Council of 19 November 2008 on waste and repealing certain Directives Waste Framework Directive * Environment Act 1995 * Environment Act 2021. * Environmental Permitting (England and Wales) (Amendment) (EU Exit) Regulations 2019. * Environmental Protection (Duty of Care) (Amendment) (Wales) Regulations 2003 * Environmental Protection (Duty of Care) (Scotland) Regulations 2014. * Environmental Protection (Duty of Care) Regulations 1991. * Environmental Protection Act 1990 * Hazardous Waste (England and Wales) Regulations 2005. * Health and Safety (Consultation with Employees) Regulations 1996 * Health and Safety (Sharp Instruments in Healthcare) Regulations 2013. * Health and Safety at Work etc. Act 1974 * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance * Health Technical Memorandum 07-01; Safe Management of Healthcare Waste * International Waste Shipments (Amendment of Regulation (EC) No 1013/2006 and 1418/2007) Regulations 2021. * International Waste Shipments (Amendment) (EU Exit) Regulations 2019 * Ionising Radiation (Medical Exposure) (Amendment) Regulations 2018 * Ionising Radiations Regulations (Northern Ireland) 2017 * Ionising Radiations Regulations 2017 * Landfill (Scotland) Regulations 2003 * Landfill Regulations (Northern Ireland) 2003 * Management of Health and Safety at Work Regulations 1999 * Misuse of Drugs (Amendment) (England, Wales and Scotland) Regulations 2020 * Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) (England and Wales and Scotland) Regulations 2018 * Pollution Prevention and Control (England and Wales) Regulations 2000 * Producer Responsibility Obligations (Packaging Waste) (Amendment) (England) Regulations 2020 * Producer Responsibility Regulations 2014 Public Services (Social Value) Act 2012 Radioactive Substances Act 1993 Regulation (EC) No 1272/2008 of the European Parliament and of the Council of 16 December 2008 on classification, labelling and packaging of substances and mixtures, amending and repealing Directives 67/548/EEC and 1999/45/EC, and amending Regulation (EC) No 1907/2006 * Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 * Safety Representatives and Safety Committees Regulations 1977 * Special Waste Amendment (Scotland) Regulations 2004 * Waste (Circular Economy) (Amendment) Regulations 2020 * Waste (England and Wales) Regulations 2011 * Waste (Scotland) Regulations 2012 * Waste and Contaminated Land (Amendment) Act (Northern Ireland) 2011 * Waste and Contaminated Land (Northern Ireland) Order 1997 * Waste Electrical and Electronic Equipment Regulations 2006 * Waste exemption: NWFD 3 temporary storage of waste at a place controlled by the producer * Waste Framework Directive. Directive 2008/98/EC of the European Parliament and of the Council of 19 November 2008 on waste and repealing certain Directives. * Waste Incineration Regulations (Northern Ireland) 2003 |

# Appendix B Quality Standards

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Cleaning Service.

| **Part C – Lot 3 Waste Management Services** | |
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| **General Waste Standards** | |
| Sustainability | * NHS England (2020a). Delivering a ‘Net Zero’ National Health Service * NHS England (2020b). For a greener NHS, A Net Zero NHS. * NHS England (2020). Net Zero Supplier Roadmap. * NHS Supply Chain. (n.d.). Waste and the Circular Economy Strategic Pillar * NHS Supply Chain. Waste and the circular economy. * NHS England (2019b). The NHS Long Term Plan |
| Standard | * ISO 14001. Environmental management systems. Requirements with guidance for use. International Organization for Standardization. * ISO 9001 Quality management systems. Requirements. International Organization for Standardization. Geneva. |