



Provision of Waste and Recycling Haulage Services for Conwy County Borough Council

SERVICE SPECIFICATION

**Tender Reference:
CCBC/WasteHaulage2026**

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1. Introduction

- 1.1 Conwy County Borough Council (the “Authority”) intends to procure a contract for the transportation of waste and recyclable materials from its waste management facilities to designated disposal and recycling sites.
- 1.2 The Authority proposes to award a contract for an initial period of five (5) years, with the option to extend for a further two (2) years, to the successful supplier(s) (the “Service Provider”).
- 1.3 The anticipated start date for the contract is 21st January 2027.
- 1.4 Contract Award and Commencement Dates are intended as a guide, and whilst the Authority does not intend to depart from these dates, it reserves the right to do so any time.
- 1.5 The Service Provider shall transport the Authority’s waste in accordance with the Authority’s instructions. Estimated annual haulage volumes are provided in [Section 3](#) of this Specification. These volumes are indicative only and are supplied for information purposes. The Authority does not guarantee any minimum volume of work under this Contract.
- 1.6 The Service Provider shall submit standard rates for the transportation of waste and materials to and from locations not included within the Schedule of Rates, as and when requested by the Authority.
- 1.7 The Service Provider is required to have arrangements in place to deliver an emergency response service, as specified in [Section 6](#) of this Specification – Business Continuity and Contingency Arrangements.

2. Background to the Project

- 2.1 Conwy County Borough Council, situated in North Wales, covers approximately 1,130 km² and serves a population of around 116,000 residents.
- 2.2 The Authority is responsible for collecting household waste and ensuring that all collected materials are managed and disposed of safely, appropriately, and in compliance with relevant regulations.
- 2.3 The Authority operates two Waste Transfer Stations within the County of Conwy:
 1. Gofer Bulking Station, located on Rhuddlan Road, Abergele, LL22 9SE
 2. The Materials Recovery Facility (MRF), located on Bron-y-Nant Road, Mochdre, LL28 4YL

Haulage services are required from these two primary facilities, together with waste transfer services from four additional satellite sites within the County, namely:

1. Builder Street Depot, Builder Street, Llandudno, LL30 1HH
2. Highways Depots, Plots 7&8, Ffordd Maelgwyn, Llandudno Junction, LL31 9PN
3. Open Spaces Depot, Glasdir, Plas yn Dre, Llanrwst, Conwy, LL26 0DF
4. Central Resource Depot, Blackmarsh Road, Mochdre, Colwyn Bay, LL28 5HA

2.4 The Authority is currently reviewing waste management infrastructure across the county with the aim of consolidating existing Waste Transfer facilities into a centralised site at the Brickworks Site, Llandudno Junction.

Upon becoming operational, haulage services would be required from this facility, replacing the current arrangements at Gofer Bulking Station and MRF Mochdre.

The anticipated site address is:

The Old Brickworks
Plots 1-6, Tremarl Industrial Estate
Llandudno Junction
Conwy
LL31 2PN

The new facility is expected within three years. The Authority provides no guarantee as to the delivery date or commissioning of the proposed facility.

2.5 Prior to the commissioning of the new facility, the Authority shall provide the Service Provider with no less than 6-months written notice of the intended operational commencement date to allow sufficient time for any necessary operational and service adjustments to be implemented.

2.6 The Authority reserves the right to amend disposal facilities, treatment locations, recycling destinations, transfer stations and delivery points throughout the Contract Term. The Service Provider shall cooperate fully with such changes and charges shall be adjusted in accordance with the Pricing Schedule where applicable.

3. The Requirements

3.1 The principal haulage requirements are set out in Section 3.7 of this Specification.

3.2 Waste materials that are to be transported include, but are not limited to, the following:

- a. Residual waste
- b. Inert waste
- c. Food waste
- d. Recyclable material i.e. Dry Mixed Recycling (DMR)
- e. Street sweepings
- f. Green waste
- g. Wood waste

3.3 The type of skip that are to be transported include, but are not limited to the following:

Skip Size	Skip Type
40 cubic yard	Roll On / Roll Off Containers
30 cubic yard	Roll On / Roll Off Containers
28 cubic yard	Roll On / Roll Off Containers
16 cubic yard	Roll On / Roll Off Containers (Sliding Roof)
12 cubic yard	Roll On / Roll Off Containers

3.4 The broad scope of the Authority's waste haulage requirements means the Service Provider must be capable of delivering services across multiple locations and destinations, as directed by the Authority. This includes the haulage of waste from all Authority-operated waste transfer facilities to approved disposal sites and recycling treatment facilities.

3.5 The Service Provider must have arrangements in place to deliver an emergency response service and have a contingency plan, as outlined in [Section 6](#) of this specification.

3.6 The Service Provider shall submit standard rates for the transportation of waste and materials to and from locations *not* included within the Schedule of Rates. These are called Emergency Response Rates. [Section 6](#) outlines the requirements for emergency and out of hours responses.

3.7 The current site locations, operating hours and haulage requirements are detailed in tables 1-7.

3.8 Please note that operating hours, site locations, collection points, and destination facilities may be amended by the Authority from time to time throughout the Contract Term. The Service Provider shall be notified of any such changes in writing and shall implement any necessary operational adjustments to ensure the continued delivery of the Services.

Table 1: Haulage requirements from: CCBC MRF**Site Address:** CCBC, Bron-y-Nant Road, Mochdre, Conwy, LL28 4YL**Operating Hours:** 0700 to 1600 (Monday – Friday) Open on bank holidays except for Christmas Day, Boxing Day and New Years Day.

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
1A	Thornccliffe, Rhuddlan Road, Abergele, LL22 9SE	Mon – Fri 07:00–17:30 Sat – 07:00-13:00 Sun – Closed	Residual waste	0 < P ≤ 8 8 < P ≤ 13	403 25
1B	CCBC Gofer Bulking Station, Abergele	Mon – Fri 07:00–16:00 Closed Weekends	Mixed Recycling	0 < P ≤ 7	113
1C	Gwrtaiith Gwynedd Cyf, Glanllynau, Chwilog Pwllheli, Gwynedd, LL53 6SJ	Mon – Fri 08:00 – 16:00 Closed Weekends	Street sweepings	0 < P ≤ 13 13.5 < P ≤ 27	90 210
1D	KM Construction St Asaph, Denbighshire, LL17 0EL	Mon – Fri 09:00 – 16:00 Closed Weekends	Soil & Rubble	0 < P ≤ 8 8 < P ≤ 18	6 35
1E	Hogan Waste Ltd The Old Brickworks, Abergele Rd Llanddulas, Conwy, LL22 8HP	Mon – Fri 09:00 – 17:00 Sat – 07:00-13:00 Sun – Closed	Wood Green Waste	0 < P ≤ 7 0 < P ≤ 25	15 30
1F	Flintshire County Council Greenfield Composting Site, Greenfield Business Park No2, Greenfield CH8 7GJ	Mon - Sun 09:00 – 17:00	Green Waste	0 < P ≤ 25	30
1G	G Lock Scrap Metal Processors Unit 14 Llandygai Industrial Estate, Llandygai, Bangor LL57 4YH	Mon – Fri 08:00 – 17:00 Sat – 08:00-11:00 Sun – Closed	Scrap Metal	0 < P ≤ 6	10

**Data based on actual 2025 CCBC weighbridge data*

Table 2: Haulage requirements from: CCBC Gofer Bulking Station (GBS)

Site Address: CCBC, Rhuddlan Road, Abergele, Conwy, LL22 9SE

Operating Hours: 0700 to 1600 (Monday – Friday) Open on bank holidays except for Christmas Day, Boxing Day and New Years Day.

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
2A	Biogen Waen, Holywell Road, Saint Asaph, LL17 0DS	08:00 to 17:00 (Mon – Fri) Closed weekends	Food waste	$8 < P \leq 16$	333
2B	Biogen GwyriAD, Clynog-Fawr, Caernarfon, LL54 5DF	08:00 to 17:00 (Mon – Fri) Closed weekends	Food waste	$8 < P \leq 16$	188
2C	Parry & Evans LTD, Unit 103, Zone 1, Deeside Industrial Estate, Deeside CH5 2LR	06:00 to 18:00 (Mon – Fri) Closed weekends	Mixed Recycling	$0 < P \leq 3$ $3.5 < P \leq 11$	4 14
2D	MRF Site, Bron-y-Nant Road, Mochdre, Colwyn Bay, Conwy, LL28 4YL	Mon – Fri 07:00 16:00 Closed weekends	Mixed Recycling	$0 < P \leq 3$	24

**Data based on actual 2025 CCBC weighbridge data*

Table 3: Haulage requirements from: CCBC Highways Depot's (x2) Llandudno Junction

Site Address: CCBC Highways Depots, Plots 7&8, Ffordd Maelgwyn, Llandudno Junction, LL31 9PN

Operating Hours: 0700 to 1600 (Monday – Friday) Open on bank holidays except for Christmas Day, Boxing Day and New Years Day.

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
3A	MRF Site, Bron-y-Nant Road, Mochdre, Colwyn Bay, Conwy, LL28 4YL	Mon – Fri 07:00 16:00 Closed weekends	Residual Waste	$0 < P \leq 2$	3
			Soil & Rubble	$0 < P \leq 7$ $7.5 < P \leq 17$	2 6

**Data based on actual 2025 CCBC weighbridge data*

Table 4: Haulage requirements from: CCBC Plas-y-Dre Depot, Llanrwst

Site Address: CCBC Open Spaces Depot, Glasdir, Plas yn Dre, Llanrwst, Conwy, LL26 0DF

Operating Hours: 0700 to 1600 (Monday – Friday) Open on bank holidays except for Christmas Day, Boxing Day and New Years Day.

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
4A	MRF Site, Bron-y-Nant Road, Mochdre, Colwyn Bay, Conwy, LL28 4YL	Mon – Fri 07:00 16:00 Closed weekends	Scrap Metal	$0 < P \leq 2$	2
4B	Gwrtaiith Gwynedd Cyf, Glanllynau, Chwilog Pwllheli, Gwynedd, LL53 6SJ	Mon – Fri 08:00 – 16:00 Closed Weekends	Street sweepings	$0 < P \leq 13$	6

**Data based on actual 2025 CCBC weighbridge data*

Table 5: Haulage requirements from: CCBC Builders Street Depot, Llandudno.

Site Address: CCBC Builders Street Depot, Builders Street, Llandudno, LL30 1HH

Operating Hours: 0700 to 1600 (Monday – Friday) Open on bank holidays except for Christmas Day, Boxing Day and New Years Day.

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
5A	MRF Site, Bron-y-Nant Road, Mochdre, Colwyn Bay, Conwy, LL28 4YL	Mon – Fri 07:00 16:00 Closed weekends	Street Sweepings	$0 < P \leq 8$	13
			Soil & Rubble	$0 < P \leq 15.5$	2
			Residual Waste	$0 < P \leq 8$	4

**Data based on actual 2025 CCBC weighbridge data*

Table 6: Haulage requirements from: Central Resource Dept, Mochdre, Colwyn Bay.

Site Address: Central Resource Depot, Blackmarsh Road, Mochdre, Colwyn Bay, LL28 5HA

Operating Hours: 0700 to 1600 (Monday – Friday) Open on bank holidays except for Christmas Day, Boxing Day and New Years Day.

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
6A	MRF Site, Bron-y-Nant Road, Mochdre, Colwyn Bay, Conwy, LL28 4YL	Mon – Fri 07:00 16:00 Closed weekends	Residual Waste	$0 < P \leq 8$	6
			Scrap Metal	$0 < P \leq 8$	6

**Data based on actual 2025 CCBC weighbridge data*

Table 7: Haulage requirements from: Site within 3 miles of LL22 8HH

Site Address: Site within 3-miles of LL22 8HH

Operating Hours: 0700 to 1700 (Monday – Friday)

Item	Designated Haulage Destination	Operating hours	Waste load type	Max. pay load, P (tonnes)	Estimated number of trips per year *
7A	Gwrtaiith Gwynedd Cyf, Glanllynau, Chwillog Pwllheli, Gwynedd, LL53 6SJ	Mon – Fri 08:00 – 16:00 Closed Weekends	Green Waste	$13.5 < P \leq 27$	65
7B	Flintshire County Council Greenfield Composting Site, Greenfield Business Park No2, Greenfield CH8 7GJ	Mon - Sun 09:00 – 17:00	Green Waste	$0 < P \leq 25$	200

Ad Hoc Waste Movements

- 3.9 The Authority reserves the right to require waste movements to and from locations other than those detailed within [Section 3.7](#) of this Specification.
- 3.10 The Service Provider shall, upon request by the Authority, undertake such alternative waste movements and shall ensure that sufficient resources are available to accommodate these requirements.
- 3.11 Charges for alternative waste movements shall be based on the hourly rates submitted by the Service Provider within the Pricing Schedule.
- 3.12 The Service Provider shall use all reasonable endeavours to respond promptly to requests for alternative waste movements. Response times shall be monitored as part of the Contract's performance management arrangements.
- 3.13 The provision of alternative waste movements shall not adversely affect the Service Provider's ability to deliver the routine haulage services specified within this Contract.
- 3.14 The Authority shall provide details of the alternative collection and/or delivery location, together with any specific operational requirements, at the time the instruction is issued.

4. Waste in Transit Requirements

- 4.1 The Service Provider shall, at its own expense, provide and maintain suitable sheeting, covers, or containment systems to ensure that all waste is transported safely and securely. Vehicles shall be fitted with an "easy sheet" or equivalent automated sheeting system. Site operatives shall not be required to assist with any sheeting or load-securing activities.
- 4.2 The Service Provider shall only transport waste belonging to the Authority whilst undertaking waste movements under this Contract and shall not combine Authority waste with waste from any third party within the same load. Separate third-party movements undertaken as part of return or back-haul journeys shall be permitted, provided that such arrangements do not adversely affect the performance, availability, or contractual obligations of the Service Provider under this Contract.
- 4.3 The Service Provider shall be responsible for maintaining a clean, tidy, and professional operation. Vehicles, trailers, and associated equipment shall be inspected and, where necessary, cleaned before departing from collection and delivery sites to minimise the risk of littering, contamination, or mud being deposited on the public highway.
- 4.4 The Service Provider shall ensure that all loads are safe, secure, evenly distributed, adequately contained, and free from any visible signs of leakage, spillage, or instability before transportation commences.

- 4.5 The Service Provider shall ensure that waste is transported in accordance with all applicable legislation, Duty of Care requirements, and industry best practice, and in a manner which prevents the escape of waste, liquids, odours, dust, or other contaminants during transit.
- 4.6 The Service Provider shall provide and maintain an appropriate spill response and containment kit on all vehicles engaged in the delivery of the Services.
- 4.7 In the event of a spillage, loss of load, or escape of waste during transportation, the Service Provider shall, where it is safe and reasonably practicable to do so, take immediate action to secure the area, contain the material, minimise any environmental impact and protect public safety.
- 4.8 The Service Provider shall notify the Authority as soon as reasonably practicable of any spillage, loss of load, road traffic collision, environmental incident, or other event that may affect the delivery of the Services. Such notification shall include details of the incident, remedial actions taken, and any further measures required.
- 4.9 Where an environmental incident requires notification to Natural Resources Wales, the Service Provider shall make such notification without delay and provide a copy of the notification to the Authority.
- 4.10 The Service Provider shall bear all costs associated with the clean-up, recovery, and lawful disposal of any waste lost, spilled, or released as a result of the Service Provider's acts, omissions, negligence, or breach of Contract.
- 4.11 The Service Provider shall ensure that all drivers are familiar with the procedures to be followed in the event of a vehicle breakdown, spillage, accident, or emergency and that such procedures are documented within the Service Delivery Plan and Business Continuity Plan.

5. Service Delivery Plan (SDP)

- 5.1. The Service provider shall submit, as part of its Tender Response, a Service Delivery Plan (SDP) that clearly demonstrates and details the methodology, governance arrangements, management structure, operational controls, resources, and processes that will be employed in the delivery of the Services.
- 5.2. As a minimum, the SDP shall include:
- a. A Mobilisation Plan setting out the activities, timescales, responsibilities, and key milestones required to ensure a seamless transition and continuity of service from the commencement date.
 - b. Evidence of Compliance with all applicable waste transport, environmental, and road transport legislation, including Waste Carrier Registration, Operator Licensing, Duty of Care, Digital Waste Tracking, drivers' hours, and tachograph requirements. Including the systems and controls in place to monitor driver working hours and ensure compliance with all applicable transport legislation
 - c. Details of fleet resources and fleet resilience measures, including vehicle maintenance programmes, replacement arrangements, and access to reserve vehicles.
 - d. Contract management and governance arrangements, including key personnel, roles and responsibilities, lines of communication, and escalation procedures.
 - e. Health, Safety and Environmental management arrangements
 - f. Training and competency management arrangements
 - g. Carbon reduction and environmental management measures, including initiatives to reduce vehicle emissions, improve fuel efficiency, optimise route planning, and support the Authority's environmental and net zero objectives.
 - h. A detailed handover plan outlining how the contract will be concluded and transitioned to ensure continuity of service and a smooth transfer of responsibilities.
- 5.3. The Authority reserves the right to require amendments, enhancements, clarifications, or additional information to be incorporated within the SDP prior to its approval and at any time during the Contract Term. Any revised SDP shall be subject to the Authority's approval.
- 5.4. The Service Provider shall comply with and deliver the Services in accordance with the approved SDP throughout the Contract Term.
- 5.5. The successful Service provider's approved SDP shall form a binding contractual document and shall be incorporated into the Service Contract.

Carbon Reduction and Fuel Efficiency

- 5.6. The Authority is committed to reducing carbon emissions and achieving its Net Carbon Zero objectives as detailed in its [Net Zero Plan](#). The Service Provider shall support the Authority in the delivery of these objectives throughout the Contract Term.
- 5.7. As part of their SDP, The Service Provider shall demonstrate how they would operate the Services in a manner that seeks to minimise fuel consumption, greenhouse gas emissions and unnecessary vehicle mileage. This shall include the implementation of appropriate fuel efficiency measures, which may include, but shall not be limited to:
- a. route planning and journey optimisation
 - b. reduction of vehicle idling time
 - c. driver fuel-efficiency training and monitoring
 - d. effective vehicle maintenance programmes to maximise fuel performance
 - e. utilisation of vehicle telematics systems to monitor fuel consumption and driver behaviour
 - f. consideration of alternative fuels, low-emission vehicles, and emerging technologies where operationally and commercially practicable.

6. Business Continuity and Contingency Arrangements

- 6.1. The Service Provider shall outline the contingency measures in place to ensure continuity of haulage operations in the event of emergencies, incidents, or disruptions affecting the provision of the Services.
- 6.2. The Service Provider shall submit, as part of its Tender Response, a Business Continuity Plan (BCP) detailing the alternative haulage arrangements that can be implemented promptly to minimise any adverse impact on the transportation of waste and recyclable waste to the designated processing site(s). Such arrangements may include, but shall not be limited to, the use of alternative vehicles, drivers, routes, subcontractors, or delivery locations.
- 6.3. The BCP shall identify potential operational risks and detail the measures to be implemented in the event of vehicle breakdowns, staff shortages, severe weather, site closures, accidents, fuel supply disruptions, industrial action, information technology failures, or any other circumstances that may adversely affect service delivery.
- 6.4. The Service Provider shall ensure that sufficient contingency resources are available throughout the Contract Term, including access to appropriately licensed vehicles, qualified drivers, replacement equipment, and any other resources necessary to maintain continuity of the Services.
- 6.5. The Service Provider shall notify the Authority as soon as reasonably practicable, and in any event within one hour of becoming aware of any incident or disruption that may materially affect the provision of the Services, together with details of the proposed mitigation measures and anticipated duration of the disruption.

- 6.6. Where contingency arrangements are activated, the Service Provider shall be responsible for managing and implementing such measures to maintain service continuity and shall provide regular updates to the Authority until normal service delivery has resumed. Any additional costs associated with alternative processing or haulage arrangements shall be managed in accordance with the terms of the Contract.
- 6.7. The Service Provider shall review its contingency arrangements at least annually and following any significant service disruption. The Authority reserves the right to request evidence that the contingency measures remain current, effective, and capable of being implemented within the required timescales.
- 6.8. The Service Provider shall use all reasonable endeavours to restore normal service operations at the earliest opportunity following the implementation of contingency arrangements.

Emergency and Out-of-Hours Response

- 6.9. Should the Authority require additional waste transportation movements during an emergency (for example, during or following a flood event, oil spillage, severe weather event, or other emergency incident), the Service Provider shall have the procedures, resources, and provisions in place to provide an emergency response service in accordance with its BCP.
- 6.10. The Service Provider shall nominate a dedicated emergency contact and provide the Authority with up-to-date contact details for personnel authorised to coordinate emergency response activities both during and outside normal working hours. Any changes to these contact details shall be notified to the Authority without delay.
- 6.11. The Service Provider shall provide separate rates for emergency callouts during and outside normal working hours, as detailed within the [Pricing Schedule](#).
- 6.12. Upon receipt of an emergency response request, the Service Provider shall use all reasonable endeavours to mobilise the required resources as soon as practicable and shall provide the Authority with an estimated mobilisation time.
- 6.13. The Authority does not guarantee any minimum volume or value of emergency response work during the Contract Term, and emergency call-out services shall be instructed strictly on an as-required basis.

7. Health and Safety

- 7.1. The Service Provider shall be responsible for the health, safety, and welfare of its employees, agents, subcontractors, and all other persons who may be affected by the provision of the Services and shall ensure that:
 - a. all activities are carried out in accordance with the Health and Safety at Work Act 1974 and all other applicable health and safety legislation
 - b. suitable and sufficient risk assessments are undertaken for all activities associated with the Services, and appropriate safe systems of work, management plans, and control measures are implemented

- c. all working procedures are regularly monitored, reviewed, and amended where necessary to reduce risks and improve safety performance
- d. all employees observe and comply with the Authority's site rules, health and safety requirements, traffic management arrangements, and emergency procedures when operating at Authority premises or any other site associated with the Contract
- e. all employees are competent, adequately trained and appropriately supervised
- f. all vehicles, plant, trailers, and equipment used in the provision of the Services are maintained in a safe and roadworthy condition and are subject to appropriate inspection, maintenance, and defect reporting procedures
- g. all drivers comply with applicable drivers' hours, tachograph, and working time legislation, and suitable arrangements are in place to monitor driver fatigue and ensure transport compliance
- h. all accidents, incidents, near misses, dangerous occurrences, and health and safety concerns are recorded, investigated, and reported.
- i. adequate welfare facilities and welfare arrangements are available for all personnel engaged in the delivery of the Services
- j. appropriate Personal Protective Equipment (PPE) is provided, maintained, and worn where required
- k. arrangements are in place for the management and control of subcontractors engaged in the delivery of the Services
- l. a suitably competent person is appointed to oversee health and safety matters relating to the Contract and act as the primary health and safety contact for the Authority.

Accident, Incident and Near Miss Reporting

- 7.2. The Service Provider shall maintain a record of all accidents, incidents, dangerous occurrences, and near miss events arising from or in connection with the delivery of the Services.
- 7.3. The Service Provider shall notify the Authority of any accident, incident, dangerous occurrence, or near miss as soon as reasonably practicable and, in any event, within 24-hours of becoming aware of the event. The notification shall include details of the incident, any injuries sustained, any damage caused, and the corrective actions taken or proposed.
- 7.4. Failure to report an accident, incident, dangerous occurrence, or near miss in accordance with this Specification may be considered a service default and may result in the issue of a Default Notice in accordance with Schedule 5 of Conwy County Borough Council's General Terms and Conditions of Contract for the Supply of Services (September 2011), as set out in Appendix A of these Tender Documents.
- 7.5. The Service Provider shall investigate all accidents, incidents, and near miss events relating to the Services and shall implement appropriate corrective and preventive actions to reduce the risk of recurrence.
- 7.6. The Service Provider shall ensure that all employees, agency workers, and subcontractors are familiar with and comply with the site-specific health and safety procedures, traffic management arrangements, emergency procedures, and incident reporting requirements applicable at each collection and delivery location used under the Contract.

- 7.7. Copies of accident investigation reports, near miss reports, and corrective action records shall be provided to the Authority upon request and may be reviewed as part of the Authority's contract performance monitoring arrangements.

Service Provider - Employee Training

- 7.8. The Service Provider shall be responsible for ensuring that all personnel engaged in the provision of the Services:
- a. are suitably qualified, competent, diligent, honest, and experienced in carrying out their assigned duties;
 - b. have received all necessary training and hold all licences, certificates, registrations, and qualifications required to undertake their duties lawfully and competently
 - c. are adequately supervised at all times and perform their duties in accordance with the requirements of the Contract;
 - d. are informed of, and comply with, all aspects of the Contract that are relevant to their roles and responsibilities
 - e. are familiar with site layouts and shall comply with all applicable health and safety requirements, site rules, traffic management arrangements, security procedures, and emergency procedures at any premises where they undertake duties under the Contract
 - f. are provided with, and utilise where required, all appropriate Personal Protective Equipment (PPE) and workwear identified within the SDP or otherwise required by law
 - g. shall disclose their identity to the Authority, its representatives, or any authorised third party upon request
 - h. shall not solicit, request, or accept any payment, gift, gratuity, reward, or other benefit in connection with the provision of the Services
 - i. comply with all applicable drivers' hours, tachograph, and working time legislation and are fit to undertake their duties;
 - j. conduct themselves in a professional, courteous, and respectful manner when interacting with Authority staff, site operators, members of the public, and other stakeholders; and
 - k. immediately report any incident, accident, near miss, unsafe condition, or breach of health and safety requirements in accordance with the Contract.
- 7.9. The Service Provider shall, upon request, provide the Authority with evidence of relevant training, qualifications, certificates of competence, licence details, Driver CPC records, and any other information reasonably required to demonstrate the competence of personnel engaged in the delivery of the Services.
- 7.10. The Service Provider shall ensure that suitably trained and competent relief personnel are available throughout the Contract Term to maintain continuity of service during periods of absence, annual leave, sickness, or other unforeseen circumstances.

- 7.11. Where subcontractors are engaged in the delivery of the Services, the Service Provider shall ensure that such personnel meet the same standards of competence, training, supervision, and conduct as those required under this Section.

8. Licences, Registrations and Qualifications

- 8.1. The Service Provider shall obtain, maintain, and comply with all licences, registrations, permits, approvals, qualifications, and authorisations required for the lawful provision of the Services and shall be responsible for all fees, charges, and costs associated with obtaining and maintaining such approvals.
- 8.2. This shall include, but not be limited to:
- a. Registration as a Waste Carrier, Broker and Dealer
 - b. A valid Goods Vehicle Operator's Licence for all vehicles used in the delivery of the Services
 - c. Driver Certificate of Professional Competence (Driver CPC)
 - d. Appropriate vocational driving licences for the class of vehicle being operated
 - e. ADR and Carriage of Dangerous Goods (CDG) qualifications, where required by the nature of the waste being transported
 - f. The training, competence, and qualifications required to comply with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - g. Any training and competence requirements relating to the Provision and Use of Work Equipment Regulations 1998 (PUWER)
 - h. Any other licences, permits, registrations, qualifications, or certifications required by law for the delivery of the Services
- 8.3. The Service Provider shall ensure that all drivers comply with applicable drivers' hours, tachograph, and working time legislation and shall maintain appropriate systems and controls for monitoring compliance.
- 8.4. The Service Provider shall provide the Authority with evidence of all licences, registrations, permits, qualifications, certifications, and authorisations required for the provision of the Services prior to the Contract Commencement Date and thereafter at any time upon reasonable request by the Authority.
- 8.5. The Service Provider shall ensure that all licences, registrations, permits, qualifications, certifications, and authorisations remain valid throughout the Contract Term and shall provide updated copies to the Authority upon renewal, amendment, suspension, replacement, or expiry.
- 8.6. The Service Provider shall immediately notify the Authority of any suspension, revocation, enforcement action, expiry, investigation, or any other circumstance which may affect its ability to lawfully provide the Services in accordance with the Contract.
- 8.7. Failure to obtain, maintain, or provide evidence of any licence, registration, permit, qualification, certification, or authorisation required for the lawful provision of the Services may be considered a material breach of Contract and may be addressed in

accordance with the Contract's performance management, default, and termination provisions.

9. Subcontractors

9.1 The Service Provider shall not assign, transfer, novate, or subcontract any part of the Services without the prior written consent of the Authority.

9.2 The use of an approved subcontractor shall not relieve the Service Provider of any of its obligations, liabilities, or responsibilities under the Contract. The Service Provider shall remain fully responsible for the acts, omissions, defaults, and performance of its subcontractors as if they were the acts, omissions, defaults, and performance of the Service Provider.

9.3 Where the Service Provider wishes to subcontract any part of the Services, it shall submit a written proposal to the Authority for approval. The proposal shall include, as a minimum:

- a. details of the proposed subcontractor, including company name, address, and primary contact details
- b. details of the services proposed to be subcontracted
- c. details of the qualifications, competence, experience, and training of the subcontractor's personnel engaged in the provision of the Services
- d. details of all relevant licences, permits, registrations, certifications, and authorisations held by the subcontractor, including those required under Section 6 of this Specification
- e. evidence of the subcontractor's insurance arrangements
- f. details of the subcontractor's health and safety management arrangements
- g. details of the subcontractor's Business Continuity Plan and contingency arrangements
- h. a written declaration from the subcontractor confirming that it has read, understood, and will comply with the requirements of this Specification, the Contract, and the Service Provider's SDP

9.4 The Service Provider shall ensure that all approved subcontractors comply with the requirements of this Specification, the Contract, all applicable legislation, and the Service Provider's SDP.

9.5 The Authority reserves the right to refuse approval of any proposed subcontractor where it reasonably considers that the subcontractor does not possess the necessary resources, competence, qualifications, licences, experience, or capacity to undertake the relevant services.

9.6 The Authority may require the Service Provider to provide evidence of an approved subcontractor's ongoing compliance with the Contract at any time during the Contract Term.

9.7 Any change to an approved subcontractor shall be subject to the prior written approval of the Authority.

10. Vehicle Inspection and Maintenance

- 10.1 The Service Provider shall ensure that all vehicles, trailers, plant, and ancillary equipment used in the delivery of the Services are maintained in a safe, roadworthy, and serviceable condition and comply with all applicable legislative and regulatory requirements.
- 10.2 The Service Provider shall operate a planned preventative maintenance programme for all vehicles and equipment used in the provision of the Services and shall maintain appropriate maintenance, servicing, inspection, and repair records throughout the Contract Term.
- 10.3 Drivers shall undertake and record daily pre-use vehicle safety inspections before commencing operations. Such inspections shall include, as a minimum, checks of tyres, lights, brakes, mirrors, steering, fluid levels, load restraint equipment, sheeting systems, warning devices, and any other safety-critical components.
- 10.4 Any vehicle defect identified that may affect the safe operation of the vehicle, the security of the load, or compliance with statutory requirements shall be reported immediately and the vehicle shall not be used until the defect has been rectified or otherwise deemed safe and legal for use.
- 10.5 The Service Provider shall maintain a documented defect reporting procedure and shall ensure that all reported defects are investigated, recorded, and rectified within appropriate timescales.
- 10.6 The Authority reserves the right to request evidence of vehicle inspections, maintenance records, MOT certificates, Operator Licence compliance documentation, and any other records relevant to the safe operation of vehicles used in the delivery of the Services.
- 10.7 The Service Provider shall ensure that sufficient replacement vehicles and maintenance arrangements are available to minimise service disruption arising from vehicle breakdowns, defects, servicing requirements, or other operational issues.
- 10.8 These clauses align well with your existing sections on Health & Safety, Business Continuity, Drivers' Hours, and Service Delivery Planning, while giving the Authority audit rights and assurance that the fleet is being properly managed.

11. Complaints

- 11.1. The Service Provider shall deal with all complaints and queries received in connection with the Services in a prompt, professional, courteous, and efficient manner.
- 11.2. The Service Provider shall maintain a written record of all complaints and queries received, including the date received, nature of the complaint or query, actions taken, date resolved, and any preventative measures implemented.
- 11.3. The Service Provider shall notify the Authority in writing of all complaints received relating to the Services within 1-working day of receipt and shall provide details of the investigation undertaken and any corrective actions proposed.

- 11.4. The Service Provider shall respond to complaints within the timescales specified by the Authority, or where no timescale is specified, within five (5) working days of receipt.
- 11.5. The Service Provider shall comply with all reasonable instructions issued by the Authority concerning complaints and queries and shall cooperate fully in the investigation and resolution of any matter raised.
- 11.6. Where a complaint identifies a service failure, health and safety concern, environmental incident, or recurring operational issue, the Service Provider shall investigate the matter and implement appropriate corrective and preventative actions to minimise the risk of recurrence.
- 11.7. Details of complaints, queries, outcomes, and corrective actions shall be included within the monthly performance report submitted to the Authority.
- 11.8. The Authority reserves the right to audit complaint records and request supporting documentation relating to any complaint or query received during the Contract Term.

12. Data and Performance Monitoring

Data

- 12.1. The Service Provider shall implement and maintain appropriate performance monitoring and data reporting arrangements throughout the Contract Term, including the collection, analysis and submission of operational and performance data required by the Authority.
- 12.2. The Authority shall appoint a Contract Officer who shall act as the primary point of contact for the management and monitoring of the Contract. The Contract Officer shall be responsible for monitoring the performance of the Service Provider throughout the Contract Term and shall be authorised to issue instructions, request information, review performance and address any matters arising in connection with the delivery of the Services.
- 12.3. The Service Provider shall nominate a Contract Manager who shall be responsible for the day-to-day management of the Services and act as the principal point of contact for the Authority in all matters relating to the Contract.
- 12.4. The Contract Officer and the Service Provider's Contract Manager shall meet at such intervals as reasonably required by the Authority to review service performance, compliance with the Contract, KPI performance, health and safety matters, complaints, incidents, and opportunities for continuous improvement.
- 12.5. Within seven calendar days following the end of each calendar month, the Service Provider shall provide the Authority with a monthly Microsoft Excel report detailing all loads transported under the Contract during the relevant reporting period. The report shall contain sufficient detail to enable the Authority to verify and audit all haulage

movements, tonnages, and associated charges, and shall include, as a minimum, the information specified in Section 12.6.

12.6. The information provided shall include, as a minimum:

- a. Weighbridge transaction times
- b. Ticket numbers
- c. Vehicle registration number
- d. Driver name and signature
- e. Waste type
- f. European Waste Catalogue (EWC) code
- g. Fleet reference and haulier name
- h. Gross weight
- i. Tare weight
- j. Net weight

12.7. The monthly Excel report shall correspond directly with the monthly invoice submitted by the Service Provider and shall provide sufficient information to enable the Authority to reconcile all invoiced haulage movements, tonnages, and associated charges. The Authority reserves the right to query any discrepancies and may withhold payment of any disputed amounts pending satisfactory clarification and verification.

12.8. In the event of any discrepancy between recorded tonnages, the receiving facility weighbridge record shall be deemed the primary record unless otherwise agreed by the Authority.

12.9. The Service Provider's overall delivery of the Services, including adherence to health and safety standards and practices, shall be evaluated against the commitments contained within the SDP and the requirements of this Specification.

12.10. The Service Provider shall provide performance information in a format and frequency specified by the Authority and shall support the monitoring of KPIs, service compliance and continuous improvement initiatives.

12.11. The Service Provider shall promptly notify the Authority of any service failure, missed collection, delay, data discrepancy, health, safety or compliance issue, or other matter that may adversely affect the delivery of the Services. Such notifications shall include details of the cause, corrective actions taken, and measures to prevent recurrence.

12.12. The Authority reserves the right to request additional management information, audit supporting records, including weighbridge records, waste transfer documentation, vehicle tracking information and invoices, and review the Service Provider's performance at reasonable intervals throughout the Contract Term.

12.13. There are eight KPIs which will be monitored throughout the Contract Term:

KPI		Measure	Target	Reporting Frequency
1	Scheduled Haulage Movements Completed	% of scheduled loads completed	≥99%	Monthly
2	Service Response Time	Expected Response time: General waste transfer 0-4 Hours Emergency Callouts 0-2 Hours	≥99%	Monthly
3	Missed Loads Attributable to Service Provider	Number of missed loads	0	Monthly
4	Monthly Data Reports Submitted	Submitted within 7 days of month end	100%	Monthly
5	Invoice Accuracy	Invoices requiring no correction	≥98%	Monthly
6	Emergency Response Mobilisation	Attendance within agreed response time	≥95%	Quarterly
7	Digital Waste Tracking Compliance	Accurate and complete records submitted	100%	Monthly
8	Health & Safety Compliance	RIDDOR reportable incidents attributable to contractor	0	Monthly

- 12.14. The Authority reserves the right to review and amend KPIs, following consultation with the Service Provider.
- 12.15. The Service Provider shall work collaboratively with the Authority to identify opportunities for continuous improvement, including improvements in operational efficiency, data quality, environmental performance, route optimisation, carbon reduction, and service delivery standards. Where requested by the Authority, the Service Provider shall develop and implement an improvement plan to address identified performance issues or service enhancements.
- 12.16. The Service Provider shall monitor and report its performance against the KPIs on a monthly basis and shall provide supporting evidence to the Authority on a monthly basis.
- 12.17. Where a KPI falls below the specified target, the Service Provider shall provide the Authority with a written explanation of the reasons for the failure together with details of the corrective actions proposed to prevent recurrence.
- 12.18. Where performance falls below the specified target for two consecutive reporting periods, or where there is a failure in service delivery, the Authority may require the Service Provider to develop and implement a Performance Improvement Plan, detailing the actions to be taken, responsible officers and timescales for improvement.

- 12.19. Persistent or repeated KPI failures may be considered by the Authority as a service default and managed in accordance with the Contract's performance management procedures.

Digital Waste Tracking

- 12.20. The Service Provider shall be fully conversant with the requirements of the Digital Waste Tracking (Wales) Regulations 2026 and any associated guidance, amendments and legislation introduced during the Contract Term.
- 12.21. The Service Provider shall maintain the necessary systems, software, infrastructure, connectivity and trained personnel required to record, manage, and submit waste movement data in accordance with the requirements of the Digital Waste Tracking Service.
- 12.22. The Service Provider shall ensure that all data relating to waste movements undertaken under this Contract is captured accurately and made available to the Authority in the format required to support compliance with Digital Waste Tracking requirements and any associated statutory reporting obligations.
- 12.23. The Service Provider shall cooperate fully with the Authority, the regulator Natural Resources Wales (NRW) and any other relevant regulatory body in relation to the provision, verification and submission of Digital Waste Tracking information.

Duty of Care

- 12.24. A Duty of Care Waste Transfer Note shall be maintained for all waste movements undertaken under the Contract and will be provided through an annual arrangement (season ticket) where permitted by applicable legislation.
- 12.25. As the waste producer, the Authority shall issue Duty of Care season tickets to the Service Provider for haulage movements originating from each of the Authority's facilities detailed in [Section 2.3](#) of this Specification. The Service Provider shall ensure that all waste movements are undertaken in accordance with the conditions of the relevant season ticket and all applicable legislation, statutory guidance, permit requirements, and regulatory obligations.
- 12.26. The Service Provider shall ensure that all information required to support waste transfer documentation is accurate, complete, and available for inspection by the Authority, Natural Resources Wales, or any other authorised regulatory body upon request.
- 12.27. The Service Provider shall retain all Duty of Care documentation and associated records for the period prescribed by applicable legislation and shall make such records available to the Authority upon request for monitoring, audit, or compliance purposes.
- 12.28. Where required by law, the Service Provider shall cooperate fully with the Authority, Natural Resources Wales (NRW), and any other relevant regulatory body in relation to the collection, provision, verification, retention, and submission of waste transfer and Digital Waste Tracking information.

13. Pricing Schedule

Routine Haulage and Transfer of Waste

- 13.1. The Service Provider shall submit prices for the routine haulage and transfer of waste in accordance with the requirements set out in [Section 3](#) of this Specification.
- 13.2. All tendered rates shall be fully inclusive and shall reflect full compliance with the requirements of this Specification and the Contract. The Service Provider shall be responsible for all costs associated with the delivery of the Services, including labour, vehicles, plant, fuel, maintenance, utilities, licences, permits, insurances, overheads, and any other operational expenses incurred in performing the Services.
- 13.3. All prices submitted shall be *exclusive* of Value Added Tax (VAT).
- 13.4. Tendered rates shall remain fixed for the first 12-months of the Contract Term.
- 13.5. Following the initial 12-month period, the Contract rates may be subject to annual indexation in line with the Consumer Prices Index (CPI), as published by the Office for National Statistics.
- 13.6. Any request for an indexation adjustment shall be submitted by the Service Provider in writing no less than 30-days prior to the anniversary of the Contract commencement date or the commencement of any extension period.
- 13.7. Subject to the Authority's approval, the Contract rates shall be varied in accordance with the percentage change in the CPI applicable to the relevant period.
- 13.8. No adjustment to the Contract rates shall take effect unless agreed in writing by the Authority.

Hourly Rates

- 13.9. In addition to the routine service rates, the Service Provider shall provide separate hourly rates for emergency and out-of-hours services. Such rates shall apply to waste haulage movements instructed by the Authority outside normal operating hours, including evenings, weekends, bank holidays, and emergency incidents.
- 13.10. The emergency and out-of-hours hourly rates shall be fully inclusive of all labour, vehicles, fuel, overheads, management, and associated costs required to deliver the Services.
- 13.11. The Service Provider's performance in relation to works undertaken on an hourly rate basis shall be monitored by the Authority's Contract Officer.
- 13.12. The Authority may assess the Service Provider's journey times against anticipated journey durations.

- 13.13. Where delays occur in undertaking works charged on an hourly rate basis due to circumstances beyond the Service Provider's reasonable control, including but not limited to traffic congestion, delays at collection sites, or delays at destination sites, the Service Provider shall notify the Authority's Contract Officer at the earliest opportunity, providing details of the delay and its anticipated impact on service delivery.
- 13.14. The emergency and out-of-hours hourly rates are required as per Table 8.

Table 8: Haulage requirements for emergency and out-of-hours hourly rates

Item	Waste Movement	Estimated number of hours per year
8A	Emergency/Out of hours Waste Movements (0700 – 2000 hours)	12
8B	Emergency/Out of hours Waste Movements (2000 – 0700 hours)	6
8C	Emergency/Out of hours Waste Movements Saturday & Sunday	6
8D	Emergency/Out of hours Waste Movements Bank Holidays	5

Community Benefits

Procurement is viewed as a key driver for delivering the Council's sustainable development commitments. The organisation's commitment to deliver 'community benefit' outcomes from our procurement activity is designed to ensure that wider social, environmental, and economic issues are considered when spending public money.

At award of contract, the successful service providers will be expected to work with the category officer to maximise the community benefits delivered through this contract. This will include: -

Training and Employment opportunities

Consider the opportunities to offer employment and / or training opportunities as part of the contract which could include the recruitment and training of long term economically inactive persons as part of the workforce delivering this contract.

Consider the ability to maintain and/or retrain current employees as a result of winning the contract.

Value Added Services

The successful Service providers will also be encouraged to secure other value-added, positive outcomes that would benefit the community they operate within, for example: -

- Work with local colleges - work experience/work placements
- Contribute to community regeneration schemes

Please note, the examples given are not an exhaustive list and the Council welcomes additional solutions which support the ethos of community benefits.

As part of your tender, you are asked to submit a Community Benefits Plan/Proposal, setting out how you will deliver 'community benefits' through the contract.

Although the Community Benefits Plan/Proposal **will not be evaluated or scored** as part of the tender process, there will be an expectation that any proposal put forward by Service providers is fulfilled. The method of delivery will be agreed with the PM/CO on award and progress on this element of the contract will be monitored.