

## Recolight Service Level Agreement

### **1. General**

- 1.1.** This document represents a mutual Service Level Agreement (SLA) between those companies who wish to operate Commercial Collection Points (CCP) in the Recolight collection network and Recolight Ltd (Recolight)
- 1.2.** This SLA does not modify or interpret any requirements of the legislation
- 1.3.** The operators of the CCPs have the sole responsibility for the running of their sites, including site layout and facilities, licenses/exemptions relevant to the storage or collection of WEEE at the site and ensuring that all containers placed on the site on behalf of Recolight are insured against partial or complete loss or damage and that all costs of replacement, repair and associated activities are met by the CCP or their insurer.
- 1.4.** Each site is responsible for complying with the criteria established by Recolight in order to qualify as a CCP.
- 1.5.** By accepting delivery and collection of containers by Recolight's nominated contractors CCPs accept the conditions of this SLA and undertakes to take good care of the containers placed on their site on behalf of Recolight.
- 1.6.** Each site will either be "open" – advertised on our website, or "dedicated" – not advertised on our website as determined by the site operator.
- 1.7.** It is anticipated that collection from a user, production of additional paperwork and value adding services may, depending upon circumstances, be chargeable to the user by the CCP. Any such arrangement would be directly between the CCP and the user and not part of this service level agreement and would not involve Recolight in any way.

### **2. Access to Sites**

- 2.1.** Operators of CCPs agree that nominated contractors are to be given necessary and appropriate access to collection point as required for collection and delivery of containers with the agreement of the CCP
- 2.2.** Where Gas Discharge Lamps are delivered in reasonable condition via the appropriate point of entry (e.g. trade counter) the CCP will receive the waste free of charge except for any administration charges e.g. relating to consignment notes.

### **3. Staffing and Facilities**

- 3.1.** The CCP is responsible for the safe loading of the end of life lamps into containers, and any process that relates to that activity including health and safety procedures that meet legal requirements that are in place at any time.
- 3.2.** The CCP is fully responsible for ensuring that the correct storage of the container(s) at the premises of the CCP is done so with the permission of the landlord and in accordance with all regulatory and licensing requirements.

**3.3** Open collection points should have a level of supervision in the area of the containers during opening hours: this is to prevent unauthorised access or damage.

#### **4. Scheduling of Collections & Associated Service Level**

**4.1.** Recolight will make available RecoWeb, a web portal, to request collections.

**4.2.** CCPs will commit to using the web portal

**4.3.** Information on how to use RecoWeb will be provided by Recolight via email and telephone

**4.4.** It is the responsibility of the CCP to request collection of the container when it is at least 85% full (depending on the frequency and volume of throughput).

**4.5.** Collection requests must be made via RecoWeb.

**4.6.** Recolight has a six to ten working day lead time for collections.

#### **5. Health & Safety**

**5.1.** Organisations operating the CCPs are responsible for the health and safety of the site. CCP's should advise staff of the relevant requirements needed to operate this process and should inform any visiting contractors to ensure that they are compliant with the requirements of the CCP.

#### **6. Environmental Standards**

**6.1.** CCPs are responsible to ensure that they and their site meet all the relevant environmental and legislative standards necessary for the storage of Category 13 Gas Discharge Lamps, including the necessary permits and/or exemptions from the appropriate enforcement agency.

#### **7. Complaints**

**7.1.** In the event that containers have not been collected, or a CCP is not satisfied with the service it is receiving from Recolight's' nominated contractor, they should raise their concerns with Recolight directly.

#### **8. Membership**

**8.1.** Participation in the Recolight Collection network is strictly voluntary and parties are able to leave the network at any point, subject to the giving of due notice.

**8.2.** Similarly participation in Recolight Collection network is by agreement with and at the discretion of Recolight and any party can be removed from the network by Recolight.

**8.3.** All participants must generate a reasonable and regular throughput of lamps in order to be part of the network. If these quantities are not achieved, then Recolight reserves the right to remove the CCP from the network

**8.4.** A term of one months notice will be given to a CCP if they are to be removed from the network

**8.5.** A CCP is required to give one months notice should they decide to leave the network

**8.6.** In the event of a CCP leaving the network it will ensure that all containers placed on its site on behalf of Recolight, are returned to Recolight via Recolight's contractors. In the event that any containers are lost and not able to be returned and/or require repair due to damage, the CCP undertakes to pay to Recolight the costs of replacing or repairing such containers.

#### **9. Containers**

**9.1.** Recolight will fund the supply of suitable containers that it specifies

**9.2.** Recolight will supply additional or alternative containers where they are merited

**9.3.** The CCP accepts responsibility that containers placed on its site will be kept in secure, safe and good order. Failure to do so will result in charges being levied on the CCP for replacement of containers if lost and for repair if damaged. The CCP is responsible for ensuring the appropriate insurance is in place to cover any loss or damage to the containers.

**9.4.** Recolight may move towards the standardisation of its container solution over time. .

**9.5.** Waste lamps should be placed in to collection containers with paper and/or carton packaging removed

#### **10. Unacceptable levels of Contamination**

**10.1.** CCPs are solely responsible for ensuring that waste Lamps stored in the containers are done so with due care and attention in order to minimise breakage of the lamps

**10.2.** The waste should be limited to Gas Discharge Lamps as specified in the WEEE Regulations

**10.3.** Where unacceptable levels of contamination arise the additional costs incurred in safely dealing with that contamination will be charged to the CCP. Where the level of contamination is very high then the contractor may refuse to handle the container and it will become the responsibility of the CCP to resolve.

#### **11. Audit & Review**

**11.1.** Operators of CCPs agree to co-operate fully and in a timely way with any reasonable request by Recolight to inspect and review the operation of the Operator's CCP in the RecoNet network including checking e.g. the operations and interim storage of the WEEE meet the necessary regulatory requirements, checking the relevant licences (including original documents) etc. Such audits may be carried out by Recolight or its appointed contractor.

**11.2.** Recolight will review its overall collection network and business model on a regular basis and reserves the right to change any aspect of its operations when it sees fit in order to improve the effectiveness of the overall process.

#### **12 Feedback**

**12.1** Collection Points are encouraged to give us feedback by writing to Recolight at [info@recolight.co.uk](mailto:info@recolight.co.uk), at any time, with their views on how the operation of the network can be improved.

To check that you have applied for the correct licenses and exemptions, please visit your Environment Agency website, you will find a link on our [Collection point pages](#).