

Annex B

JWCC Quality Criteria (at Final Tender stage)

Method Statement	Tier 4 Criteria
1. Management Culture	1. Partnership
	2. Management and Organisational Structure
	3. Environmental and Quality Performance
	4. Social Value
	5. Equality and Diversity
	6. Innovation
	7. Ongoing efficiency savings and sharing
2. Monitoring and Information	8. Performance Regime
	9. Monitoring
	10. Information Technology System
	11. Operational and Strategic Reporting
	12. Customer Care
	13. Contact Management and Garden Waste Administration
3. Capacity and Resource	15. Resources (waste)
	16. Resources (cleansing)
	18. Assets (waste)
	19. Assets (cleansing)
	20. Depots and Facilities
4. Service Delivery Method	21. Waste Collection Days and Round Design
	22. Effective Collections and Service User Satisfaction
	23. Bring Sites Recycling Collections
	24. Waste Collections from Other Non-Domestic Properties
	25. Collection of Other Recycling Materials
	26. Nappies and Absorbent Hygiene Products (AHP)
	27. Bulky Waste Collection Service
	28. Clinical Waste Collection Service
	29. Commercial Waste Service
	30. Town centres and local shopping areas priority zone
	31. High Visibility through routes and low usage village centres priority zone
	32. Main Through routes, spine roads, high need residential priority zone
	33. General residential priority zone
	34. Low use rural priority zone
	35. Other Services
36. Container Management	
37. Delivery Sites	
38. Mobilisation, roll out and hand back	
39. Contingency, disaster recovery	
5. Service Delivery Method (Health and Safety)	40. Health and Safety