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| 1 |  | The operator undertakes to comply at all times with all relevant Environmental Protection and Health & Safety legislation, currently in force. |
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| 2 |  | The operator will cooperate with the client in the discharge of the client’s duties under all relevant legislation. |
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| 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. |
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| 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. |
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| 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. |
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| 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. |
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| 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. |
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| 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. |
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| 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. |

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