

KPI No.	KPI title	Specification Reference	Description of Performance Failure	Method of Measurement	Frequency of Reporting	Resolution Period	Performance Failure Deductions	Rectification Period
1.	Acceptance of Contract Waste	10.12	Each failure to allow Delivery of Contract Waste by an Approved Vehicle to the Delivery Point or Contingency Delivery Point during the operating hours of the facility, without prior agreement of the Council. Capped at two (2) hours after which Non-Acceptance Deductions apply.	Each performance failure reported by Council staff or Fellow Contractors or the Contractor	Monthly	30 minutes	£250	30 minutes
2.	Landfill Diversion	2.6	Each failure to divert 100% of Contract Waste from Landfill (this does not include by-products or residues produced from Treatment), without prior agreement of the Council. Performance deductions will be calculated per tonne.	Each performance failure evidenced by a weighbridge ticket or included within the relevant Monthly Report	Monthly	N/A	£500	N/A
3.	Turnaround time 30 minutes	10.7	Each failure to meet the 30 minute turnaround time, that is from the moment the Approved Vehicle arrives at the Delivery Point or Contingency Delivery Point weighbridge until the time of departure from the exit weighbridge, without prior agreement of the Council.	Each performance failure reported by Council staff, Fellow Contractors or the Contractor. To avoid double counting, if a Performance Failure Deduction has been applied for KPI 1 for the same event, then a Performance Failure Deduction for this KPI 3 will not be applied.	Monthly	N/A	£150	30 minutes

4.	Weighbridges	9.3	Each failure to provide a working calibrated weighbridge or an alternative manual recording system to record the weight of the Contract Waste Delivered, without prior agreement of the Council.	Each performance failure reported by Council staff, Fellow Contractors or the Contractor or evidenced via Weighbridge tickets	Monthly	30 minutes	£200	30 minutes
5.	Conditions and consents	3.3	Any receipt of notification from the Environment Agency that the Contractor is in breach of any relevant Environmental Permit, condition, permission or Consent at any of the Contractor's Premises.	Each performance failure recorded in the Monthly Report	Monthly	N/A	£250	N/A
6.	Health and Safety	14.1.3	Failure to inform the Contract Manager of any RIDDOR reportable incident or HSE enforcement notice related to the Services or at any of the Contractor's Premises within 24 hours of the incident being reported or notice received.	Each performance failure recorded by the Contract Manager based on information received from the Contractor or from Council inspections.	Monthly	N/A	£250	N/A
7.	Carbon reporting	11.3	Failure to provide a quarterly carbon report of activities undertaken under this Contract calculated in accordance with HM Government GHG (Greenhouse Gas) conversion factors for Company Reporting - https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2022	Each performance failure recorded by the Contract Manager	Quarterly	1 Month	£250	1 day
8.	Notification of rejected loads		Each failure to notify the Council within one (1) hour of the inspection and identification of a rejected load of Contract Waste	Each performance failure. Taken from the time the Approved Vehicle reports arrival on the weighbridge at the Delivery Point or Contingency Delivery Point(s) and the time the Contractor reports to the Council that the	Monthly	1 hour	£100	1 hour

				load contains Hazardous Waste or other unacceptable content				
9.	Evidence of rejected loads		Each failure to record and provide to the Council any quantitative evidence and photographic evidence of rejected loads, without the agreement of the Council	Each performance failure where a load is rejected and by the Contractor, but no evidence is provided by the Contractor	Monthly	N/A	£100	N/A
10.	Inspection of Facility(ies)		Each failure without reasonable justification to allow the Council access to the Contractor's Delivery Point, Contingency Delivery Point(s), facilities, materials and records.	Each performance failure recorded by the Council's officer who is refused access.	Monthly	N/A	£100	1 day
11.	Notification of planned maintenance or repair		Each failure to provide no less than four (4) Working Days' notice to the Council of planned maintenance or repair that will result in diversion to the Contingency Delivery Point(s)	Each performance failure recorded by the Council's officer based on information received from Council staff, Fellow Contractors or the Contractor.	Monthly	N/A	£150	N/A
12.	Monthly Report Content		Each failure to provide the Monthly Report within 10 Working Days after the final day of each Contract Month in the agreed format that contains the data and information requested by the Council	Each performance failure recorded by the Council's officer based on the date the Monthly Report is provided in the agreed format containing all the data and information required in the Specification.	Monthly	1 day	£50	1 day

13.	Service Continuity Plan		Each failure to have and supply to the Council a Service Continuity Plan and to review and update it regularly	Each performance failure to a. provide a Service Continuity Plan prior to the Services Commencement Date; or b. provide an updated Service Continuity Plan within 10 Working Days of each anniversary of the Services Commencement Date	Monthly	1 week	£250	1 week
14.	Operating Permits		Each failure to provide to the Council copies of any permits or any updated or amended versions, that are necessary for the operation of the Delivery Point or Contingency Delivery Point(s) within 5 Working Days of the expiry of the existing permit	Each performance failure measured by the Authorised Officer against permits that have been provided to the Council by the Contractor	Monthly	1 week	£100	1 week