

Appendix Three
Refuse and Recycling Collection Procedures (B)

Refuse Collection Procedures

Customer

Hen Street admin

NEAT

Delivery Crew

New Bin

Customer calls to purchase new bin. Is it replacing a damaged bin?

Y

Ask relevant qu's to understand if customers bin has been damaged by our crews. Check crew sheets, to see if incident has been reported by our crews. Has incident been recorded?

Y

Place on Flare for delivery Crew. Once bin has been delivered, return job ticket.

N

Customer request a replacement bin to replace lost / stolen bin.

N

Close ticket on Flare. End of process.

Ask relevant qu's to understand how customers bin has been damaged. Explain to customer there is a charge for the replacement bin. Process payment, and arrange for delivery of bin.

Place on Flare for delivery Crew. Once bin has been delivered, return job ticket.

Close ticket on Flare. End of process.

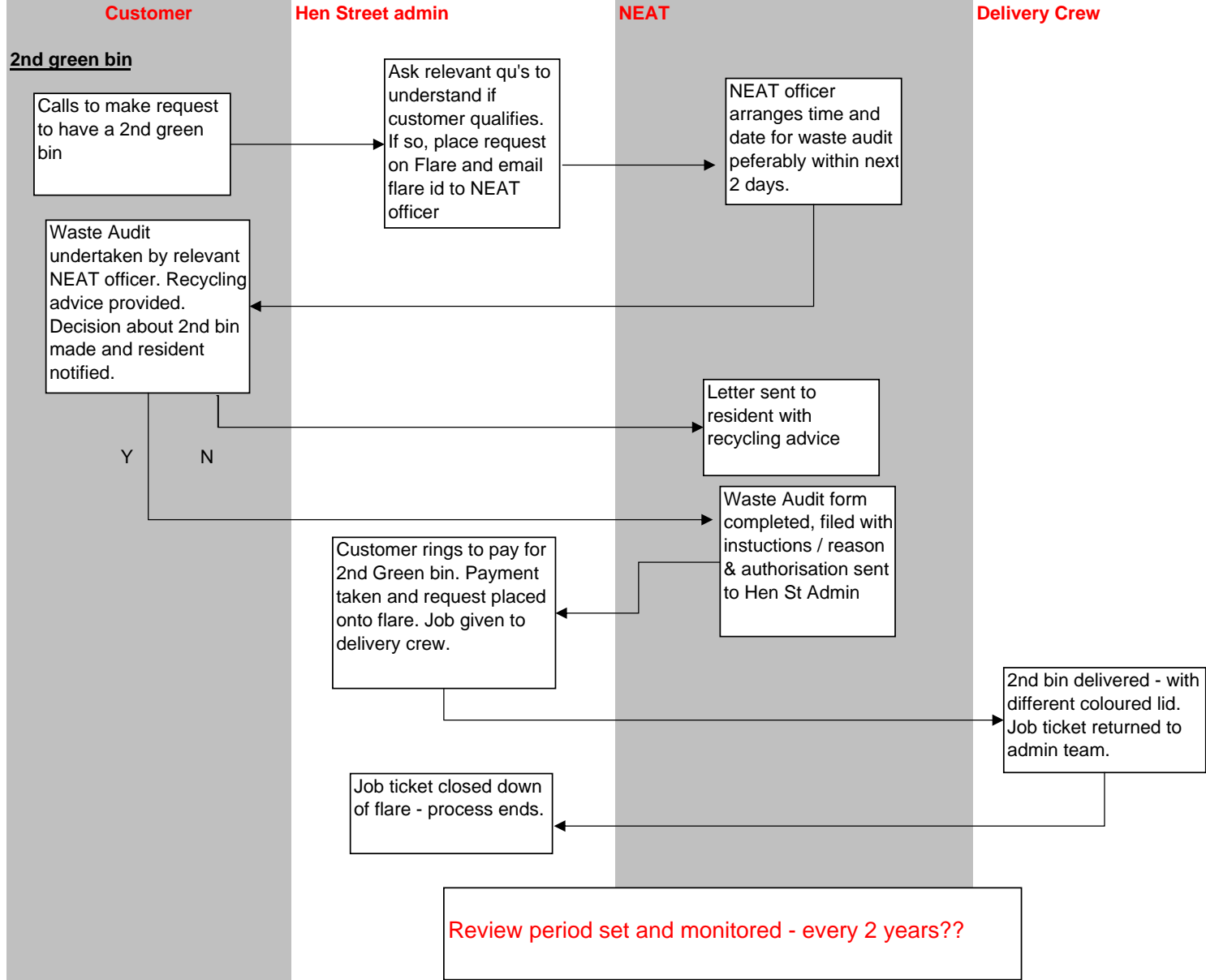
Ask relevant qu's to understand if customer has lost his old bin. Inform customer of charge for bin, process payment and place on flare for delivery.

place on Flare for delivery. Crew deliver bin. Return job ticket.

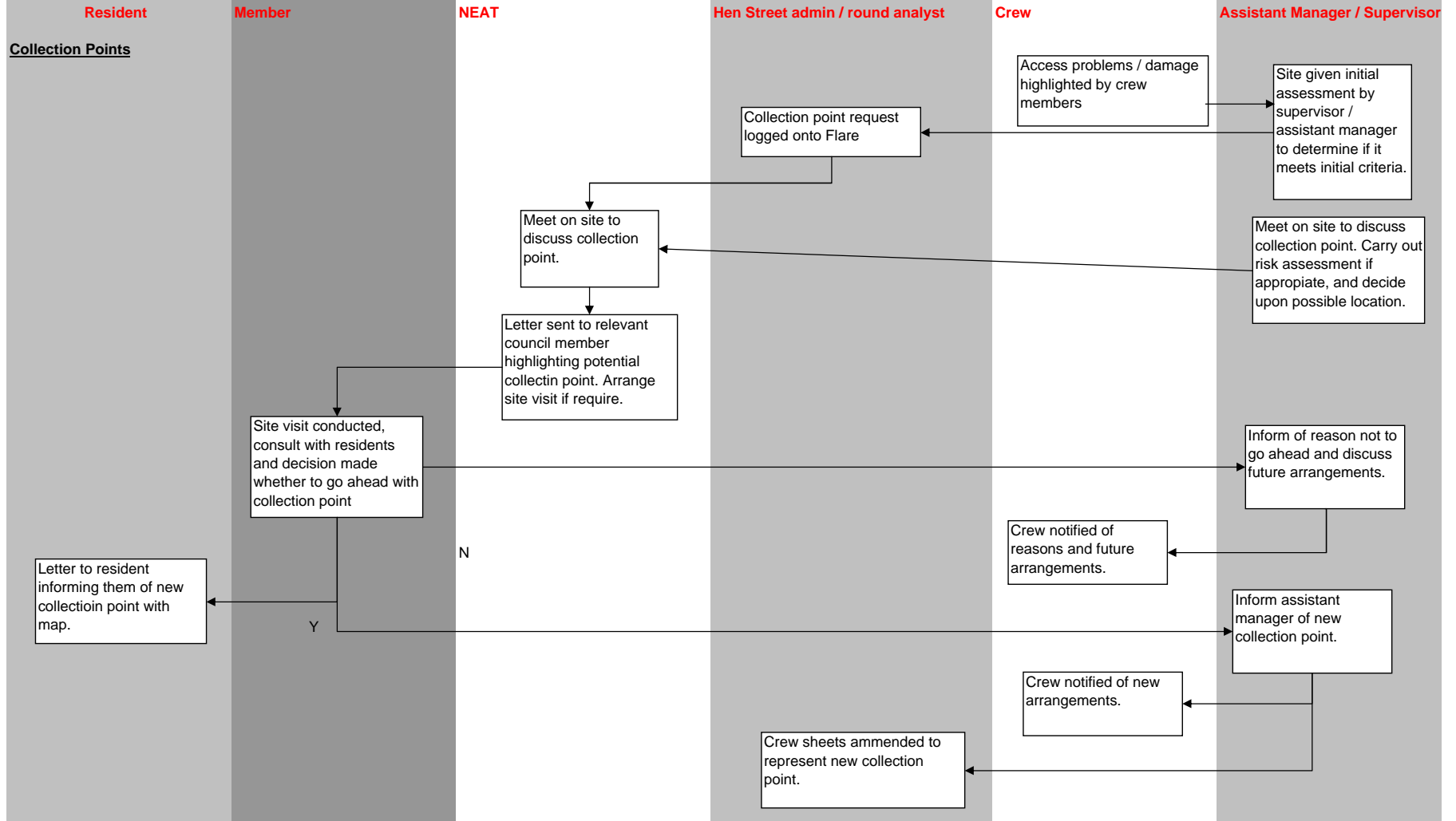
Close ticket on Flare. End of process.

Review period set and monitored - every 2 years??

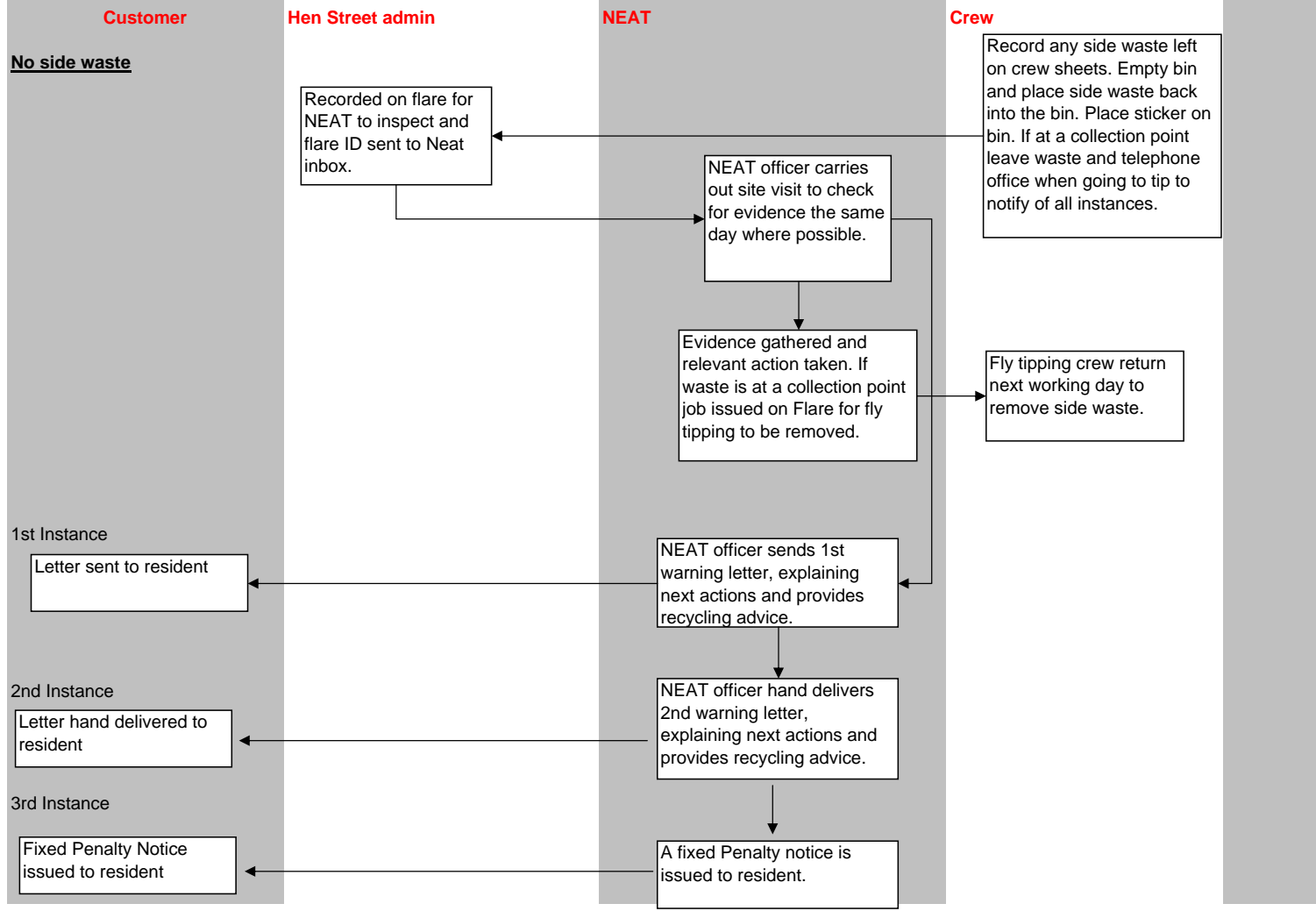
Refuse Collection Procedures



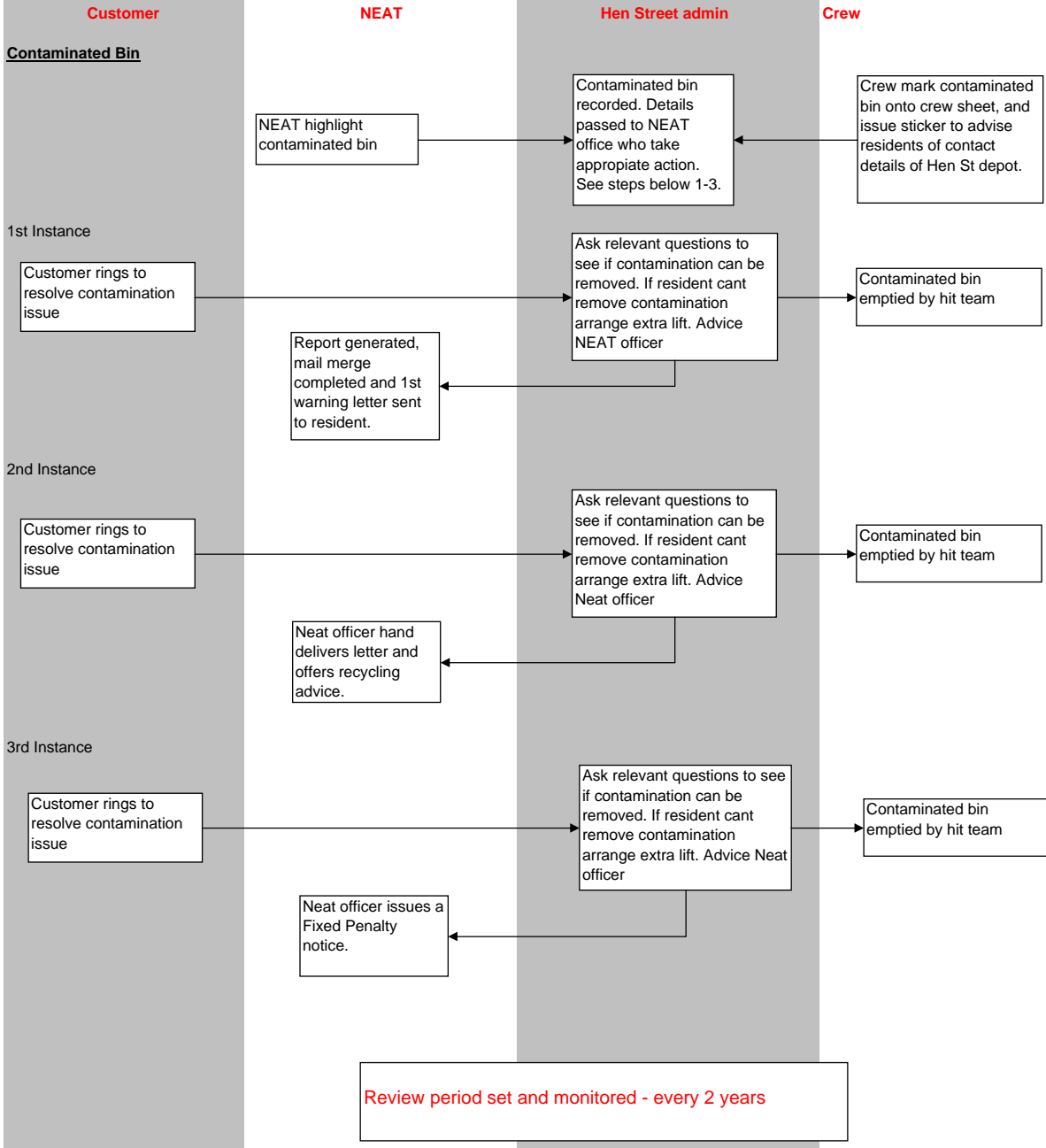
Refuse Collection Procedures



Refuse Collection Procedures



Refuse Collection Procedures



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