LLW Repository Ltd

Waste Services Team

Customer Notice – 10-05 Customer Training Programme – March 2010

Further to our communication in February (Customer Notice –10-04), we are now in a position to announce the dates and venues for the first Waste Services Contract Training Workshops. These workshops have been arranged on the basis of Customer demand.

The first suite of Workshops will be held on:

- Wednesday 24th March – Marriott Royal Hotel – Bristol
- Friday 26th March – The Sellafield Centre – Seascale, Cumbria
- Wednesday 14th April – Hilton Hotel – Euston, London
- Thursday 20th May – Rheged Discovery Centre – Penrith (as part of our Customer Day)

Each Workshop is expected to run from 10:00 to 15:00, with lunch provided. They will have the same content with the primary aim of explaining the new processes, forms, and templates used within the Waste Services Contract. They will cover the following topics:

- An Overview of the Waste Services, the Contract, and Service Pricing
- The Waste Acceptance Criteria
- The Waste Acceptance Procedure – covering the processes, forms, and templates for Forecasting, Characterisation, Assurance, Enquiry, Consignment, and Receipt
- Our Transition Programme

We would like to confirm final numbers for each of these workshops, prior to finalising arrangements with each venue. Could you please therefore respond to this Customer Notice indicating which workshop you would prefer to attend and the number of attendees from your Organisation. A more detailed agenda and joining instructions will be issued to attendees upon confirmation of numbers. Responses are required by Monday 15th March.

We have had a number of requests from Customers expressing a preference for training to be provided at their own facilities. Whilst we are happy to do this, we are unlikely to be able to provide this until late April or May, therefore we would prefer it if you can attend one of these workshops as a first option. If this is not feasible, then please let us know and we will arrange training directly with you.

Further Information and Questions

If you would like any more information or have any questions regarding the Waste Services Contract or our Training Programme, then please either send an e-mail to: wasteservices@llwrsite.com or call Jonathan Evans, Service Delivery Manager on 01946 722044.