

Service Level Agreement

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1. Service Level Agreement

1.1 Version Details & Change History

Version	Date	Description	Authorisation
1.0	13/01/25	SLA document	14/01/25

1.2 Document Approvals

Organisation	Name	Position	Signature	Date
Sustainable Tech 4 Good Group Ltd				
<i>[Insert Customer Name]</i>				

1.3 Document Review

Last Review Date	
Next Scheduled Review Date	

2. Agreement Overview

2.1 SLA Introduction

This is a Service Level Agreement (SLA) between Sustainable Tech 4 Good Group Ltd (Service Provider) and *[Insert Customer Name]* (Customer). This document identifies the Services to be Provided and the Expected Level of Service between *[insert date]* and *[insert date]*.

Subject to Review and Renewal – Scheduled by *[Insert Date]*

Signatories: Sustainable Tech 4 Good Group Ltd and *[Insert Customer Name]*

2.2 Definitions and Abbreviations

Term	Description
SLA	Service Level Agreement
Service Provider	Sustainable Tech 4 Good Group Ltd
Customer	<i>[insert Customer name]</i>
Working Day	Monday to Friday, excluding English Bank Holidays
Date of Collection	The mutually agreed date when the Service Provider will Collect the Excess Tech from the Customer
KPI	Key Performance Indicator
GDPR	General Data Protection Regulation
WEEE	Waste Electrical and Electronic Equipment

2.3 Purpose

The purpose of this SLA is to specify the Requirements for the Provision of Services for the secure Collection, Data Erasure, Refurbishment, and onward Distribution for Social Good of all Excess Technology from the Customer, with respect to:

- Outline of the Service to be Provided
- Agreed Service Targets
- Criteria for Evaluation of Target Fulfilment
- Roles and Responsibilities of the Service Provider
- Roles and Responsibilities of the Customer
- Duration, Scope and Renewal of this SLA Agreement
- Limitations and Exclusions

2.4 Contractual Parameters

- 2.4.1 Contract Renewal to be agreed between the Service Provider and the Customer at least 60 Days before the Expiry Date of this Agreement
- 2.4.2 Modifications, Amendments, Extension or early Termination of this SLA must be Agreed by both Signatory Parties

- 2.4.3 The Service Provider must inform the Customer in Writing, giving 60 Days' Notice, if they wish to Cancel the Provision of Services provided to the Customer by the Service Provider under this Agreement
- 2.4.4 The Customer must inform the Service Provider in Writing giving 60 Days' Notice, if they wish to Cancel the Services provided to the Customer by the Service Provider under this Agreement
- 2.4.5 The Customer cannot Engage the Services of another Tech Disposal Service Provider whilst Engaged in an SLA with the Current Service Provider. If the Customer wishes to Engage the Services of another Tech Disposal Service Provider, they must give 60 Days' Notice in Writing of Termination of this SLA

3. Service Agreement

3.1 Service Provided

3.1.1 Service Overview

The Service Provider shall provide a Comprehensive, Cost-Neutral, Data-Secure, Sustainable and Socially Responsible Service to the Customer, handling all of their Excess Technology.

The Service comprises of the following Elements:

- 3.1.1.1 Secure Door-to-Door Collection from the Customer's Premises to the Service Provider's Premises, with Collection Notice detailing all Tech expected to be Collected
- 3.1.1.2 Full Audit of Collected Tech detailing Condition, following which
- 3.1.1.3 Agreement between the Service Provider and the Customer, of Excess Tech to be split between Donation, Purchase and Recycling
- 3.1.1.4 Secure Data Erasure/Data Destruction for each Device with full Certification by Serial Number
- 3.1.1.5 Assessment and Refurbishment of Tech that can be Repurposed, including an Assessment Break-down of Non-repairable for Spares, to increase yields
- 3.1.1.6 Purchase of Excess Tech that still holds Value (by Agreement)
- 3.1.1.7 Distribution by the Service Provider of mutually agreed Refurbished Tech to support Digital Inclusion
- 3.1.1.8 Digital Inclusion Reporting showing the Charities/NFP Organisations and the number of End-Users helped through the Repurposing of the Customer's Excess Tech
- 3.1.1.9 Sustainability Reporting showing the Environmental Impacts mitigated through the Repurposing of the Customer's Excess Tech

3.1.2 Benefits of Service

The Service will:

- 3.1.2.1 Provide a Cost-Neutral Solution for Excess Tech Disposal
- 3.1.2.2 Ensure 0% of the Customer's Excess Tech ends up in Landfill
- 3.1.2.3 Repurpose all Excess Tech (Legacy and Tech that still holds Value) from the Customer, from Hand-Held through to Server and Networking Equipment, either through Donation, Purchase or Recycling
- 3.1.2.4 Provide Revenue to the Customer on Purchase of Agreed Proportion of Tech, after Audit, that still holds Value
- 3.1.2.5 Cover the Customer against Data-Breach and provide Compliance with GDPR
- 3.1.2.6 Enable the Customer to be Sustainable and Socially Responsible
- 3.1.2.7 Engage Customer's Staff in Socially and Environmentally Good Practices
- 3.1.2.8 Provide the Customer with Reports to demonstrate how they are Supporting both the Environment and Digital Inclusion
- 3.1.2.9 Promote the Sustainable Partnership and Positive Outcomes of the Services between the Service Provider and the Customer to both Parties' Internal and External Stakeholders
- 3.1.2.10 Provide the opportunity for the Customer to hold 'Employee Repurpose Your Tech Days' with all Promotional Assets for Internal Stakeholder Engagement being supplied by the Service Provider

3.1.3 Data Protection

Data Erasure Process

The Service provides a secure Data Erasure Process to enable the safe Repurposing of Tech, Compliant with the Customer's GDPR responsibilities.

All Data-Bearing Devices are securely Data-Erased by the Service Provider's sister specialist Data Services Company, Veritas Digital Services Ltd.

The Data Erasure Process includes:

- 3.1.3.1 Data Erasure to HMG Infosec 5 Enhanced Standard (Department of Defence 5220.22-M)
- 3.1.3.2 Full Certificates of Data Erase by both Storage and Device Serial Number
- 3.1.3.3 Disks that Fail due to a Bad Write or Bad Verify, even to a Single Sector, are securely Degaussed using a Certified Degausser (Verity Systems SV91m)

- 3.1.3.4 Full Certificates of Data Destruction, by both Storage and Device Serial Number, provided for items that are Degaussed
- 3.1.3.5 ISO9001 and ISO14001 Accredited
- 3.1.3.6 Registered with the Information Commissioner's Office
- 3.1.3.7 £1m Indemnity Insurance Policy maintained

3.2 KPIs and Measurement

- 3.2.1 **Collection Request:** Requests by the Customer for the Collection of Excess Tech shall be responded to by the Service Provider within 2 Working Days
- 3.2.2 **Collection:** Date of Collection shall be agreed between the Customer and the Service Provider for a mutually convenient Time and Date
- 3.2.3 **Audit and Date Erasure/Data Destruction Certification:** Audit of the Excess Tech and Data Erasure/Data Destruction Certification shall be sent to the Customer by the Service Provider within 15 Working Days of the Date of Collection
- 3.2.4 **Sustainability Reporting:** Report showing the Environmental effects mitigated by the Repurposing of Tech from the Customer shall be sent to the Customer by the Service Provider within 15 Working Days of the Date of Collection
- 3.2.5 **Digital Inclusion Reporting:** Report showing who has been helped through the Repurposing of Tech from the Customer through the Service Provider, shall be sent to the Customer no later than 2 Months from the Date of Collection
- 3.2.6 **Feedback:** After each Collection the Customer will provide Feedback to the Service Provider via the Corporate Partner Feedback Form, that will be sent to the Customer from the Service Provider

3.3 Exceptions and Limitations

- 3.3.1 **WEEE Waste Collection:** Should all, or the majority of the Collected Tech from the Customer be beyond Repair and/or be of insufficient quality for Repurpose/Spares as Defined by the Service Provider, this will be Classified as a Service Provider WEEE Waste Collection and will be ethically Recycled through the Service Provider's local tech Recycling Partner, Waste Mission (0% is sent to landfill). There may be a Charge for this Service which will be Quoted separately.
- 3.3.2 **Digital Inclusion Reporting:** In instances where the Service Provider has undertaken a WEEE Waste Collection on behalf of the Customer, there will be no Digital Inclusion Reporting provided to the Customer.

3.4 Responsibilities

3.4.1 Service Provider Responsibilities

- 3.4.1.1 The Service Provider shall carry out the Service as detailed in Section 3.1 above, using its own Staff and Equipment, and no part of the Service (except the ethical Recycling of any Components that absolutely cannot be Repurposed) shall be Sub-Contracted to any Third Party
- 3.4.1.2 On completion of the Collection Notice and Loading of the Tech by the Service Provider, Responsibility for, and Commencement of the Services as detailed in this Agreement, begins
- 3.4.1.3 The Service Provider shall inform the Customer as soon as possible, giving at least 1 Working Days' Notice, should they require a Change to the agreed Date of Collection, and shall agree another mutually convenient Date of Collection with the Customer
- 3.4.1.4 The Service Provider will undertake, and abide by, their own Risk Assessments and Policies in relation to the Provision of Services undertaken in this Agreement
- 3.4.1.5 Where Tech has been Purchased from the Customer by the Service Provider, the Service Provider shall pay the related Invoice issued by the Customer on a 30-Day Net Monthly basis
- 3.4.1.6 The Service Provider shall take all reasonable care to ensure that Key Performance Indicators, as outlined in this Agreement, are met
- 3.4.1.7 The Service Provider shall inform the Customer of any Failure to meet the Key Performance Indicators and shall remedy any such Failure in a timely way, with the Agreement of the Customer
- 3.4.1.8 The Service Provider will provide all Certification and Reporting as detailed in Section 3.2 (KPIs and Measurement)
- 3.4.1.9 The Service Provider will send the Customer a Corporate Partner Feedback Form after each Collection to gain Feedback from the Customer about the Services provided by the Service Provider
- 3.4.1.10 The Service Provider will promote the Sustainable Partnership and Positive Outcomes of the Services between the Service Provider and the Customer to Internal and External Stakeholders
- 3.4.1.11 When the Service Provider Refers to the Customer, when communicating to Internal and External Stakeholders, it will use the Term 'Corporate Partner'

3.4.2 Customer Responsibilities

- 3.4.2.1 The Customer shall provide all necessary information and assistance related to Service Performance that allows the Service Provider to meet the Performance Standards as outlined in this SLA, including giving as accurate an outline as

reasonably possible of Excess Tech that is to be Collected and Processed through the Service, to allow appropriate Service Provider Staff and Transport to be organised and the generation of accurate Service Provider Collection Documentation

- 3.4.2.2 The Customer shall advise the Service Provider in advance of the Date of Collection, of any Parking Restrictions, Security Clearance required, or other Restrictions relating to the Collection Address
- 3.4.2.3 The Customer shall provide suitable, safe access to the Service Provider on the agreed Date of Collection, and ensure that the Excess Tech is readily available for Collection
- 3.4.2.4 The Customer shall inform the Service Provider as soon as possible, giving at least 1 Working Days' Notice, should they require a Change to the agreed Date of Collection, and shall agree another mutually convenient Date of Collection with the Service Provider
- 3.4.2.5 The Customer must inform the Service Provider on Collection of Tech, if there are any Restrictions around the use of images of the Tech Collected, the Collection itself, including the Collection Address or any members of the Customer's Staff, for the purposes of the Promotion of the Service Provider's Services by the Service Provider
- 3.4.2.6 The Customer shall Promote the Sustainable Partnership and Positive Outcomes of the Services between the Customer and the Service Provider to Internal and External Stakeholders
- 3.4.2.7 The Customer will provide Feedback about the Services provided by the Service Provider, after each Collection, via the Corporate Partner Feedback Form, that will be sent to the Customer by the Service Provider
- 3.4.2.8 When the Customer Refers to the Service Provider, when communicating to Internal and External Stakeholders, it will use the Term 'Tech Repurposing Partner'