

# Portable Sanitation Europe

*PSE - one voice for the Portable Sanitation Industry*



## PSE Operator Member Code of Practice

1. The operator undertakes to comply at all times with Environmental Protection and Health & Safety legislation
2. The operator will co-operate with the client in the discharge of the client's duties under relevant legislation
3. Unbiased advice on numbers of units to meet the need and location will be provided and an appropriate level of service determined to meet the client's requirements
4. The agreed number of units shall be installed at the right location and at the time agreed. Units will be undamaged, clean and in all respects usable
5. Where effluent is collected it will be disposed of in accordance with current Regulations
6. Toilets will be serviced on a weekly basis or where necessary, according to type. A record of servicing will be kept by the operator
7. Every effort will be made to collect units to meet the client's requirements. Changes in collection arrangements will be notified to respective parties
8. Whilst the possibility of a spillage is remote, in the event of a spillage occurring, every effort will be made to control the situation and to take all steps necessary to protect the environment
9. Complaints will be dealt with as soon as practically possible
10. In the event that a solution is not agreed an arbitration service is available

I agree to abide by the above Code of Practice

Signed 

Print name SHAUN ALLEN

Company name CHALLENGER SITE SERVICES

Dated 29<sup>th</sup> MARCH 2012