

Annex C Contract processes

The Ministry of Agriculture, Nature and Food Quality is the Contracting Authority within this Contract, on behalf of the Participating party. All the waste of the Contracting Authority will be transported and processed by Contractor.

Upon receiving the Waste stream, a weighing will be executed by Contractor. The results will be shared with the Contracting Authority. After that, the Waste stream will be processed based on the tender documents.

In case of problems in the cooperation between the Contracting Authority and the Contractor, Contractor will contact the Contract manager Waste and resource management. Contract manager will be in charge to solve the problem with the involved parties. If there is no solution for the specific problem, Contractor is able to escalate this to the Category manager of the Contracting Authority.

Complaints

The Contracting Authority assumes two types of complaints:

1. Complaints by Contractor about the Contracting Authority
2. Complaints about Contractor.

The contract manager Waste and resource management will be contact person in the case of complaints concerning the execution of the Contract. The complaint will be reported as soon as possible, but not later than 1 week, after date of the complaint. Contractor will be providing the following information by written (email):

- Short description of the complain
- When the situation took place (date and time)
- Which parties were involved. The contract manager will receive this information. All the involved parties will be contacted by the contact manager to handle the complaint and work on a solution.

The Contract manager will receive and justify the complaints. The submitted complaints will be apply as a complaint mentioned in annex A KPI.

Problems with the processing of the Waste stream

Contractor is responsible for the processing of the Waste stream based on the demands mentioned in this tender. When there is a problem, the Contractor will notify the Contracting Authority within 48 hours after the problem arises. The Contracting Authority needs to be informed about the situation, cause or reason that the processing process is not meeting the requirements and within which term there will be a solution.

Problems in weighing the Waste stream

Contractor is responsible for weighing the Waste stream. The weighing data needs to be transparent for The Contracting Authority. If the Contractor is not able to weigh, Contractor needs to report this within 48 hours after observation, to the Contract manager. Contractor will inform The Contracting Authority, by email, about the situation and which solutions he can offer. The Contracting Authority will need to agree by written email.

Problems in collecting the Waste stream

The Contractor is responsible for collecting the Waste stream. When there is a problem, the Contractor will notify the Contracting Authority within 48 hours after the problem arises. The Contracting Authority needs to be informed about the situation, cause or reason that the processing process is not meeting the requirements and within which term there will be a solution.

Problems in the invoicing and payment process

When there is a problem in the invoicing and payment process, the Contractor will notify the Contracting Authority within 48 hours after the problem arises. The Contracting Authority needs to be informed about the situation, cause or reason. The Contracting Authority will work on a solution for the problem and might involve Contractor to identify the specific problem(s) further more.

Summary: situations, contact persons and terms

Problem	Contact person for Contractor	Term contact moment
Cooperation between parties	Contract manager	As soon as possible after observation
Reporting complaints	Contract manager	As soon as possible, not later than, 1 week after date of the complaint arise.
Handling the compliant	Contract manager	Within 48 hours after sending the compliant by Contract manager.
Processing the stream	Contract manager	Within 48 hours
Weighing the stream	Contract manager	Within 48 hours
Collecting the stream	Contract manager	Within 48 hours
Invoicing and Payment	Contract manager	Within 48 hours