



SLOVENSKI STANDARD
oSIST prEN 16250-1:2011
01-junij-2011

Merila za ugotavljanje zmogljivosti in sprejemljivosti storitev čiščenja ulic in ravnanja z odpadki v mestih - 1. del: Splošne zahteve

Levels of performance and acceptance for street cleaning and municipal waste management services - Part 1: General requirements

Festlegung von Kriterien zur Leistungsbewertung für Dienstleistungen in der Straßenreinigung und Abfall- und Wertstofflogistik - Teil 1: Allgemeine Anforderungen

Niveaux de performance et d'acceptation pour les services de gestion du nettoyage des rues et des déchets ménagers - Partie 1: Exigences générales

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Ta slovenski standard je istoveten z: prEN 16250-1

ICS:

03.080.01	Storitve na splošno	Services in general
13.030.40	Naprave in oprema za odstranjevanje in obdelavo odpadkov	Installations and equipment for waste disposal and treatment

oSIST prEN 16250-1:2011

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

DRAFT
prEN 16250-1

March 2011

ICS 03.080.01; 13.030.40

English Version

Levels of performance and acceptance for street cleaning and municipal waste management services - Part 1: General requirements

Niveaux de performance et d'acceptation pour les services de gestion du nettoyage des rues et des déchets ménagers
- Partie 1: Exigences générales

Festlegung von Kriterien zur Leistungsbewertung für Dienstleistungen in der Straßenreinigung und Abfall- und Wertstofflogistik - Teil 1: Allgemeine Anforderungen

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 183.

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Foreword

This document (prEN 16250-1:2011) has been prepared by Technical Committee CEN/TC 183 “Waste management”, the secretariat of which is held by DIN.

This document is currently submitted to the CEN Enquiry.

1 Scope

The standard lists the general requirements to define levels of performance and acceptance for street cleaning and waste management services and to take into account to draw up and to operate service contracts for a better result in terms of qualitative and quantitative performances definition and survey, clearing agreements in case of deviations, economic optimisation, environmental sustainability and pollution prevention.

When the client isn't a public administration but a private customer, purchasing street cleaning and/or municipal waste management services directly from the service provider, the standard is applicable, when appropriate; in this case the term “Administration” includes also these private customers.

This document is intended for public authorities and other bodies (or actors) requiring street cleaning and/or waste management services as well as for public and private waste management companies offering services of street cleaning and/or of waste and recycling logistics.

2 Normative references

[oSIST prEN 16250-1:2011](https://standards.iteh.ai/catalog/standards/sist/47fc4a6a-93b4-4015-be85-e21a989e3f77/osist-pren-16250-1-2011)

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The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN ISO 9000:2005, *Quality management systems - Fundamentals and vocabulary*

EN ISO 9001, *Quality management systems – Requirements*

EN ISO 14001, *Environmental management systems - Requirements with guidance for use*

ISO 10002, *Quality management - Customer satisfaction - Guidelines for complaints handling in organizations*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

administration

part representing a local community in a contract or in a formal agreement for the fulfilment of a street cleaning and/or municipal waste management service

3.2

customer

any end-user, singular (private householders or users) or collective (administrations)

prEN 16250-1:2011 (E)**3.3****service provider**

any actor that provides services, in form of private company or public department

3.4**waste management company**

a company which - either commercially or within the framework of commercial enterprises or public institutions - collects, transports, stores, treats, recovers or disposes of waste and on the strength of its organisation, workforce and technical equipment, is able to carry out independently one or more of the activities referred to above and with respect to one or more of these activities fulfils the requirements set forth by this Ordinance pertaining to the company's organisation, personnel and activities, and to the reliability, technical competence and relevant skills of the owner and persons employed by the company.

Throughout the text both the term "company" and "waste management company" are used with the same meaning

NOTE An operating unit of a company that fulfils the requirements referred to in the above definition may also become a specialised waste management company. A specialized waste management company may confine its specialised waste management activities to certain types of waste or waste from certain areas of origin, or certain recovery or disposal operations or confine its operations to certain sites.

3.5**company operation chart**

a chart showing the company's organisational structure

NOTE The operation chart shows which organisational units belong to which operation area; it contains clear descriptions of the units and their relationship to each other.

3.6**job description**

a company standardized specification (in written form). The description is binding and lays out the essential requirements pertaining to post-holders within the company

NOTE It is additional component of the company operation chart to facilitate the structuring of duties and responsibilities. The job description details the capacity, duties and responsibilities, as well as required qualifications.

3.7**operation schedule**

a planning instrument for the best possible allocation of employees to the various positions required

NOTE Attention should be paid to the job requirements for each position especially with regard to a continual workload.

3.8**basic entity**

the total of all considered units

3.9**control sample (spot check)**

one or more units taken from the basic entity or parts thereof

NOTE The units could be, for example, objects or areas.

3.10**unrestricted random samples**

random control samples, where every combination of n sample units is allocated the same sample probability.

NOTE The results of the unrestricted random samples will be referred to as a "random control sample" or just "random sample".

3.11**stratified samples**

control samples taken from subgroups (strata) of the basic entity; these are taken as sample units with a pre-assigned sampling ratio.

NOTE Stratified samples can either be a random control sample or a systematically chosen control sample.

3.12**customer satisfaction management**

measurement of the fulfilment and/or quality level of the service perceived by the user

3.13**customer complaint**

communication or protest of a user because of an inadequacy of the service, addressed or conveyed to the specific office or to the responsible of the activity

3.14**jobbing contract, job contract**

regulation of an employer-employee relationship, usually by a collective agreement current in the specific line of business

3.15**quality control**

part of quality management focused on fulfilling quality requirements

[ISO 9000:2005, definition 3.2.10]

3.16**quality management**

coordinated activities to direct and control an organization with regard to quality

[ISO 9000:2005, definition 3.2.8]

3.17**quality criteria**

the criteria used to measure the quality of performance (e.g., attendance/non-attendance) against the service specifications

3.18**quality classification**

grading system measuring service quality

3.19**quality standard**

the performance level required to meet the agreed services listed in the service specifications document

3.20**service provision**

service performance in accordance with the service specifications agreed to

3.21**service specification**

a document containing a detailed description of the tasks to be performed, the frequency and the standard required

NOTE The service specification document is part of the contract or service agreement.

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prEN 16250-1:2011 (E)**3.22****service chart**

document relating performances fixed for all services of the contract, time and manners to remedy to eventual deviations, ways for users to complain the deviations or to ask for services on demand, eventual facilities for users giving same collaborations to the service or to the administration

3.23**certificate**

certification that a company or part of a company has been satisfactorily inspected

NOTE The extent of the inspection and the data content of the certificate is regulated.

3.24**contractual working time**

number of contractual hours worked in a week by a worker

3.25**cutbacks of effective working time**

reduction of the effective working time in comparison with the contractual working time because of the recourse to a jobbing contract

3.26**quantitative growth of services**

the carrying out of a quantity of services more than the quantity fixed by the contract, without changing operational methods in no way

3.27**qualitative growth of services**

the carrying out of new services over these required by the contract, with operational methods and/or objects different from these fixed in the contract

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4 Compulsory requirements**4.1 Compulsory requirements for service providers**

The service provider shall not only fulfil technical and operational requirements but also meet standards with reference to initial and further vocational training of personnel.

Service providers participating to the tenders or successively carrying out services shall satisfy the following general requirements:

- possession of all the technical and economical qualifications requested, in accordance with the national laws, to the service provider of the specific service;
- possession of all the necessary qualifications requested, in accordance with the national laws, for the legal representatives and the technical managers of the service provider;
- not to be under petition in bankruptcy, or in condition of receivership or in other impediment conditions at the moment of the tender participation;
- to have signed the contract or formal agreement by tender.

Service providers shall satisfy also these additional requirements, if provided in the tender:

- registration of the service provider to the Commerce Chamber;

- registration of the service provider on the professional or national register of companies entitled to carry out the specific service of the contract;
- commitment of exclusive dealing, if required by the administration;
- authorization to the factoring, if necessary from the administration and in the interest of the company.

4.2 Compulsory requirements for man power management

Service providers carrying out services shall satisfy the following requirements relating to the man power management:

- application to all workmen involved of a labour contract according to the collective agreement(s) current in the specific line of business;
- not have recourse to jobbing contracts, and cutbacks of effective working time, except in the cases and conditions allowed in the norms to reduce the contractual working time;
- regular payment of the social insurances, eventually certified according to the law if required;
- accomplishment of all the safety measures and supplying to the workmen the personal protection devices required by regulations;
- fulfilment of the preventive medicine programs required by regulations.

Besides, the company shall appoint at least one person to be responsible for management and supervision of the company's activities on each of its sites; the owner may hold such a position. If the company has different sites or if several companies are part of a concern it can appoint one person who has the overall responsibility, if the other requirements are unconditionally fulfilled.

In addition to management and supervisory personnel the company is required to have an adequate number of other personnel at its disposal. This requirement shall be deemed as fulfilled when an appropriate and professional operational performance is assured. Proof of a sufficiently large workforce shall be provided in the form of a work schedule, if required by the Administration; however, this schedule shall take into account employee absence as a result of leave, sickness and further vocational training.

Particular requirements pertain to certain figures in the firm:

- the owner of the company shall be reliable and this reliability implies that the owner of the company, his legal representatives and, in the case of legal persons or legally incapacitated associations, the persons empowered by law, statutes or partnership agreement to represent or manage the company, are suited to the statements and requirements fixed on this matter by the law of the country of the Administration, and are in condition to prove this condition by the certificates required;
- the persons responsible for managing and supervising operations shall possess the necessary technical competence to perform the tasks required, according to the law of the country of the Administration. Requirements for acquisition of such technical competence shall be as follows:
 - completion of studies in the fields of engineering, chemistry, biology or physics at a university, polytechnic/institute of technology, or a master-craftsman qualification in a field in which the company can be classified on the basis of its facilities and technical or operational processes;
 - knowledge acquired during some years of practical experience about the waste management activity for which a management or supervisory function is planned;
 - participation in one or more training courses which have been recognised by the competent authority and which impart knowledge in keeping with the waste management activity for which a management or supervisory function is planned;

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- a suitable period of experience in similar tasks, totally or partially replacing the possession of the titles above mentioned, according to the local law statements;
- the company's other personnel shall possess the necessary knowledge to perform the tasks required, and for this purpose, shall undergo in-company training, on the basis of an on-the-job training plan;
- the owner of the company shall ensure that the persons responsible for management and supervisory operations, and all other company personnel, undergo suitable further vocational training so that they possess up-to-date knowledge required for their tasks. The owner of the company shall determine the further vocational training requirements for the company's other personnel.

4.3 Compulsory requirements of insurances

Service providers carrying out services shall satisfy the following requirements relating to the insurance of risks by suitable policies concerning:

- third party, casualty and non-life insurance;
- fire insurance for vehicles, plants, offices, premises and facilities;
- environmental risks insurance;
- automobile liability insurance with suitable maximum limits for all vehicles used;
- compulsory national insurance for all workers, including health, industrial accident, disability and workmen's compensation policies;
- life and disability insurance for managers.

The type and extent of such insurance shall be determined on the basis of an operational risk analysis.

4.4 General requirements for the service provider and its eventual subcontractors

The company (service provider) is obliged to comply with all public regulations pertaining to its waste management services.

The owner of the company shall provide proof that all official requirements and other instructions of competent authorities pertaining to the service offered have been fulfilled, including all related obligations, especially for plan approvals, authorisation, licences and permits.

Within the framework of its certified activities, the company may commission a third party only if such third party complies with the requirements stipulated in the following paragraph. The company's overall responsibility for the proper execution of the service remains unaffected. The company is obliged through careful selection and adequate supervision of the third party to ensure a proper execution of the service offered.

This implies that:

- a) prior to such commissioning it ensures that:
 - 1) the third party, in carrying out the commissioned service, fulfils all requirements fixed for the service provider;
 - 2) the third party ensures the necessary supervision and control of the commissioned service;
 - 3) the third party and its personnel have the necessary expertise, technical competence and measure of responsibility in order to carry out the service in question.

- b) the company's insurance covers also the activities of the third party, or the third party is able to furnish proof that it is adequately insured for the service in question;
- c) the manner in which the service in question is to be executed (e.g., destination of waste) shall be defined in the contract or other binding form;
- d) the company has a contractual right to issue directions to the third party regarding the modality of the proper execution of the service in question;
- e) the company has contractually assured supervisory authority;
- f) the third party agrees to maintain an operational log to record the proper execution of the service in question (e.g. the correct storage of waste) and to routinely provide, without special request, the company with a copy of the log. This requirement is only recommended, but becomes compulsory if the maintaining of the log has been proposed by the Administration to the service provider.

5 Recommended requirements

5.1 General

The possession of all the recommended requirements for the service providers and for the services is compulsory for the fulfilment of high quality performances.

The possession of recommended requirements may contribute to the qualification in the tender, if forecasted in the specifications, in accordance with the law of the country.

5.2 Quality and environmental management systems

The service providers should implement:

- a quality management system according to EN ISO 9001;
- an environmental management system according to EN ISO 14001;
- any similar quality management systems defined by national regulations;
- the fulfilment in a given time of similar services, eventually of a given amount, if required by the Administration.

All these requirements shall be attested in the due forms to be considered.

5.3 Quality management and control systems

The accomplishments related to EN ISO 9001 and EN ISO 14001 needs the implementation of a quality management system into the service provider company and a suitable organization, to check the service fulfilment, to survey the eventual deviations and the corrective actions undertaken, and to determine initiatives useful to spur the objectives attainment.

The service provider should implement these internal technical services and should support by documentary evidence this activity, if carried out.

5.4 Customer satisfaction management

The customer satisfaction shall be surveyed and measured by the ways fixed by ISO 10002, regarding particularly to the percentage of people who consider that competent authority has accomplished with his duty of maintaining streets and green areas free of waste.