

SECURE

Dear Valued Customer,

In an effort to streamline our bin services and ensure safe, efficient pickups and deliveries, we ask that our customers review and comply with the pickup and delivery standards outlined below. Please review this document carefully and sign the acknowledgement section at the end. A signed copy must be returned to your sales representative.

Please share this information with all applicable staff to ensure proper loading practices and safe site conditions around our bins. Our goal is to service your company efficiently and effectively.

Dispatch & Scheduling Requirements

- Call 780-461-5555 to place a dispatch request. The caller must provide the bin number (tied to your account), their name, and the name and cell phone number of the person the driver will meet upon arrival.
- Bin exchanges require a minimum of 24 to 48 hours from receipt of the request. Please plan accordingly.
- If your operating hours fall outside our standard operating hours (7:00 a.m. to 5:00 p.m., Monday through Friday), these hours must be provided at the time of dispatch.

Loading, Safety & Site Conditions

- All material must be fully contained within the bin. Bins must not be overloaded or have material extending over the sides or top.
- Doors on roll-off bins must be secured prior to pickup.
- Roll-off bins must be loaded from back to front to prevent material shifting during transport.
- A minimum 5-foot clearance must be maintained around all bins. No material, equipment, or obstructions may be within this area.
- Ground conditions around bins must be even, flat, and dry. Excessively muddy conditions may prevent safe pickup.
- Bins must not be placed under power lines.
- Scrap metal bins must not contain garbage or wood.
- Barrels exchanged on a 5-ton truck must be palletized, banded, and shrink-wrapped.
- If dangerous goods are being shipped or transported, the customer must provide all required documentation and ensure proper placards are supplied and displayed in accordance with all applicable regulations.

Access & Documentation

- If access is restricted by a locked gate, someone must be on-site to grant access or a valid access code must be provided in advance.
- If a bill of lading is required, a designated person must be available to sign for and receive documentation.
- Environmental disclosure information must be shared with all applicable staff to ensure only acceptable materials are placed in bins.

Loading Weights & Clearance Requirements

High Boy / Flat Deck

- Tandem trailer – maximum 52,000 lbs
- Tridem trailer – maximum 63,000 lbs

Lugger Bins

- Available sizes: 6 yd (ML), 7 yd (HL), 10–12 yd (LL), 20 yd (XL)
- Maximum allowable weight (all lugger bins): 18,000 lbs
- Minimum clearance required: 70 feet

Roll-Off Bins (RO)

- Body Job: maximum 14,000 lbs; requires 75 feet of clearance
- Tandem Tractor: maximum 30,000 lbs; requires 120 feet of clearance
- Tridem Tractor: maximum 44,000 lbs; requires 120 feet of clearance

*Non-Service / Unable to Service Fee

- If we are unable to service a bin due to site conditions, access restrictions, improper loading, safety concerns, or failure to meet the requirements outlined in this document, the service attempt may be recorded as a non-service. If a bin cannot be serviced two (2) times or more for the same issue, a non-service fee may be applied for each additional service attempt until the issue has been corrected. Continued non-service occurrences may also result in delayed scheduling until the site meets service requirements.

Customer Acknowledgement & Sign-Off

Company Name

Company Address

Primary Contact Name & Phone Number

Authorized Signature

Date

DATE: _____

COMPANY INFO

COMPANY NAME: _____

SITE ADDRESS: _____

CITY: _____ PROV: _____ POSTAL CODE: _____

MAILING ADDRESS: _____

CITY: _____ PROV: _____ POSTAL CODE: _____

PHONE: _____ CELL: _____ CONTACT NAME: _____

EMAIL ADDRESS: _____

PAYMENT INFO

METHOD OF PAY: ☐ CASH ☐ CHEQUE ☐ EFT

FREQUENCY OF PAYMENTS: ☐ MONTHLY ☐ WEEKLY

A/P CONTACT NAME: _____ PHONE: _____

AUTHORIZED PERSON(S) TO COLLECT ON ACCOUNT:

NAME: _____ PH#: _____ EMAIL: _____

NAME: _____ PH#: _____ EMAIL: _____

NAME: _____ PH#: _____ EMAIL: _____

GST INCLUDED ON PAYMENTS? ☐ NO AUTHORIZED BY: _____

☐ YES GST # _____

COMPANY NAME AS IT APPEARS ON GST STATEMENT: _____

ACCOUNT NOTES / SPECIAL INSTRUCTIONS

OFFICE USE ONLY

ACCOUNT REPRESENTATIVE: _____ TIER (1 - 4) _____

REQUIRE BOL: ☐ YES ☐ NO

REQUIRES BINS ON SITE? ☐ YES ☐ NO BUSINESS HOURS: _____

SECURE LOCATION: _____

SECURE

CUSTOMER DISCLOSURE AND ACKNOWLEDGEMENT

In support of our efforts on environmental stewardship and with increasingly stringent environmental laws and regulations in place, we do not accept materials for processing that may pose as a potential source of hazardous substances. In addition to strict regulation of hazardous waste, existing municipal, provincial, and federal laws assign liabilities to the potential cleanup of designated hazardous substances. For this reason, it is in the mutual interest of both SECURE (the Receiver) and its material suppliers (the Supplier) to take the appropriate steps to prevent the release of any hazardous substances.

As such, the Supplier discloses and acknowledges that with the disposal of any of the following items, as identified on the unacceptable materials listing, that the appropriate measures have been taken to ensure that this material is free of any potential sources of contamination that may present a safety or an environmental hazard during the recycling process.

To support our Supplier efforts, SECURE commits to:

- Immediate customer notification in the event of the receipt of materials that may pose an environmental risk
- Where plausible, to provide material disposal options

SECURE reserves the right to refuse materials upon additional inspection on-site and to charge back costs in the event that there are disposal/clean up requirements associated with the acceptance of hazardous materials.

MATERIAL RECEIVING LOCATION:

MATERIAL SUPPLIER INFO:	
Company Name:	SECURE Account Manager:
Address:	Contact Information:
Material Description:	

Date: _____

Print Name: _____

Signature: _____

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UNACCEPTABLE MATERIAL LISTINGS

- **Closed containers, barrels, drums, tanks** that may contain residual materials specifically hydrocarbon based (motor oils, fuels, aviation fuels, solvents, lubricants, resins, ethylene, propylene, benzene, toluene, xylenes, etc.) that have not been triple-rinsed, drained and have multiple holes punctures in top and bottom
 - **Radioactive** materials
 - Large **storage units**, mud tanks, vessels, compressors, heat exchangers, closed electrical units, motor housing and/or self-contained generating units where the internal contents have not been removed and may contain **residual fluids** that may be deemed as hazardous waste
 - **Household, organic, industrial or medical waste**
 - **Asbestos**
 - **Sealed fuel containers** including gas tanks, jet and racing fuel, and propane tanks where tanks still have valves attached
 - **Fracking** pipe
 - **Aerosol** cans
 - **PCB** contaminated material
 - **Electronics** (including TV's, computers), microwaves
 - **Plastic, wood, paper, glass and rubber** (including tires not attached to a vehicle)
 - Potentially live **ammunition**, weaponry and razor wire
 - **School buses, motor homes**, or any other **recreational** vehicles
 - **Propane operated vehicles** where fuel systems are still in place
 - **Fuel and oil filters**
 - **Fire extinguishers** with valves still in place
 - **Purple K fire extinguishers**
 - **Brake Pods**
 - **Motors that are not drained** or have filters in place
 - **Light fixtures with ballasts and/or bulbs in place**
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