

WASTE SERVICES RECHARGE POLICY

Purpose

This policy sets out the basis on which waste services will be recharged to both internal University customers and external customers. It aims to ensure that a clear and consistent approach is applied to waste service recharges.

Scope

This policy covers all waste services supplied via Sustainability Services and all customers will be recharged in line with this policy. The policy outlines recharges for waste collection and disposal, which for clarity also includes items sent to the Marsden Shed for storage for re-use. Charges include hire or purchase of containers (as appropriate), any applicable labour/collection charges and the disposal fee.

Where a charge is made, a management fee of 12% will be applied. Where VAT is applicable to the services provided this will be included in the recharges.

Definitions

- **Waste services:** These are waste management activities facilitated by Sustainability Services, which include the supply of bins, collection of waste (by internal or external means) and support and guidance. It also includes the disposal of bulky or specialist items via the Porters or directly via the waste contractors.
- **Waste contractors:** In the context of this policy, "waste contractors" refers to the contractors managed by Sustainability Services. It does not cover any other contractors who handle waste (e.g. packaging return schemes organised by Schools or capital projects waste contractors).
- **Routine waste service:** Regular scheduled collections by the waste contractor of the following waste streams: general waste, mixed recycling, glass paper and card. Routine waste does not include specialist items (see definition below), even if it is generated through usual activities e.g. teaching, research or support services.
- **Excessive Waste:** Is defined as
 - Departments require more disposal capacity than the external containers routinely allocated to their building. For example, schools or service functions may hold an event which generates more waste than usual, or have a clearance requiring additional waste management services. Staff must fit additional waste in to the external containers or it will be deemed as excessive, or,
 - Schools or Functions require assistance from the Porters or the waste contractor to remove excess waste (i.e. there are items for disposal that Cleaning Services cannot collect when routinely emptying the internal bins); or,
 - Departments generate items which are too large to fit in the external containers allocated to their building.
- **Specialist items:** Any item which is not suitable to be placed in the general waste, mixed recycling or paper and card waste streams. This is usually, but not limited to: clinical waste, hazardous laboratory (chemical) waste, confidential waste, electrical items, IT items, batteries, wood, metal, lighting equipment, paints, furniture.
- **Ad-hoc waste service:** Provision of any non-routine waste management activities, this could include the disposal of specialist items, one off collections or the supply of skips and containers.
- **Management fee:** A charge levied for the administrative work associated with all aspects of waste management, from production of bills to over-sight of statutory compliance. Where services are recharged, a management charge of 12% will be applied.

- **Pay by weight:** Most waste services (excluding items collected by the Porters) are charged for based on the weight of the waste produced. Larger containers (e.g. skips) charge a minimum weight; every kilogram added above this weight is charged at a fixed rate. Rental costs for containers are also added to the charges.

Policy

Internal school and service function customers

Schools/Service function customers will not be charged for routine waste services. However, if the waste produced is excessive or specialised (refer to "definitions" section) then a recharge will be made. Where a charge is applicable a management fee will be included.

Internal commercial customers

Internal commercial customers are those parts of the University that operate a profit-loss budget. These include (but are not limited to) Campus Commerce, Property Services, and Executive Education at Henley.

Internal commercial customers will be recharged for all waste services. Waste disposal is charged on a pay-by-weight basis where possible, together with any associated rental and management fees. Ad-hoc disposal is charged on a per-item or per-service basis, as appropriate.

The following customers have specific variations of the above due to the practicality of recharging.

Catering

Where it is impractical to provide dedicated separate waste bins (due to space constraints), cafes will be recharged a contributory sum based on a pro-rata apportionment of costs (negotiated annually), with a management fee applied. These cafes are currently: SportsPark Café, Edith Morley Café, Library Café, URS Café, Henley Business School Café, Agriculture Café and School of Architecture Cafe. It is expected that the café in the new Health and Life Sciences building will also be recharged once it is operational.

It is expected that future developments/refurbishments of buildings will take in to account separate waste provisions for cafes to allow for pay-by-weight recharging.

Property Services:

Property Services have numerous tenanted properties. Some of these have waste services provided by the council, and some provided by Sustainability Services. Property Services is recharged as follows:

- Where tenanted properties have routine waste collections supplied via Sustainability Services, Property Services is recharged on a pay-by-weight basis with a management fee applied; or,
- Where it is not feasible to supply tenanted properties with their own separate containers for pay by weight, Property Services are recharged a contributory sum based on a pro-rata apportionment of costs (negotiated annually), again with a management fee applied.
- Where tenanted properties have waste services supplied by the council, there is no recharge to be made.

External customers

External commercial customers include third party organisations that are not part of core University activity. These include (but are not limited to): wholly-owned University subsidiaries companies, RUSU and external commercial organisations.

Where external customers request waste services these will be provided at the discretion of Sustainability Services, where it does not adversely affect the delivery of waste services to internal customers.

External customers will be recharged for all waste services. Routine waste disposal is charged on a pay-by-weight basis, together with management fees. Ad-hoc disposal is charged on a per-item or per-service basis, as appropriate, again with a management fee applied.

To maintain compliance with the University's Waste Carriers Licence, some specialist services may have to be provided by the waste contractor directly rather than internally via the University staff i.e. the Portering service.

The University has the following expectations of external customers:

- External commercial customers must have their own waste management contracts in place (not managed by Sustainability Services). All requests to the University will be treated as ad-hoc requests which will be recharged. RUSU is an exception to this rule as it has an agreement in place for waste services.
- External organisations working in partnership with academic departments: these are treated in the same way as academic customers. Routine waste is not recharged, but specialist and ad-hoc waste services are recharged.

Rebates

If a rebate is generated on a waste service by a contractor managed by Sustainability Services, all reasonable efforts will be made to return the rebate to the customer, less the 12% management fee. It should be noted that rebates are not currently common due to the state of the waste management market.

The express exclusion to this is where a rebate is generated by IT equipment that has been collected from multiple customers through the online disposal request form system and bulk stored centrally in the Porters secure store prior to collection by the waste contractor. In this case, it is not administratively feasible to return the rebate to the customers.

Next Review Date: October 2020 – review every 2 years

VERSION	KEEPER	APPROVED BY	APPROVAL DATE
1.0	Sustainability Services	Estates and Facilities Committee	13.10.16
2.0	Sustainability Services	Estates and Environment Committee	30.11.18