

Any sub-contractors or waste partners that Sharpsmart engages for select Authorities and/or region-specific requirements are governed by the same high expectations that we place on our own staff, transport and operational support. We select our sub-contractors according to their level of service excellence, environmental methodologies, and commitment to safety. Our pro-active selection/management approach is monitored and maintained to ensure sustainable service.

SUBCONTRACTOR SELECTION

To provide compliance/high quality services which minimises risk, Sharpsmart assess the following when assigning a sub-contractor:

- ▶ *Company values*
- ▶ *Necessary insurances/licences/certificates*
- ▶ *ISO accreditations*
- ▶ *Sustainability/innovations*
- ▶ *Track record with NHS*
- ▶ *Capabilities to provide services within specifications*
- ▶ *Willingness to work under a back-to-back Service Level Agreements (SLAs) managed by Sharpsmart*
- ▶ *Ability to mobilise within specified periods*
- ▶ *Company history with proven Financial solvency, Reporting capabilities and Business continuity.*

Only subcontractors ticking all of the requirements above will be selected as approved partners.

MANAGING SUBCONTRACTORS

Sharpsmart will be responsible for providing services, entering into (SLAs) and back to back agreements with subcontractors applicable to contracted waste streams. These mirror the terms and KPI levels of any contract and ensure performance and quality is delivered to our promised specification. Subcontractors are assessed monthly in meetings for 6months and quarterly thereafter, monitoring performance/improvement areas.

The (SLA) document allows Sharpsmart to utilise a different subcontractor should poor performance occur. Under no circumstances will we allow services to suffer. We will proactively switch to a second approved service provider if KPI levels, assessed against those held between Sharpsmart and the customer, are not met consistently and/or if there is a serious breach of terms.

If performance falls below an acceptable level, Sharpsmart will compile a performance improvement strategy, implemented to the subcontractor during monthly meetings where improvement is assessed. If there is no improvement within 3 months, we will utilise a different, pre-approved subcontractor. We are currently developing an Enterprise Resource Planning/Business Intelligence software system within our global business, and the UK version will include a workflow, designed specifically for managing subcontractors.