|  |  |  |
| --- | --- | --- |
| 1 |  | The operator undertakes to comply at all times with all relevant Environmental Protection and Health & Safety legislation, currently in force. |
|  |  |  |
| 2 |  | The operator will cooperate with the client in the discharge of the client’s duties under all relevant legislation. |
|  |  |  |
| 3 |  | Unbiased advice on numbers of units to meet the need and the location will be provided and the appropriate level of service determined to meet the client’s requirements. |
|  |  |  |
| 4 |  | The agreed number of units shall be installed at the right location and at the time agreed. Units will be undamaged, clean and in all respects fit for purpose. |
|  |  |  |
| 5 |  | Where effluent is collected it will be disposed of in accordance with the Certificate of Registration under the Waste (England & Wales) Regulations 2011 or those currently in force in Scotland, Northern Ireland and Eire. |
|  |  |  |
| 6 |  | Toilets will be serviced on a weekly basis or where necessary, according to type. A record of servicing will be kept by the operator. Servicing shall include internal cleansing, emptying and recharging with water and toilet additive and replenishing all consumables. |
|  |  |  |
| 7 |  | Every effort will be made to collect units to meet the client’s requirements. Changes in collection arrangements will be notified to respective parties. |
|  |  |  |
| 8 |  | Whilst the possibility of a spillage is remote, in the event of a spillage occurring, every effort will be made to control the situation and to take all steps necessary to protect the environment and records kept of such an incident. |
|  |  |  |
| 9 |  | Complaints of poor service will be dealt with as soon as practically possible. In the event that a solution is not agreed, an arbitration service should be considered. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Confirmation | | | | |
| I agree to abide by the PSE Code of Practice: | | | | |
|  | | | | |
| Name: |  | Position within company: | | |
|  |  |  | | |
| Company: | | |  | Date: |
|  | | |  |  |