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| Portable Sanitation Europe Ltd (PSE) is the only UK based trade association dedicated to the portable sanitation industry; its purpose is to promote best practice and raise standards through shared knowledge and training. This PSE endorsed Portable Toilet Servicing Policy for the purpose of the weekly janitorial service to the construction industry, has been drawn up for use by its members to help standardise and promote best practice across the portable sanitation industry. |

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| Portable Toilet Servicing Policy |
| **Introduction** |
| [Your Company Name] has been involved in the supply and servicing of portable toilet facilities since [Year since starting]. Over the years we have gained a wealth of experience, this knowledge along with our NSQ trained service team, helps us deliver our unrivalled service.  During the course of a typical week we carry out [Number of Services], collecting some several thousand litres of waste across a service area of approximately [number] square miles. Our approach and management of our service routes helps to ensure our customer’s site receive a service visit each week. |
| **Service Route Planning** |
| The balance between the number of services and mileage covered on any particular service route must be managed in order to deliver a regular and professional service. Whilst we endeavour to keep sites to a regular service day this is not always possible and, during the course of the hire period the service day may well change several times. Due to the constant fluidity and nature of the industry (on-hires and off-hires) we need to manage our service route schedules. This is done using the [your preferred company supplier of] hire software along with [or any other such management tools that your software supports for routing etc.] This software offers complete mapping, planning and optimisation of all our live sites and plays a major part in delivering our customer service.  Where service days are forced to change the first option is to see if it is possible to bring the service day forward, if this is not possible then the second option is to move the service day back, typically only one day but in extreme cases no more than 2 days. The regular service will then continue on this new day until a review of the routes dictates a further move. The service day and any changes are at the absolute discretion of [Your company name]. |
| **Bank Holidays** |
| The normal practice for covering Bank Holiday interruptions is to move the service day forward one day to account for the Bank Holiday.  *Example:* If the regular service day prior to the Bank Holiday is a Tuesday then after the Bank Holiday the regular service day will become a Wednesday. |
| **Delivery/Service Schedule** |
| Where a toilet unit is delivered into an area that would normally receive a service the very next day then this scenario is classified as [your company’s own classification] and would be removed from the schedules for that service day. The next visit will then be scheduled for the regular service day of the following week.  *Example:* A new toilet delivered on a Monday into an area currently serviced on a Tuesday would not receive a service visit until the following Tuesday. |
| **Unexpected Delays - Breakdowns, Absences, Holidays** |
| [Your Company Name] currently employ additional staff [Should this be the manner to which you operate] to cover for planned annual leave. In the event of unplanned absence or vehicle breakdown then the service route may be postponed for that particular day and re-scheduled for the following day. |
| **Site Restrictions** |
| [Your Company Name] recognises that some sites may well have certain time restrictions in place and where possible we will work with our customers to meet these restrictions. However, [Your Company Name] will not guarantee timed site visits and cannot allow site restrictions to compromise the completion of any particular service route, as this may well impact on other customers. |
| **Vehicle Access** |
| [Your Company Name] operate a number of vehicles ranging from [Vehicle sizes and weights as appropriate] and reserve the right to utilise any vehicle to attend any site to carry out servicing. Site access remains the customer’s responsibility and clear, safe and unobstructed access must be made available at all times. |
| **Site Moves** |
| In line with the Portable Sanitation Europe Terms and Conditions of Hire, Sale & Supply of Equipment and Services, it is the customer’s responsibility to inform [Your Company Name] immediately of any change of address and [Your Company Name] accepts no liability for missed services if this information is not provided before the scheduled visit is planned. |
| **Suspension of Servicing** |
| In line with the Portable Sanitation Europe Terms and Conditions of Hire, Sale & Supply of Equipment and Services, [Your Company Name] reserves the right to suspend the provision of any services if the customer’s account is not settled to terms. Should this happen the services will be re-instated on the next scheduled regular visit. |
| **Additional Servicing** |
| Where customers request additional service visits other than the regular weekly visit then the costs associated in providing this service will be calculated on a site by site, day by day basis. |
| **Terms and Conditions of Hire** |
| The Portable Sanitation Europe Terms and Conditions of Hire, Sale & Supply of Equipment and Services cover the following issues: Warranty, Liability, Indemnity and Customer Responsibility. |

Disclaimer:

This document is for guidance only and should be adapted in accordance with your Company procedures.

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