



Helping to make Milton Keynes cleaner and greener

Milton Keynes annual report

September 2023 to March 2024

On behalf of Milton Keynes City Council



in partnership with

Glendale

Foreword

This report describes the mobilisation period of our five-year contract with Milton Keynes City Council (MKCC), reflecting on the successes and milestones achieved. I would like to thank our teams for their dedication and hard work in mobilising the contract ready for September 2023, and for delivering a high-quality service to the residents of Milton Keynes. The enthusiasm and commitment shown by our teams to get the new contract off the ground and running successfully is true testament to the team spirit that runs through our business.

When the contract began in September 2023, SUEZ and MKCC embarked on a journey to improve recycling rates in the city whilst making its streets cleaner and greener. Since then, we have seen an improvement in recycling rates by more than a third, putting Milton Keynes in the top 25% of all English councils for recycling.

I remain committed to delivering on a strategy which prioritises people and the planet, and this focus is at the core of our culture and how we operate as a business. Working collaboratively with MKCC, we will continue to seek out opportunities which reinforce our commitment to the environment and our communities.

Our people remain our number one priority, and making sure they get home safely at the end of every day is paramount. To this end, this was our primary focus during the initial mobilisation phases of the contract where a huge amount of time and effort was put in to ensuring all staff received the right tools and training for their roles and understood SUEZ ways of working.

With all the progress achieved to date I have no doubt that we will continue to deliver an exceptional service for the residents of Milton Keynes and continue to drive improvements in recycling rates whilst helping to make the city cleaner and greener. We look forward to continuing to support the city in reducing carbon emissions and helping people recycle more confidently.

John Scanlon

CEO, SUEZ recycling and recovery UK



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Introduction

Welcome to our annual report for the MKCC and SUEZ recycling and recovery UK waste, recycling and environmental services contract.

This report is designed to give community members and stakeholders a behind the scenes view of how MKCC and SUEZ are working together to make a difference for the residents of Milton Keynes and its natural environment.

In the following sections, we review key highlights and milestones from the mobilisation (September 2023 to March 2024) to show how our partnership is contributing to Milton Keynes’ aspiration to become the greenest city in the world.

New services commenced 04 Sept 2023

119,000 households

Household collections, street cleansing and maintenance

57 collection teams

66 drivers and 126 loaders

90% of staff live locally

All front-line supervisors IOSH trained – paramount to ensuring the health and safety of our workforce

Consistent 95% on the day collections

For full contract year, overruns rectified within 24 hours

Recycling is up by 33%

9,793 tonnes of recycling

11,542.58 tonnes of garden waste

30,826.32 tonnes of refuse

199.72 tonnes of street sweepings



Milton Keynes

405 play areas with 6,148 playground assets
2,626 playground inspections completed
21,631 street bins emptied
8,750 m² graffiti cleansed
1,050,877 m² of shrubs were pruned and maintained

300,000 new wheeled bins

Delivered across Milton Keynes

**New fleet of 65 RCVs
+ 64 other vehicles**

Introduced for collections, street cleansing, grounds maintenance and play areas

**Approximately 25%
of the fleet is now electric**

Supporting the City Council's significant sustainability ambitions

**Comprehensive training for
around 250 members of staff**

over two weekends on safe working procedures and how to operate the new vehicles and in-cab technology

**70% of our spend with
small and medium enterprises**

£470,000 spent within Milton Keynes

Foodbank collections

Sponsorship of Girls' Youths Teams

Under 10s to under 16s for MK sports and education trust

Work Tree

Working with Glendale, we have supported Work Tree, a volunteer organisation who facilitates conversations between employees on-line with classes of secondary school students about their career journeys

Charity Recycling UK

We have been collecting empty crisp packets for Charity Recycling UK to turn into blankets to help the homeless

Operational review

SUEZ commenced the Collection, Street Cleansing and Grounds Maintenance Contract on 04 September 2023. As part of the transition, we facilitated a smooth TUPE transfer of staff from the previous contractor, establishing our presence and beginning operations under the SUEZ brand.

Waste collection service

From day one, our teams were deployed with a fleet of 57 vehicles, conducting approximately 1.45 million collections each month.

By mid-October 2023, we had achieved a stable operation, allowing us to begin shifting the organisational culture from that of the previous contractor to embody the 'SUEZ way'. This transformation focused on enhancing efficiency, fostering a positive work environment, prioritising health and safety and ensuring a high standard of service delivery. We introduced robust safety protocols and training programmes, reinforcing our commitment to the wellbeing of our workforce and the communities we serve.

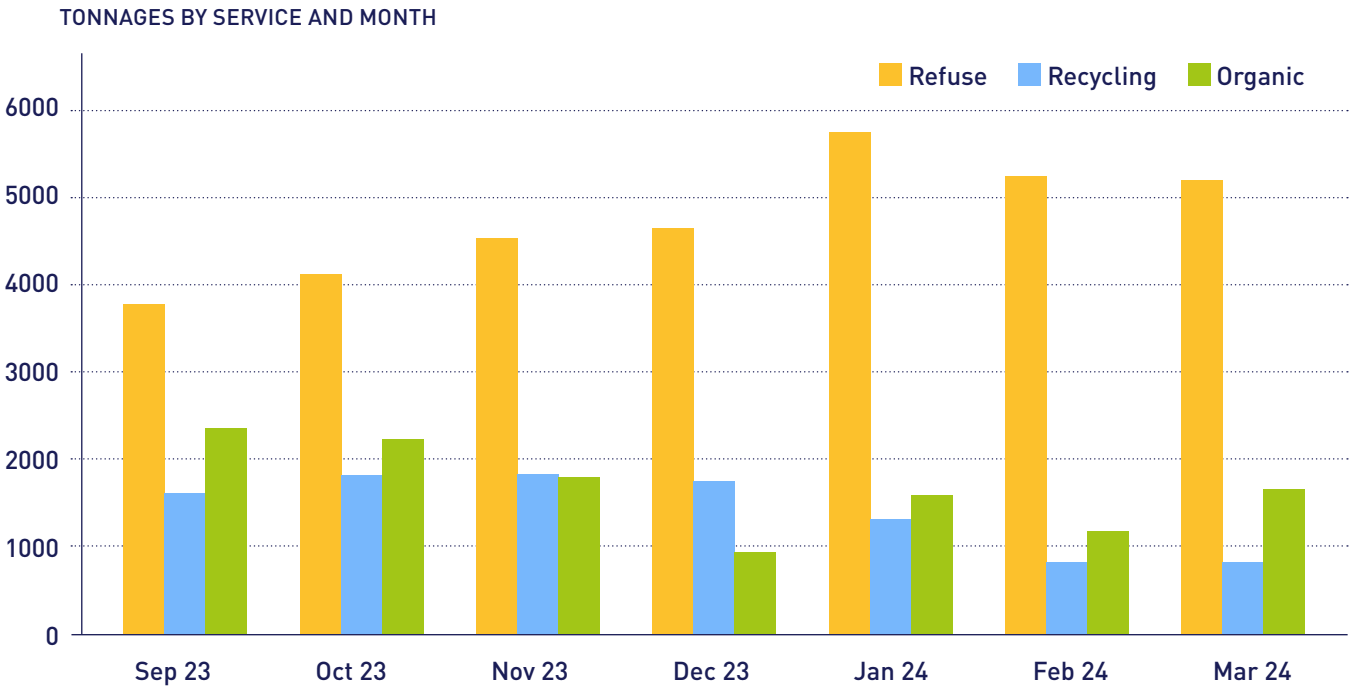
During the mobilisation period and first three months of the contract, we focused on the physical improvements required such as depot organisation and cleanliness, vehicle cleanliness inside and out, vehicle maintenance and service adherence, daily vehicle checks and operational health and safety standards.





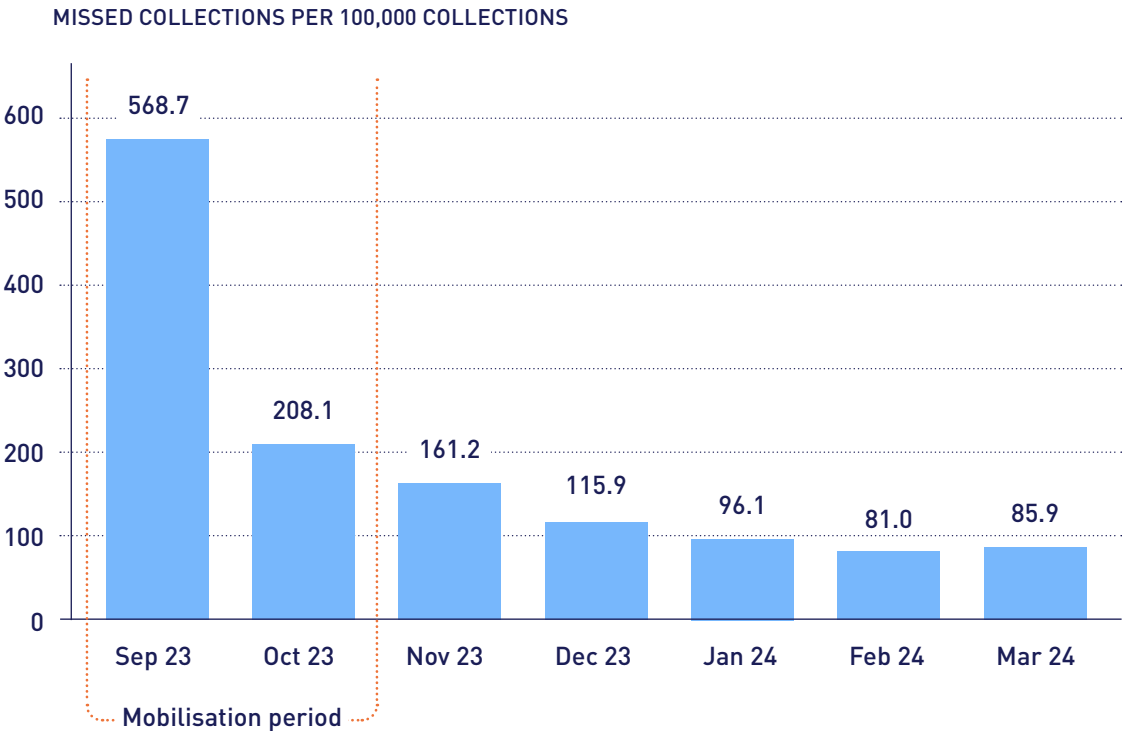
Our approach to health and safety was the first key area to become adopted and understood by the workforce. Proactive intervention from our leadership team focused on using our on-vehicle cameras, vehicle telematics and a culture of being visible with the teams to spot and address hazards before accidents occur. This has resulted in a level of performance that is considered industry best practice with more than 3,500 ‘safety in mind’ conversations happening with our staff to ensure that this remains a top priority for every person working on our sites.

In the seven months from mobilisation through to the end of March 2024, just over 21,500 tonnes of recycling, garden and street sweepings were collected alongside almost 31,000 tonnes of general waste.



From early October, the waste collection service generally achieved 100% completion. During October, the level of waste collected by our food and garden service spiked which significantly increased our workload during that period. Despite this, the operation managed to consistently maintain on the day collections at 95% with any overruns rectified within 24 hours. This is something that we are factoring into our planning for to continuously improve on our operations.

During the December holiday period, we adopted an innovative approach to manage the seasonal surge in waste. Our strategic planning and operational adjustments ensured a smooth and highly successful execution, maintaining service levels despite the increased demand. We worked closely with MKCC to develop a strong, collaborative client relationship, enhancing communication and fostering trust.





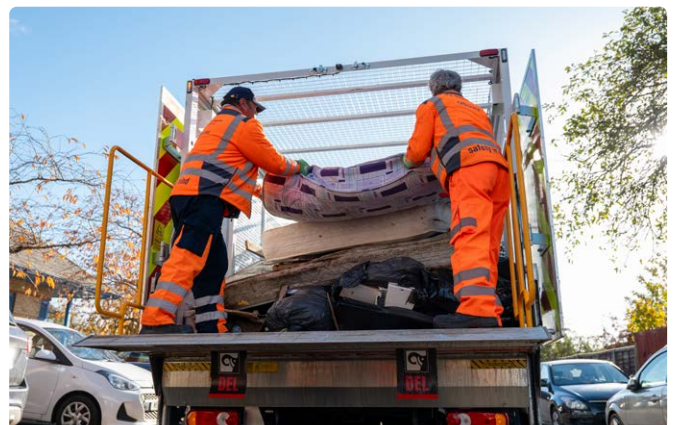
Street cleansing service

During mobilisation we worked in partnership with Glendale to create a new street cleansing plan utilising 10 community crews to service the green spaces which make up 35% of Milton Keynes, incorporating residential areas, secondary retail, parks and play areas.

Boasting 405 play areas, Glendale manage and maintain 6,148 playground assets with inspections done to a baseline programme. A total of 2,626 playground inspections were completed.

All sites will be independently inspected by the end of the first quarter in 2024/25. The inspections conducted so far have found that many of the assets are now reaching end of life and a replacement and refurbishment programme will be submitted at the beginning of 2024/25.

- ✓ 4 full cycles completed for residential areas
- ✓ 8,750 m² graffiti cleansed
- ✓ 21,631 litter bins emptied
- ✓ 3,189 smart bins emptied
- ✓ 4,150 fly tipped waste removed
- ✓ 209 hazardous debris removed
- ✓ 595 Local Environment Quality inspections completed



Landscape service

In partnership with SUEZ, Glendale handle all of MKCC's core landscape work, including grass cutting, shrub and hedge pruning, weed control, and arboriculture services.

A copy of the contract baseline programme was submitted to MKCC in December 2023, and to help manage and track progress against the programme, Glendale installed its proprietary software, G-Live. G-live schedules and records tasks for all the various operatives and teams and allows MKCC to monitor operations in real-time.

Glendale have built relationships locally with a number of Parish and Town councils during ground maintenance activities in Windsor, Newton Longville, Caldecott, Browns Wood, Astwood and Castlethorpe.

Grass cutting

The mobilisation coincided with the final grass cutting of the season, swiftly followed by the winter shrub bed work programme, during which a total of 1,050,877 m² of shrubs were pruned and maintained. Grass cutting recommenced in March, with the hiring of additional machinery to help during poor weather conditions.

Weed control

Glendale's sub-contractor, Langard, took on the responsibility of weed control with a first treatment cycle in late September and planned cycles for Contract Year 2.

Grid road project

Due to the complexity of this project, Glendale continue to improve the process in line with methods trialled following mobilisation in partnership with SUEZ. All grid roads are currently being maintained at night.

Transformation works

The team have completed projects as directed by MKCC including the maintenance of roundabouts during street lighting projects.

Sports and housing

Sports and housing ground maintenance were added to the contract during mobilisation, with additional staff and specialist equipment hired to support.

Arboriculture Service

In early October, Glendale appointed a dedicated Arboriculture Manager along with an in-house Arb team to attend emergency callouts and all Category 1 works. The team has cleared the backlog from the previous contractor.

The Glendale team also handle burial services, working closely with MKCC to ensure services are delivered professionally and respectfully, accommodating various faiths during this difficult time. Since contract start, we have assisted with between 24 and 38 burials per month.



Customer care

Following the mobilisation of the new service collection method, feedback from residents has predominantly related to ‘missed collections’ and the ‘non-return of bins’ which have both primarily been linked to the assisted service and has been an area of focus for us with the teams. The focus on these issues and rectification have also been the primary focus of compliments received, with 29 compliments during the same period all relating to customer service, crew friendliness and the ability to rectify any issues quickly.

One resident is quoted as saying **“I would like to compliment the new bin collection service that is now provided. I was very sceptical even against the idea, but I have been convinced otherwise!”**.

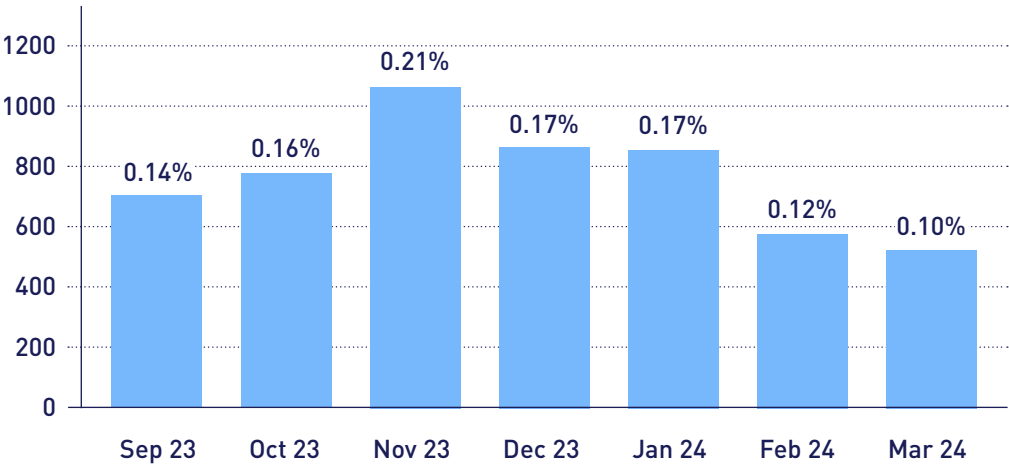


Today two of your staff, Dave and Bob, did a really excellent and hard working job clearing a footpath to Sykes Croft Play area of deep moss. I wanted you to know what a great job they did and that they are a credit to SUEZ.”

Councillor David Edmonds
Committee Chair for Environment & Operations at
Shenley Brook End and Tattenhoe Parish Council

When looking at the percentage of complaints received compared to the number of properties serviced, we are extremely pleased with the service experienced during the mobilisation period.

MONTHLY COMPLAINTS AS PERCENTAGE OF PROPERTIES SERVICED



People

At SUEZ, we measure our success by our combined environmental, social and economic impact (social value). This is at the core of our business, and as part of our contract with MKCC, we are committed to providing local employment opportunities, having a skilled and confident workforce, and supporting healthier communities.

On this contract, SUEZ employs 293 staff, and Glendale employs 73. The workforce is largely made up of drivers (HGV and LGV) and loaders, with 90% of staff being from the local area and all receiving as a minimum the real living wage.

We report our performance on social value on a monthly and annual basis, including an action plan for future activity and longer-term goals.





Health and Safety

Health and safety is at the heart of our culture at SUEZ. It is for everyone, anywhere, at any time. Together, we strive for a culture that is open, honest and honourable, keeping continuous improvement at the top of our agenda. This approach was the first key area to become embedded during mobilisation.

Our approach involved a series of six induction training weekends, offering both classroom and practical health and safety sessions. These included focused instruction on manual handling, driver assessments, the use of bin lifts and guidelines for reversing assistants. These sessions provided critical, hands-on experience, reinforcing safe practices across the workforce and ensuring every team member understands and maintains our safety protocols. The success of these sessions in both the delivery and engagement has now been adopted by SUEZ for future contract mobilisations.

In addition to practical training, comprehensive classroom-based sessions were introduced to further expand awareness and accountability. Training programmes covered essential topics such as 'Safety in Mind', our conversation-based approach where a colleague observes another colleague's actions and discusses whether any changes are necessary via a conversation.

We also use 'Vigiminutes' which are our dynamic approach to risk assessments, hazard reporting and permit to work procedures. Our management and safety representatives also completed the IOSH Managing Safety certification, while further specialised sessions were conducted on fire marshal responsibilities and situational awareness. These programmes collectively strengthened our safety culture, equipping employees with the knowledge and skills necessary to navigate their roles safely.

To reinforce safety on-site, we have implemented 'huddle cards' which are a short, informal presentation on a specific health and safety topic for a group of employees and relevant safety alerts that address site-specific risks and procedures. The introduction of the 'Speak Up and Stop' initiatives encourage employees to voice safety concerns without hesitation, fostering an environment where safety is a shared responsibility. This proactive approach supports an open dialogue and promotes vigilance among team members, ensuring potential hazards are quickly identified and addressed.

Our commitment to safety excellence is also supported by a significant overhaul of our incident management system, replacing a decade-old platform with a more robust and responsive system. This upgrade will streamline reporting, tracking, and response times, allowing for more effective management of incidents and a greater ability to identify and mitigate risks. Our rigorous safety management practices were further evidenced through a series of internal audits, including fleet, health and safety and compliance audits, all of which received outstanding scores. Moving forward, we remain dedicated to continuous improvement, prioritising health and safety in every aspect of our operations.

The application of our rules and standards in a consistent manner has resulted in more suspensions and dismissals by SUEZ for gross misconduct breaches relating to health and safety matters, however this is offset by low levels of accidents and resulting lost days. We believe this is a non-negotiable to ensure MKCC have a safe and compliant workforce driving their assets.

This approach has resulted in a level of performance across SUEZ that is considered industry best practice.

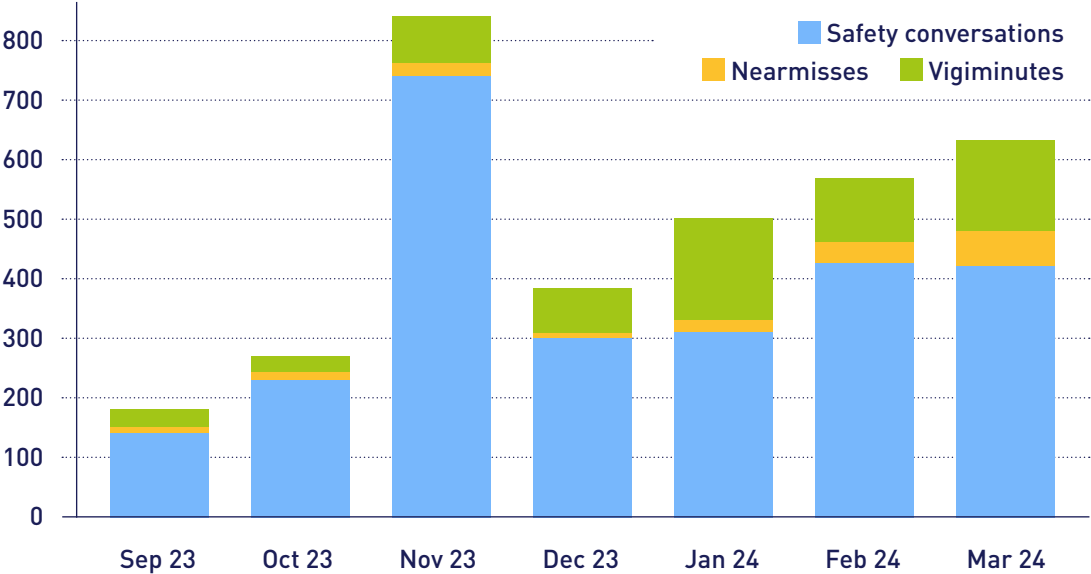
✔ SUEZ strategic goal

Keeping our people safe

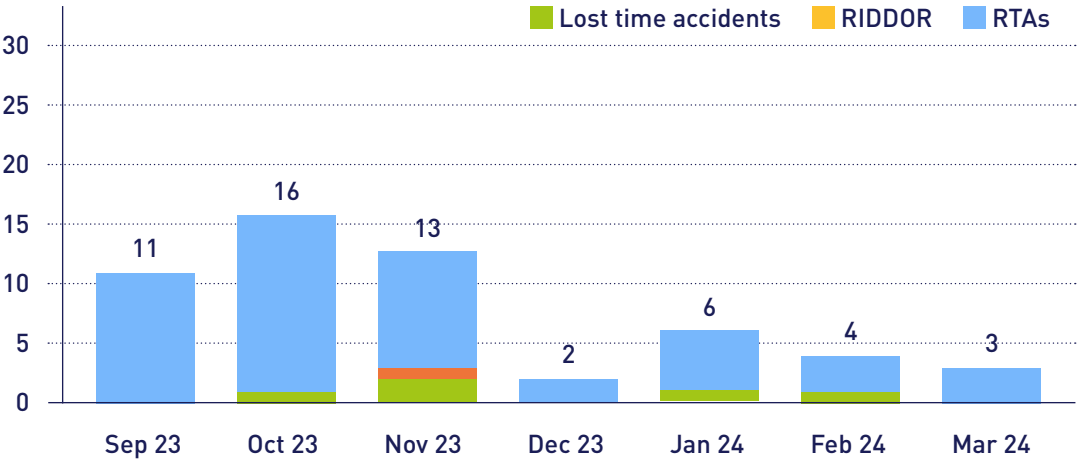




PROACTIVE HEALTH AND SAFETY MEASURES BY MONTH (SEP 2023 – MAR 2024)



SUBSEQUENT LOW LEVELS OF HEALTH AND SAFETY INCIDENTS BY MONTH (SEP 2023 – MAR 2024)



Skilled and confident workforce

At SUEZ, we are committed to the wellbeing and inclusion of all of our employees. It underpins all of our strategic goals and is something we embed across all of our operations. Our focus in the first seven months has been on the successful mobilisation of the Milton Keynes contract, which has meant ensuring that all of our staff received an induction to SUEZ and the appropriate training to ensure that they remain safe at work.

Ahead of the contract beginning, we held some health, safety and wellbeing induction weekends for over 250 new colleagues, with colleagues describing it as a “great and rewarding weekend”.

The events included presentations alongside an ‘info market’ with experts from across SUEZ on hand on the day to discuss and demonstrate new vehicles, new tools, vehicle CCTV demonstrations, personal protective equipment and visual management standards and tools. Alongside these were information on staff benefits, pensions and payroll. Regional GMB representatives also attended to establish a good working and cooperative relationship.

✔ SUEZ strategic goal

Engaging our people





We have a dedicated HR Manager, Health and Safety Manager and Business Improvement Manager as well as 9 front line supervisors to ensure that we have the right leadership and support for all colleagues, as well as ensuring that all staff receive training in diversity and inclusion as part of their induction.

Within the first three months of the contract commencement, all employees were surveyed using our employee net promoter survey (ENPS). The results demonstrated employees were happy to work for SUEZ and absences reduced during this timeframe from 7.39% to 4.41%. Retention of colleagues within the first six months was 92.76%.

Employee engagement is key for our success and already we have held successful wellbeing days promoting the range of free support services on offer, including WeCare which offers 24/7 access to a GP as well as other health support services, Wagestream which offers financial support, and a whole range of offers across various retailers and platforms such as gym memberships. We host webinars for staff that can also be accessed from home that cover a range of topics including combatting stress, eating for immunity and allyship in the workplace. We have various staff networks to promote allyship such as a diversity and inclusion network, a parents network and a veterans network. We also champion our colleagues through an employee of the month scheme.



Looking ahead, we will be ensuring that all front-line managers complete mental health first aid training, and we are discussing training with a local HGV company to enable us to upskill existing staff with a HGV drivers license to support their career progression. Glendale have committed to ensuring relevant qualifications for their staff, in particular for all play area inspectors to be RPII qualified and RoSPA trained, and NVQs for landscaping staff and managers.

Healthier communities

Our support for people doesn't just focus on our SUEZ family, but also to the communities that we operate in. This forms a key part of how we measure our social value and will be an area of development on the Milton Keynes contract as we go into our second (and first full) contract year.

Already, we have achieved 70% of our spend (£470,000) with small and medium enterprises (SMEs) within Milton Keynes. Ensuring a local and sustainable supply chain is important to us.

As a company, we support two national corporate charities (Macmillan and British Heart Foundation) and we encourage all of our staff to support these as well as local causes, including through the use of a 'day a year to volunteer' scheme which gives all staff a paid day to volunteer for a cause close to their heart.

Some key highlights for us during our first 7 months include:

- ✓ Foodbank collections.
- ✓ Clearing of fly tipping outside Beanhill Community Shop.
- ✓ Sponsorship of Girls' Youths Teams (under 10s to under 16s) for Milton Keynes sports and education trust.
- ✓ Working with Glendale, we have supported Work Tree, a volunteer organisation who facilitates conversations between employees online with classes of secondary school students about their career journeys.
- ✓ Collecting empty crisp packets for Charity Recycling UK to turn into blankets to help the homeless.

Looking forward, we have lots more planned to support our local community with the continuation of voluntary and charitable efforts, as well as working with HMP Grendon and Springhill to help to prepare those on Release on Temporary Leave (ROTL) with skills and employment for their release from prison.

✓ SUEZ strategic goal

Positively impacting society



gettyimages®
Credit: CHUNYIP WONG

Planet

Environmental performance

Environmental sustainability sits alongside social responsibility in SUEZ's triple bottom line. In 2024, SUEZ secured a Gold Medal EcoVadis rating for the second year running - the world's largest and most trusted provider of business sustainability ratings. The score 75 out of 100 rated SUEZ within the top 5% of companies assessed across all sectors globally by EcoVadis and scores us higher than or equal to 96% of all companies assessed.

To support Milton Keynes with its significant sustainability ambitions, we will be monitoring and reporting on the carbon footprint on the contract. The primary focus for this monitoring during mobilisation has been on the fleet, monitoring the footprint for diesel which is the largest emission. The carbon impact is associated with the production, transmission, combustion and disposal of the consumable (where appropriate) and includes scopes 1, 2 and 3 carbon emissions.

The same monitoring will extend, encompassing electric vehicles (approximately 25% of the fleet). As the report expands, the aim is to also incorporate 'Carbon Offsets'.

✓ SUEZ strategic goal

Going beyond net zero carbon



gettyimages®
Credit: Thomas Faull



Supporting our environment

Resource consumption (overexploitation), climate change, habitat loss, pollution and invasive species are the main causes of biodiversity loss. The foundation of life, our water, air and food depend on biodiversity. At SUEZ, we are invested in preserving and restoring natural capital and biodiversity, and we look at this across all of our operations, sites and local communities.

In the short space of time since mobilisation, we have edged all frontages at the depot with young shrubs and added planters. Our teams have also helped to rescue hedgehogs found during street sweepings, handing them over to local shelters.

Our future plans include making litter picking kits available to community groups, supporting our staff sustainability champion with further biodiversity actions across the contract, and providing tree saplings for local schools and community groups.



Introducing reuse

We are committed to helping our customers to reduce waste and reuse more. Of all of the municipal waste collected by SUEZ in the UK in 2023, reuse saw a notable 36% increase as more waste items were reclaimed and diverted from recycling or disposal. In line with this, we issued all of our staff reusable water bottles during their inductions at the start of the contract, and are looking for further ways to add reuse to the operation.

✓ SUEZ strategic goal

Enhancing and supporting nature

✓ SUEZ strategic goal

Using less and reusing more

Profit

Alongside environmental compliance and our continued commitment to social responsibility, it is important that we continue to grow and invest in order to provide the best service for Milton Keynes and to provide value for money in the services that we provide.

Continuous improvement is embedded within our culture, and our team in Milton Keynes have already embraced this, winning an internal award for being the first municipal site within SUEZ to adopt a control board.

As we look towards a future with changing regulations across the industry for everybody, we continue to provide valuable insight and innovations to meet the evolving needs of our customers.

Looking forward, we now have comprehensive datasets that will allow us to anticipate and address potential operational challenges more effectively for future contract years. This includes detailed information on tonnage, seasonal holiday trends, absences, and average finish times.

With this data, we can be more dynamic in our approach, deploying additional resources during peak seasons and adjusting staffing levels during off-seasons. Additionally, we have established strong relationships with staffing agencies to ensure that we can quickly access additional resources when needed.





Certification and legal compliance

GOODS VEHICLE OPERATOR'S LICENCE

THIS LICENCE MUST NOT BE ALTERED OR DEFACTED IN ANY WAY

Issued to:

DANIEL BROOKS
SUEZ RECYCLING AND RECOVERY UK LTD
FLEET DEPARTMENT
301-304 PARKWAY
WORLE
WESTON-SUPER-MARE
BS22 6WA

Issued by:

Office of the Traffic Commissioner
East of England
Quarry House
Quarry Hill
Leeds
LS2 7UE
0300 123 9000

Goods Vehicle Standard National

Licence number: OF107 1696
NOT TRANSFERABLE

This licence is in force from: 30/11/2007

This licence will continue for as long as you continue to meet its terms. However, it will come to an end if you do not pay the necessary continuation fee by the date required. The licence may also face regulatory action including revocation if you operate outside its terms. You have paid for an initial period of five years, which starts with the date the licence was issued. The continuation fee must be paid before the end of the month before that five year period comes to an end and every five years after that. Please see note 1 for further details.

This document is an operator's licence issued under the Goods Vehicles (Licensing of Operators) Act 1995 (the Act). The undertakings recorded on this licence have been given by the licence holder and are considered to be material to the grant of the licence. In the case of a licence first issued before 1 January 1996, the recorded undertakings include statements of intent made by the operator.

The maximum number of motor vehicles and trailers authorised in accordance with section 6 of the Act is:

Motor vehicles202

Trailers (inc semi-trailers)24



Traffic Commissioner

Operating centre(s)

Operating Centre:	Address: SIDEGATE LANE LANDFILL SITE OFF SIDEGATE LANE WELLINGBOROUGH NN8 1RN	Vehicles	14
		Trailers	0
Conditions Undertakings	or		

Operating Centre:	Address: PROMENADE PARK PARK DRIVE MALDON CM9 5UR	Vehicles	30
		Trailers	0
Conditions Undertakings	or		

Operating Centre:	Address: 53A COLTS HOLM ROAD MILTON KEYNES MK12 5QD	Vehicles	90
		Trailers	0
Conditions Undertakings	or		

Operating Centre:	Address: Environmental Fleet Services Depot Colts Holm Road Old Wolverton Milton Keynes MK12 5QD	Vehicles	90
		Trailers	0
Conditions Undertakings	or		



Operating Centre:	Address: SUEZ RECYCLING & RECOVERY UK LTD BRACKMILLS TRANSFER STATION LILIPUT ROAD BRACKMILLS INDUSTRIAL ESTATE NORTHAMPTON NN4 7DT	Vehicles	1
		Trailers	2
Conditions Undertakings	or		

Operating Centre:	Address: SUEZ R&R UK LTD TRENT LANE CASTLE DONNINGTON DERBY DE74 2NP	Vehicles	14
		Trailers	0
Conditions Undertakings	or		

Operating Centre:	Address: 57 Wingate Road Luton LU4 8PP	Vehicles	54
		Trailers	11
Conditions Undertakings	or		

Operating Centre:	Address: Haversham Bank Sidings Old Wolverton Rd Milton Keynes MK12 5NJ	Vehicles	12
		Trailers	3
Conditions Undertakings	or		

Operating Centre:	Address: 18-35 NIELSON ROAD FINEDON ROAD INDUSTRIAL ESTATE WELLINGBOROUGH NN8 4PE	Vehicles	14
		Trailers	5
Conditions Undertakings	or		

Operating Centre:	Address: UNIT J PARK AVENUE INDUSTRIAL ESTATE PARK AVENUE LUTON LU3 3BP	Vehicles	30
		Trailers	2
Conditions Undertakings	or		

Operating Centre:	Address: 1 FINEDON SIDINGS FURNACE LANE WELLINGBOROUGH NN9 5NY	Vehicles	14
		Trailers	3
Conditions Undertakings	or		

Transport Manager(s)

DANIEL JOHN GILLERT
KATIE JANE SMITH
BARRY MARK DOLPHIN
MADDIE PETTIT
ANN LOUISE DOIDGE
MICHAEL STEPHEN FITCHEW

Certification and legal compliance

Specific conditions attached to licence

Specific undertakings attached to licence

GENERAL CONDITIONS ATTACHED UNDER SECTION 22 OF THE GOODS VEHICLES (LICENSING OF OPERATORS) ACT 1995 – STANDARD NATIONAL LICENCES

The licence holder shall, within 28 days of their occurrence, inform the Traffic Commissioner of any:

CHANGES in the maintenance and safety inspection arrangements;

CHANGES in the ownership of the business including partnership arrangements. Company changes in shareholding need not be notified unless they cause a change in the control of the Company;

EVENTS WHICH AFFECT

The good repute of the licence holder and transport manager (if any), in particular, relevant convictions as defined in schedule 3 to the 1995 Act (this includes the issue of a fixed penalty notice or conditional offer under Part 3 of the Road Traffic Offenders Act 1988);

The professional competence of the licence holder and/or transport manager;

The requirement for the licence holder to be of appropriate financial standing (including bankruptcy, liquidation, sequestration of estate or entry into administration of the holder or the appointment of a receiver, manager or trustee).

The requirement to have an effective and stable establishment in Great Britain namely;

Any changes to the specified address of establishment, and

the requirement to have access at all times to at least one goods vehicle registered or in circulation in Great Britain

GENERAL UNDERTAKINGS – STANDARD NATIONAL LICENCES

The licence holder undertakes to make proper arrangements so that:

The rules on drivers' hours and tachographs are observed and proper records kept;

Motor vehicles and trailers are not overloaded;

Vehicles will operate within speed limits;

Motor vehicles and trailers, including hired vehicles and trailers, are kept fit and serviceable;

Drivers report promptly any defects or symptoms of defects that could prevent the safe operation of vehicles and/or trailers, and that any defects are promptly recorded in writing;

Records are kept (for 15 months) of all driver defect reports, all safety inspections, routine maintenance and repairs to vehicles and trailers and these are made available on request; and

In respect of each operating centre specified, that the number of authorised motor vehicles and the number of authorised trailers kept there will not exceed the maximum numbers recorded against the operating centre in this licence.



Notes:

1. The continuation fee is payable before the end of the month which precedes the date of expiry of a period of 5 years, beginning with the date of either the issuing of the licence or the most recent 5 year anniversary of that date, whichever is the later. There is no legal obligation for the traffic commissioner to send a reminder that the continuation fee is due although a licence checklist will be sent to the correspondence address of the licence holder kept on file. If you have received no contact two weeks before the continuation date, please urgently contact the Central Licensing Office.
2. The "holder" of a licence is the person to whom the licence was issued. An operating centre is defined as the base or centre at which the licence holder's vehicles (and trailers) are normally kept. Every five years, for a period of two months the traffic commissioner has the power under section 30 of the Goods Vehicles (Licensing of Operators) Act 1995 to review the suitability of an operating centre should there be any concerns. If a review is to be conducted an operator will be contacted in writing.
3. This licence authorises the use of a maximum number of vehicles and trailers by the licence holder. Vehicles currently in the holder's possession, and for which vehicle discs have been issued, are recorded as "specified" vehicles on the licence. The difference between the number of vehicles in possession and the total authorisation is known as the "margin".
4. Within the margin, the licence holder may operate vehicles additional to those currently specified on the licence (but without exceeding the total authorisation) for a maximum of one month beginning with the day on which the vehicle was first in the licence holder's lawful possession. If the period of use of any vehicle is one month or less there is no requirement to notify the central licensing office. To use a vehicle for more than one month, and remain within the law, the licence holder must inform the central licensing office before that month is up. The vehicle then becomes specified on the licence and the margin is reduced accordingly.
5. If the vehicles specified on the licence are equal to the total authorisation, the holder cannot operate any additional vehicles, temporarily or otherwise, without having first applied for, and been granted, authority to do so.
6. The licence holder cannot change or add an operating centre without having first applied for, and been granted, authority to do so. Failure to obtain authority to use a place as an operating centre may result in a fine on summary conviction and disciplinary action being taken against the licence.
7. In addition to the general conditions detailed elsewhere in this document, legislation requires licence holders to inform the traffic commissioner of any change of correspondence address, within 28 days. Failure to inform the traffic commissioner of a change of correspondence address may result in the revocation of the licence.
8. A licence holder who does not fulfil an undertaking or condition recorded on his licence may be committing an offence and will be liable to disciplinary action by the traffic commissioner. A licence may be revoked, suspended or curtailed.



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