

Waste customer onboarding checklist

The description agreed this week appears on every note for the life of the contract.

Ask what the waste arises from, not what it is. A customer will say 'general waste'; the processes on site will tell you there is a paint shop, a kitchen and a maintenance workshop, and that is a different conversation about containers and classification.

CUSTOMER	SITE	ACCOUNT NUMBER
ONBOARDED BY	DATE	FIRST COLLECTION

THE CUSTOMER

Registered name and number	
Site address	
Site contact and position	
Who may sign for transfers at this site	
Invoicing contact	
Nature of the business, and SIC code if held	

WHAT PROCESSES THE WASTE ARISES FROM

The question that changes the answer. Walk the site if you can.

THE WASTE

Agreed description — written to the test, not to the contract	
Classification code arrived at, and by whom	
Is any of it hazardous? Separate arrangements required	
Expected quantities and variation	
Anything seasonal or project-related	
Anything the customer has had refused before	

CONTAINERS AND ACCESS

Container type, size and number	
Where each is sited	
Access route, and any restriction on vehicle size	
Keys, codes, barriers, and who holds them	
Collection days and time window	

Anything that changes out of hours or at weekends

WHAT MUST NOT GO IN EACH CONTAINER

Agreed in writing with somebody who can enforce it on site. A clause nobody on the shop floor has seen is not that person.

BEFORE THE FIRST COLLECTION

	DONE	N/A
Description and code agreed and recorded	☐	☐
Transfer note arrangement set up	☐	☐
Containers delivered and sited	☐	☐
Site contact briefed on what may and may not go in	☐	☐
Signage on containers where helpful	☐	☐
Round and schedule set up	☐	☐
Receiving site confirmed able to take this stream	☐	☐
Customer given a copy of what was agreed	☐	☐
	☐	☐
	☐	☐

REVIEW

Sites change. A customer who takes on a new process has changed your waste stream without telling you.

ONBOARDED BY	DATE
CUSTOMER SIGNATURE	DATE
REVIEW DUE	REVIEWED ON