



Municipal
Technologies

Service Description



Core Modules



Collective

Taking the waste out of recycling!

Collective is a modular, cloud-based platform designed to transform local authority waste and recycling operations. It streamlines front-line services - including waste collection, commercial accounts, street cleansing, grounds maintenance, and inspections - through real-time reporting, in-cab mobile tools, and automated workflows.

By reducing mileage, carbon emissions, and safety risks, and integrating customer portals, API access, and route optimisation, Collective enables Councils to manage multiple services from one central system, improve resident engagement, and make smarter, data-driven decisions.

Perfect for...

- ✓ Domestic waste and recycling
- ✓ Live collections information
- ✓ Safety waste collection
- ✓ Cost and carbon reduction
- ✓ Future service planning
- ✓ Improved customer service

Why Choose Collective?



Proven Experience

10+ years experience delivering innovative, local authority-focused solutions.



Modular & Scalable

Tailored to fit Councils of any size, with flexible deployment and customisation options.



Operational Efficiency

Automates job scheduling and route planning to reduce costs and manual processes.



Enhanced Customer Service

Provides real-time information and self-service options for residents, improving satisfaction.



Collective Performance

A single, connected platform giving Councils and Local Authorities complete visibility and control of waste and street cleansing operations:

✓ **Integrated Operations**

Manage assets, premises, customers, schedules, vehicles, and crews together in one place - covering everything from planned collections to reactive work.

✓ **Real-Time Operational Insight**

Live metrics, mapping, and gazetteer data provide immediate visibility to optimise routes, allocate resources efficiently, and maintain high-quality service delivery.

✓ **Empowered Front-Line Teams**

Proven in-cab and telematics technology delivers live task updates, safety alerts, and actionable information directly to crews.

✓ **Data-Driven Management**

Clear reporting and analytics help managers track performance, evidence progress, and make informed decisions that drive continuous improvement.

Collective Performance turns insight into action, enabling Councils to deliver reliable, efficient, and optimised waste services every day.



Collective Communities

Collective Communities connects residents directly to their waste and recycling services, improving satisfaction and reducing avoidable contact for Councils and Local Authorities:

✓ Resident Self-Service

The Resident Portal provides real-time collection updates, alerts for delays or disruptions, and guidance on presenting bins correctly - helping residents stay informed and reducing missed collections.

✓ Two-Way Communication

Residents can report missed or bins, request additional services, and access information on garden waste, bulky collections, HWRCs, bin orders and business services. Collective Newsfeed allows councils to share updates quickly and cost-effectively.

✓ Reya Virtual Assistant

Reya provides 24/7, multilingual support, automating routine enquiries and delivering accurate, real-time information to residents, freeing staff to focus on complex tasks and improving operational efficiency.

Collective Communities gives Councils a connected, accessible channel to empower residents, streamline operations and foster cleaner, better-informed communities.



Collective Safety

Collective Safety helps Councils and Local Authorities protect crews, vehicles and the public through connected tools that monitor, assess and improve safety in daily operations:

✓ **Proactive Safety Management**

Monitor vehicle use, identify risks and unsafe behaviours, and address issues early to prevent incidents and reduce costly fleet damage. Collective also supports risk assessments and street-level safe systems of work to help standardise safer practices.

✓ **Crew Wellbeing**

Integrated wellbeing resources, including access to Andy's Man Club, support both the physical and mental health of front-line teams.

✓ **Daily Debriefing & Safety Feedback**

Supervisors can quickly review safety concerns, vehicle check results, defects, and any speeding or exclusion zone breaches. Crews can provide real-time safety feedback to ensure issues are captured and acted on immediately.

✓ **Safer Working Programme**

Our audit and advisory service helps Councils benchmark performance, conduct safe working audits, and receive expert guidance to raise and maintain high safety standards across waste and recycling operations.

Collective Safety delivers a connected, proactive approach to building safe, resilient and well-supported waste operations.



Collective Performance



Waste and Recycling

Choose the licence model that best suits your use case

Smaller implementations, such as those limited to only commercial or bulky collections may find Starter to be an ideal low-cost entry to Collective. For full-scale roll outs to domestic kerbside waste and recycling the Enterprise Edition has comprehensive features, endless scalability and deep integration options.

STARTER

- Up to 10 daily collection routes
- Up to 4 waste streams
- Up to 150,000 premises
- Up to 10 request types
- Secure system hosting
- Weekly LLPG / CAG sync
- Assisted collection records
- Sophisticated scheduling
- Live vehicle and crew tracking
- Real-time collections progress
- Comprehensive API

annually
£4,000

ENTERPRISE

Everything in Starter without object limits
plus

- Daily LLPG / CAG sync
- Live onboard video
- Enhanced assisted collections
- Missed bin automation
- Lost and damaged bins
- Bin and container orders
- Sacks, liners and consumables

annually from
£25,000



Implementation

The road to a great waste and recycling service starts with the core Collective product. For small fleets our Starter Edition is a great way to make a rapid impact, whilst a step-up to Enterprise is ideal for full operational roll-outs with end-to-end workflows.

Either way, we'll get you started with a fully managed implementation and give you continuous support from our Customer Hub.

STARTER

- Setup of Collective Starter Edition (Test and Live environments)
- Setup of LLPG synchronisation and weekly updates
- Setup of APIs
- Setup of standard waste and bin types
- Setup of fleet records, vehicle checks and route events
- Import of bins, schedules, assisted collections and street attributes
- Standard project management process (PID, RAID etc)
- Standard documentation and test management
- Training
- Handover to Collective Hub

£6,000



Implementation

ENTERPRISE EDITION

Everything in Starter, plus

Automated, standardised processes for

- Assisted collection requests, cancellations and periodic revalidation
- Missed bin reporting, rectification and analysis
- Damaged and lost bin reporting and rectification
- New bin and container orders and deliveries
- Consumable sack and liner orders and deliveries

Includes standard integrations with Jadu, Goss, and Granicus webforms, or API-based connections, alongside seamless single sign-on through identity providers such as Microsoft Entra ID.



Collective Transport Planner

Collective Transport Planner is our AI-driven, cloud-based route optimisation and service design solution, built specifically for waste and recycling operations.

✓ **Reduce Costs, Mileage, Carbon & Safety Risks**

Optimise routes to minimise fuel use, emissions, vehicle wear, and on-road safety risks.

✓ **Optimise Existing Routes**

Rebalance current routes to improve efficiency, reduce missed collections, and maximise crew productivity.

✓ **Evaluate New Working Patterns**

Quickly test alternative schedules, shifts, or collection frequencies to see their operational impact.

✓ **Plan for Growth & Development**

Integrate new housing or service areas, ensuring routes stay balanced and resources are allocated effectively.

✓ **Depot & Fleet Planning**

Support decisions on depot relocation, consolidation, or fleet electrification with data-driven insights.

✓ **Rapid Scenario Evaluation**

Advanced algorithms assess billions of route options in minutes, providing fast, actionable insights.

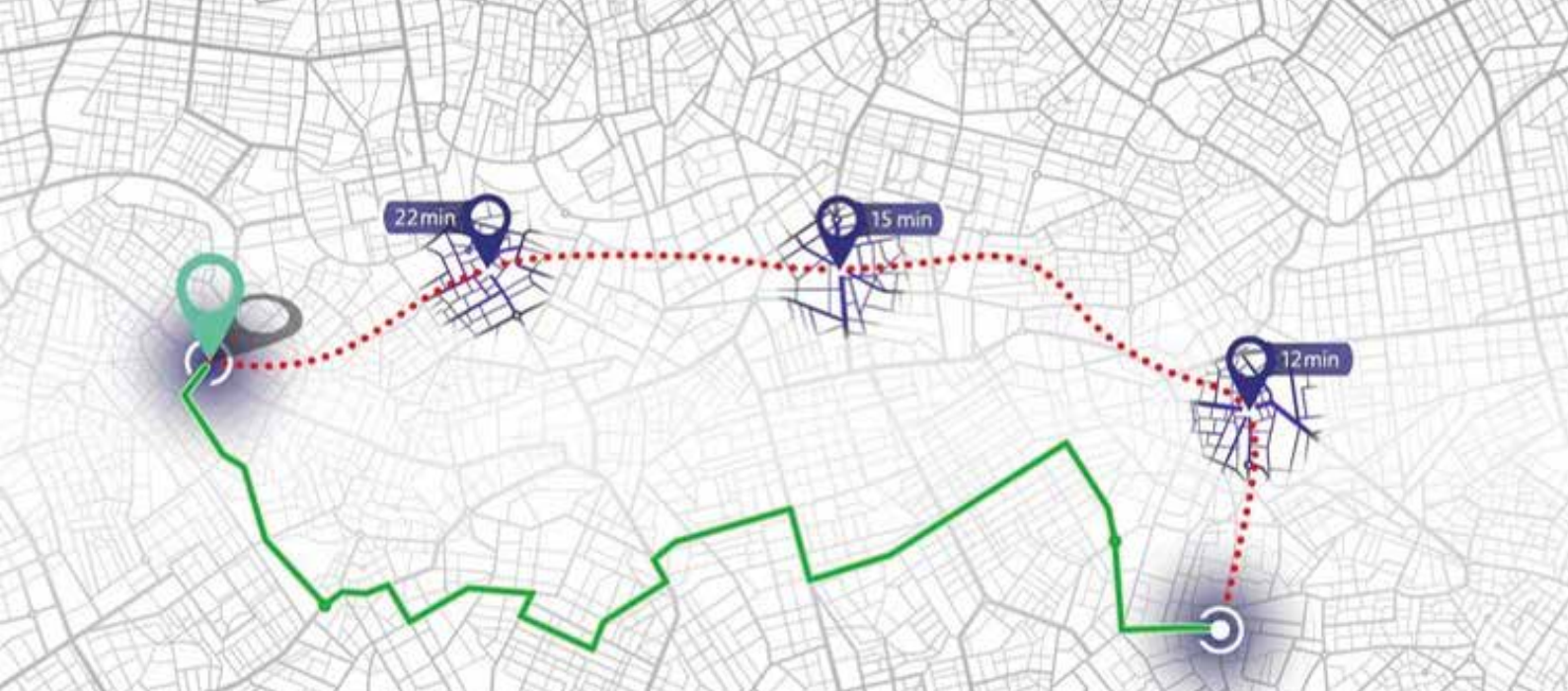


Collective Transport Planner

COLLECTIVE TRANSPORT PLANNER

- Assess and optimise existing collection routes
- What-if analysis of common scenarios (changes to bin weights, vehicle sizes, shift patterns)
- Planning for service expansion, e.g. food collections, alternate / 3 weekly etc
- Planning for new build housing and LGR
- Planning for new depots, transfer stations and disposal sites
- Seasonal and subscription services
- Greenfield service design from scratch
- Domestic and commercial collections
- Carbon emissions, fuel use and safety

£30,000



Dynamic Optimiser

Dynamic Optimiser is a real-time route optimisation solution for waste and recycling services that frequently change.

✓ **Adapt to Changing Workloads**

Continuously reoptimises routes for bin deliveries, commercial waste, clinical collections, bulky collections, and missed bin mop-ups.

✓ **In-Cab Route Updates**

Crews automatically see the best route in-cab, ensuring efficiency even when plans change mid-day.

✓ **Track Route Progress**

Estimates expected finish times and highlights potential overtime or undertime, helping managers proactively balance workloads.

✓ **Automatic Route Creation**

Fully hands-off creation, balancing and sequencing of multiple routes for the following day, ensuring you always run the optimum number of vehicles on rapidly changing services such as commercial waste, container deliveries and special collections (Dynamic Optimiser Plus).

Dynamic Optimiser ensures flexible, efficient, and responsive waste collections, keeping operations on schedule and crews productive.



Commercial Operations

Commercial Operations is a comprehensive module for trade waste and other council-to-business services requiring pricing, billing or contract management.

✓ **A trading platform designed for municipal operators**

Collective Commercial Operations is built for council trade waste operations. Tightly integrated with LLPG and all major municipal financial systems, Collective supports mixed domestic and commercial operations.

✓ **Integrated in-cab and mobile working**

Crews get clear routes with built-in navigation and safety information. Seamless switching between domestic and trade collections keeps routes efficient.

✓ **Automatic billing and payments**

Pay in advance, pay in arrears and pay-by-weight are all supported so you can offer whatever model works for your clients. Easy invoicing via the council FMS minimises administration and audit worries.

✓ **For now and for the future**

Optional modules for quotations, e-docs and online services mean Collective can support your operation as it grows



Bintuition

Bintuition is a simple-to-use system to locate and optimise your dog, litter and street bin services.

✓ **Exact location of all your litter and dog bins**

The location, condition and status of all your bins is accurately mapped and regularly updated. Low-cost, rugged labels identify each bin uniquely and time-stamp every operation.

✓ **Improves communication with your crews**

Bintuition guides operators around their route, tracks their location and provides messaging to the supervisor team, all on a standard smartphone, rugged device or vehicle computer. In normal use the device remains in their pocket, out of sight and keeping hands completely free to work.

✓ **Reduced fuel, CO2, and vehicle costs**

When combined with Dynamic Optimiser, Bintuition ensures your crews have the safest, most fuel-efficient route, reducing mileage and unnecessary trips.

✓ **Proof of servicing**

Bintuition records the exact time and location of every operation and immediately updates your back-office systems, website and business applications.

✓ **Simple and reliable to use**

All the operator has to do is scan a single QR code when they empty each bin. There is no fiddling with a mobile phone or tablet, no paperwork and no complicated processes to upload data.

The user has both hands free to do their job, does not need to remove their gloves and can use the system in all weathers.

Bintuition ensures you have the right bins in the right place, and service them at the right time.



Gatehouse

Gatehouse software records all your disposal transactions for accurate weight information with minimum administrative effort

✓ **Automatic records of every tip**

Weighbridge transactions from all your internal and third-party sites flow into Collective, eliminating manual administration and data entry errors. Records are automatically validated and linked to the collection round.

✓ **Highlights errors, over-weights and excess tips**

Immediate alerts to common errors, such as off-fleet vehicle, vehicle presenting over-weight, vehicles with excess tips and vehicles which never tipped. Rapid alerts mean issues and errors can be resolved quickly and efficiently.

✓ **Costs and weights accurately assigned**

Accurate tonnages lead to accurate cost estimates, showing the profitability of each commercial route and the cost and utilisation for domestic collection routes. Granular weight information allows for better route optimisation and strategic planning.

✓ **On-site validation and ANPR**

Gatehouse publishes your daily fleet list to disposal facilities, allowing efficient entry and exit validation using ANPR.

Gatehouse reduces administration and creates detailed intelligence about your waste and recycling operations.



**Collective
Communities**



Resident's Portal

Collective Resident's Portal provides citizens with an instant view of all their waste and recycling services. The live, on-screen service calendar has real-time updates that track the completion stage of each waste collection, keeping your residents informed and engaged.

Collective's Resident Portal bridges the gap between councils and communities to encourage positive efforts towards a cleaner, safer environment that residents can be proud of.

✓ **Perfectly branded for your authority**

On mobile and within your gov.uk domain, Portal is WCAG 2.2 compliant and branded exactly like your main website.

✓ **Bins and Collection Dates**

What bins do they have, and "when is my bin day"?

✓ **Missed Bin Reports**

Residents can report missed bins with a click - no forms, instant answers.

✓ **Seamless Integration**

Single-sign-on support for both your staff and residents and seamless integration with other channels - residents can hop from webforms to waste portal to voice bot and back again, with a consistent, low-friction experience.

Resident's Portal gives Councils a connected, accessible channel to empower residents, streamline operations and foster cleaner, better-informed communities.



Garden Waste Online

Garden Waste Online is a comprehensive system for residents to subscribe to, pay for and manage their garden waste service

✓ **Subscribe and pay online**

Residents can easily subscribe to annual garden waste services and pay securely online or over the phone in a single transaction, all within Portal

✓ **No-fuss renewals**

Resident's Portal supports fully-automatic renewal with recurring payments by credit card or direct debit. Retain more subscribers and eliminate the administration!

✓ **Multiple payment options**

Portal integrates with all the major payment providers, including Access Group Pay360, Civica Pay and GoCardless, with options for recurring payments, direct debits and secure telephone payments

✓ **Higher take-up**

Resident's Portal is proven to maximise subscriptions, supporting fixed-year and rolling-year payments, multiple bin quantities and sizes plus 'pay as you go' options.

✓ **Efficient service delivery**

From subscription to service delivery, everything is automated. Delivery of bins, email receipts to residents, scheduling of collections - all instant and zero-admin.

Garden Waste Online lets councils implement a subscription service quickly with minimum risk and total integration. Many of the UK's most successful garden waste services run on Collective Resident's Portal.



Special Collections Online

Special Collections Online is a powerful, off-the-shelf system for residents to book collections of bulky waste, waste electricals and other one-off items.

✓ **Item Catalogue**

Residents can choose from a list of items for collection and be offered the relevant options for collection and disposal.

✓ **Flexible Bookings**

Integrated, online bookings give residents choice and allow councils real-time management of routes and vehicle capacity.

✓ **POPS and WEEE-compatible**

Special Collections Online implements your policies for WEEE and POPS collection, ensuring compliant and efficient collections.

✓ **Multiple payment options**

Multiple pricing options, support for exemptions and integration with all commonly used payment systems, including Access Group Pay360 and Civica Pay.

✓ **Automatic communications**

SMS, email and Gov.UK Notify support for booking confirmation, collection reminders and service exceptions.

Special Collections Online provides a modern, connected facility for residents to book bulky waste collections, on the website, by phone or on a mobile device.



Clinical Waste Online

Clinical Waste Online is an accessible, easy-to-use system for scheduled and on-demand collection of clinical waste and sharps boxes.

✓ **Accurate customer records**

Detailed, secure records of your most sensitive customers and their individual service arrangements.

✓ **Scheduled and on-demand collections**

Complete support for scheduled, ad-hoc and on-demand waste collection for greater productivity and a more responsive service.

✓ **Multiple, accessible channels**

Unique text message system is designed specifically for non-technical, frail or vulnerable users. Carers, relatives and healthcare professionals can administer on their behalf, plus online and telephone options.

✓ **Personalised service**

Electronic records and efficient communications help councils provide services tailored for individual needs, today and in the future.

✓ **Efficient, auditable operations**

A fully-connected operation with automated communication reduces service errors and maximises productivity.

Clinical Waste Online provides a modern and engaging solution for users to get the service they need when they need - reliably and securely.



Containers Online

Containers Online is an integrated solution allowing residents to order additional bins and sacks, with built-in payment options.

✓ **Online requests for bins and sacks**

Residents can easily see and manage their allocated bins and outstanding orders, online, on mobile and by telephone.

✓ **Automatic approvals**

Configurable rules for additional capacity requests automate request processing, for fast, consistent decisions without administration.

✓ **Integrated Payments**

Where containers require a payment or delivery charge, built-in integrated credit card payments make the transaction fast and simple.

✓ **Delivery Workflows**

Resident's orders flow directly to delivery workflows so orders are completed quickly and efficiently. Residents are kept informed at every stage.

Containers Online makes requesting, approving and fulfilling orders for sacks and bins simple, with automatic workflows and built-in payment facilities.



HWRC Online

HWRC Online is a comprehensive online booking and management system for public waste and recycling sites

✓ **Multi-site support**

Manage one or more waste and recycling sites with varying hours, capacities and waste streams. Residents get clear information about each site and its operating hours.

✓ **Real-time bookings and capacity management**

Residents choose their preferred site and select a visit time with confirmed capacity. Booking details are immediately sent electronically.

✓ **Simple check-in and admission**

Bookings immediately transfer to the online check-in app where site staff can check in arrivals by name or vehicle registration. Drive-ups and late admissions can be configured and managed, paper-free, with or without site Wi-Fi.

Barred vehicles and commercial vehicle permits can be managed online.

✓ **Analytics and service management**

Visualise and analyse site usage, travel patterns and capacity trends with built-in reports, PowerBI and analytics.

HWRC Online makes requesting, approving and fulfilling orders for sacks and bins simple, with automatic workflows and built-in payment facilities



Recycle Coach

Recycle Coach is a unique app, free for councils and available to the general public for a modern, online waste, recycling and environmental service.

✓ **Recycle Coach Plus**

Extends the power of Recycle Coach with council-specific service information and updates, including live collection data, missed bins reports and other localised information, all powered by Collective and fully automatic.

✓ **Endlessly extendable**

Powerful add-on modules put council garden waste subscriptions, special collections and bin / sack orders right into the Recycle Coach app.

✓ **Accessible for all**

Recycle Coach is built by waste professionals for people who aren't waste professionals. No jargon, no buzzwords - just a simple, fun app with complete WCAG 2.2 compliance.

Educate and inform residents about all waste streams, powered by the Recycle Coach mobile app and technology.



Reya

Reya, our innovative Virtual Assistant, gives residents effortless, 24/7 access to accurate waste and recycling information, helping Councils improve service efficiency and satisfaction:

✓ **Always-On Support**

Available 24/7 with multilingual capabilities, Reya ensures residents can get information whenever they need it.

✓ **Accurate, Real-Time Information**

Provides personalised updates on bin collections, missed bins, and other waste services using data from Collective.

✓ **Easy Integration & User-Friendly**

Seamlessly connects with your existing Collective system and offers an intuitive, simple interface for residents.

✓ **Cost-Effective & Scalable**

Handles high volumes of enquiries simultaneously, reducing staff workload and operational costs.

✓ **Insightful Data**

Collects data on common enquiries and call patterns to help Councils understand resident needs and improve services.

Reya automates routine enquiries, enhances resident satisfaction, and frees staff to focus on complex tasks, delivering smarter, more efficient waste management.



Newsfeed

Collective Newsfeed is an optional module for Resident's Portal, giving waste and recycling teams new and exciting ways to contact their users quickly, effectively and at very low cost.

✓ **Instant information and push notifications**

Newsfeed gives residents instant information about their services, automatically. Newsfeed can send push-notifications about live issues – missed bins, delayed routes & contaminated bins, directly to those affected.

Residents no longer have to check the website or call the council to find out what has happened.

✓ **Targeted, relevant Information**

Newsfeed easily targets segments of your residents – e.g. those without garden subscriptions, areas of low presentation, assisted collections, getting the right messages to the appropriate audience every time.

Provides personalised updates on bin collections, missed bins, and other waste services using data from Collective.

✓ **Rich media support**

Engaging social-media style posts can be created manually or automatically with optional comments and user reactions.

✓ **Cost-Effective & Scalable**

Handles high volumes of enquiries simultaneously, reducing staff workload and operational costs.

Reya automates routine enquiries, enhances resident satisfaction, and frees staff to focus on complex tasks, delivering smarter, more efficient waste management.



Business Portal

Collective Business Portal gives businesses online access to their waste and recycling services. The live calendar updates in real-time whilst options for additional collections and new services help the business grow.

Electronic document management and secure online access encourage client retention as businesses large and small adapt to new waste and recycling requirements.

✓ **A modern e-commerce system**

On mobile and within your gov.uk domain, Business Portal is WCAG 2.2 compliant and branded exactly like your main website to maximise your brand equity.

✓ **Bins and Collection Histories**

When were the bins collected? What did they weigh? What is it costing?

✓ **Service Requests**

Customers can report missed bins or order additional collections with a click - no forms, electronic payment and instant answers.

✓ **Seamless Integration**

single-sign-on for your staff and seamless integration with other channels and internal payment services.

Collective Business Portal is a new way for councils to win, retain and develop new waste and recycling customers to build a profitable and sustainable service.



e-Docs

Collective e-Docs makes your waste transfer notes and contracts fully electronic, removing the need for paperwork, manual checks and postage costs.

✓ **Automatic document generation**

New and amended contracts, annual Waste Transfer Notes and other compliance documents are generated, signed and delivered instantly and automatically.

✓ **Electronic Signatures**

Documents are signed electronically on any web-enabled device and attached to the customer record. Fully-auditable, contracts can be accessed via Collective Business Portal and sent to internal document management systems.

✓ **Compliance Checks**

Collective e-Docs automatically sends reminders for outstanding documents and flags any non-compliant accounts for follow up.

✓ **Flexible cost model**

With Collective e-Docs you pay for the documents you use to maximise the savings as the commercial operation grows.

Collective e-Docs automates a key administration tasks, ensuring compliance and leaving the waste team free to concentrate on developing the service.



**Collective
Safety**



SafeActive

SafeActive protects crews, the public and the council's assets by remotely ensuring crews are working safely at all times, not just when you are looking.

✓ **Standardise on best practice**

SafeActive lets councils define how waste vehicles and facilities should operate and measure against a consistent 'best practice' model.

✓ **Measure improvements, not accidents**

Consistent, granular audits reveal problem areas and show operators how to make evidence-based interventions to continually improve safety - before accidents or near-misses happen.

✓ **Manage safety around the clock, around the world**

Remote, camera-based audits can be done in real-time or later so you can support multiple shifts from anywhere, without working around the clock.

✓ **Industry-leading connectivity**

Standard integrations to online camera systems from Contel, FleetClear, Brigade, Vision Track and Vision Techniques allows councils to audit mixed fleets with minimum fuss.

SafeActive is proven to reduce risks to crews and the public from waste collection vehicles.



Reactive Processes



Assisted Collections

Assisted Collections ensures residents with accessibility needs receive reliable support, with simple management and clear validation:

✓ Built-In Workflow

Standard assisted collections process with optional evidence checks, auto-approval, and automatic expiry/renewal where required.

✓ Crew Visibility & Actions

Crews can request or challenge assists, see bin locations, and confirm new collections to ensure completion.

✓ Flexible & Temporary Support

Food collections can be excluded, and temporary assists can be set for short-term needs.

✓ Operational Insights

Dashboards, heatmaps, and street-level summaries give teams an overview of assisted collections.

✓ Portal & API Access

Residents or systems can request or update assisted collections digitally.

Assisted Collections delivers consistent, efficient support for residents while streamlining operations.



Missed Bins

Missed Collections Management helps Councils improve service reliability, reduce avoidable contact and ensure missed bins are handled consistently and efficiently:

✓ **Smart Validation & Integrations**

Standard “was it missed?” API and configurable business rules ensure only genuine missed bins are raised, using crew logs and open-job checks for validation.

✓ **Automated Recalls & Flexible Rules**

Missed bins can be reassigned automatically using rules such as same crew, mop-up, alternate crews or three-weekly returns. Unresolved jobs roll over until completed.

✓ **Configured to Local Policies**

Implementation includes a review of local policies and setup of rules, workflows and automations to match your operational needs.

✓ **Resident Portal Controls**

The Portal can limit when missed bins can be logged, provide tailored messaging and highlight assisted collections or specialist rules.

✓ **Automated Escalation**

Collective identifies repeat missed collections (e.g., three in two months) and flags overdue tasks that haven't been completed within set timescales.

✓ **Improved Crew Awareness**

Crews see previous missed collections and can log non-completion reasons such as no access, providing a clear audit trail.

✓ **CRM Update Options**

Where integrated, status updates can be pushed automatically back to CRM systems when missed collections are resolved.



Bin Repairs

Bin Repairs helps Councils manage lost or damaged bins efficiently, ensuring timely repairs and replacements while keeping residents informed:

✓ **Smart Reporting & Integrations**

Residents can log lost or damaged bins via integrated webforms and/or the Resident's Portal. Staff can report issues in-cab or via back-office software. Automatic allocation determines repair or replacement based on bin type and type damage.

✓ **Automated Job Management**

Jobs are planned automatically by area, capacity, and type, with crews completing all repair and replacement tasks through in-cab or mobile devices for a fully paperless workflow. Asset records update in real time to maintain complete accuracy.

✓ **Policy & Workflow Setup**

Implementation includes review of local policies, plus setup of rules and automations to streamline operations.

Bin Repairs delivers a structured, automated process that keeps services running smoothly and residents informed.



Bin Orders & Deliveries

Bin Orders & Deliveries streamlines requests for new, replacement, and additional-capacity bins, combining smart validation, automated planning, and real-time crew updates:

✓ **Smart Requests & Integrations**

Residents request replacements or extra capacity via online webforms or the Collective Resident's Portal, with automatic "lost in wagon" detection and validation against existing allocations.

Built-in eligibility logic ensures that requests for additional capacity, assisted collections, or policy-dependent entitlements are automatically assessed before approval. The system also flags unreasonable or suspicious usage patterns - such as repeated replacement requests - to support fair and consistent service delivery.

✓ **Automated Planning**

Deliveries are automatically planned by location, round capacity, and bin type, with options for swaps and removals.

Crews carry out all deliveries, swaps, and removals using in-cab or mobile devices, ensuring a fully paperless workflow. Any issues or access problems logged in-cab trigger automatic rescheduling and updates to resident-facing status.

✓ **Asset & Stock Management**

Accurate bin asset records and stock alerts ensure efficient supply and fulfilment, with all updates synced in real time as crews complete tasks on their devices.

Bin Orders & Deliveries reduces manual effort and keeps services responsive, accurate, and resident-friendly.



Sacks, Liners and Caddies

Sacks, Liners & Caddies streamlines the supply and management of consumables and household caddies, ensuring residents are fully stocked and crews stay efficient.

✓ Smart Requests & Integrations

Residents request replacements via webforms or the Collective Resident's Portal, with optional payment processing and eligibility checks (e.g., clinical waste or food caddy liners).

Items can also be issued directly by crews in-cab, and automatic replenishment cycles keep high-need households supplied. First deliveries are included for new service joiners.

✓ Automated Planning

Deliveries are planned by location, round, and item type. Crews confirm delivery and log any issues using in-cab or mobile devices, ensuring a fully paperless workflow.

Automatic rescheduling keeps services responsive.

✓ Asset & Stock Management

Real-time stock monitoring maintains accurate inventories and triggers alerts for low or high-demand items. Paperless processes reduce administrative effort and keep services efficient and resident-focused.

By combining smart requests, automated planning, and real-time updates, Sacks, Liners & Caddies keeps services reliable, proactive, and easy for residents to use.



Garden Waste

Garden Waste streamlines the the execution of garden waste subscriptions. Orders from the council website flow directly into Collective for scheduling and container deliveries.

✓ **Easy web integration**

Proven connectivity to Jadu, Goss and Granicus web forms and open APIs for other platforms ensure simple, real-time integration of services. From sign-up to service without delays or manual processes.

✓ **Price matrix**

Flexible pricing with options to maintain in Collective or in your webforms for easy maintenance in future years.

✓ **Automatic workflows**

From the moment a resident signs up, Collective gets to work delivering their bins, scheduling collections and updating routes.

✓ **Service dashboard**

Monitor sign-ups, revenue and churn in Collective's easy dashboard, or hook up to PowerBI for deep analytics on who is using services.

✓ **Permits and stickers**

We integrate directly with major providers of garden waste permits, automatically triggering production and delivery to residents with zero admin and rapid delivery.



Special Collections

Special Collections enables your web forms to book bulky waste and other collections with complete confidence and compliance.

✓ **Item Catalogue**

Maintain your item catalogue in Collective so your web forms always have an up-to-date list via the open APIs.

✓ **Flexible Bookings**

Council web forms can query and hold capacity during the booking process, preventing over-subscription and route failures. Service suspensions, additional capacity or changes to schedules immediately show up in the booking system.

✓ **POPS and WEEE-compatible**

Special Collections implements your policies for WEEE and POPS collection, ensuring compliant and efficient collections.

✓ **Automatic execution and confirmation**

Collections are automatically scheduled and sent to mobile crews for completion. Completed jobs are automatically closed in the web-forms / CRM system with supporting documents and photographs for proof of service.

Special Collections is a powerful booking engine to power local authority webforms and complete work with maximum efficiency and minimum admin.



Contamination

Contamination Management gives Councils a structured, data-driven approach to reducing contamination, improving recycling performance and promoting positive resident behaviour.

✓ **Easy In-Cab Recording**

Crews can quickly log contamination events in Collective, capturing contaminant types and adding photos to provide clear evidence. All information is stored in real time for operational teams to review.

✓ **Automatic Identification of Repeat Contaminators**

Collective analyses contamination data to highlight repeat issues and generate reports showing properties that regularly contaminate their waste - enabling targeted interventions and proactive management.

✓ **Resident Notifications & Tailored Communications**

Residents can be contacted automatically via email, SMS or GOV.UK Notify, while the system flags properties requiring printed letters. Communications scale appropriately based on the number of contamination events within a set period.

✓ **Clear Escalation Pathways**

For persistent offenders, Collective supports configurable escalation steps, which can include educational visits, enforcement or service restrictions - helping Councils manage contamination fairly and consistently, improving the quality of recycle and supporting increased revenue from recycling contracts.



Clinical and Sharps

Clinical Waste integrates your clinical waste collections into your wider waste and recycling service.

✓ **Electronic request management**

Online requests flow directly from your web-forms to Collective for assessment, scheduling and completion by the waste team. New service users, orders for sacks and special requests are handled quickly and without paper.

✓ **Sensitive, personal service**

Detailed and flexible records of your most sensitive customers and their individual service arrangements are stored on the CollectiveX mobile platform, encrypted and secure. Changes to work are immediately actioned to ensure residents get the service they need.

✓ **Scheduled and on-demand collections**

Complete support for scheduled, ad-hoc and on-demand waste collection for greater productivity and a more responsive service.

✓ **Efficient, auditable operations**

A fully-connected operation with automated communication reduces service errors and maximises productivity.

Clinical Waste is a secure and reliable way to deliver a critical and sensitive service to vulnerable residents.



Mobile Working



Collective Mobile

Collective Mobile and CollectiveX puts your front-line services on the road, working safely and efficiently with full connectivity.

✓ **Android and iOS support**

A secure application with remote management, automatic updates and a user interface designed specifically for waste, recycling and environmental services. Supported on any current Apple or Android phone, tablet or mobile device.

✓ **Flexible working**

Licensed per-unit or per-user, Collective allows any number of users to collaborate on each workpack to get the job done.

✓ **Safety built-in**

Comprehensive daily vehicle checks, safety notices, single-sided collections and built-in risk assessments and reporting make Collective the safest operating platform. Collective also has built-in access to wellbeing and mental health resources.

✓ **Automatic context-switching**

Collective switches between map and list views, commercial and domestic collections and day / night displays quickly and easily so crews always have the user experience they need to get the job done.

We invented mobile waste management with the UK's first in-cab system. Twenty years on we are still innovating to make recycling services safer and more reliable.



Collective CallSafe

Collective Callsafe is a safe and secure method for crews to stay in contact with their depot team, without mobile phones or radios.

✓ **Group calling with voice or video**

Callsafe supports voice and video calls between mobile and desktop users, either one-to-one or in groups. Need to deliver a team talk to a distributed team - Callsafe can get your team together quickly when you need them.

✓ **Safe and configurable**

Callsafe will not interrupt a driver whilst the vehicle is in motion, nor will it let them make or take a call. Callsafe can be configured to allow or prevent specific call routes (e.g. vehicle to depot, vehicle-to-vehicle, crew-to-supervisor).

✓ **Reduces dashboard clutter**

Running natively in Collective Mobile, Callsafe makes radios and mobile phones redundant, reducing driver distraction and in-vehicle displays.

✓ **Auditable**

Unlike radio systems, Callsafe's logs show who called who and when, so managers can monitor the system and manage usage.

Callsafe is unique in the waste and recycling industry, combining modern video calling with safeguards to ensure compliance and responsible use.



Customer Onboarding, Support & Contract Management

Bartec Municipal Technologies is committed to supporting Councils throughout the full lifecycle of their waste and cleansing operations. From contract award through to business-as-usual, we deliver a structured, collaborative approach that combines industry expertise with proven project management and quality standards. Operating exclusively in the local authority sector, we understand the unique challenges Councils face and tailor our services to maximise efficiency, compliance, and user adoption.

All our implementations are underpinned by **PRINCE II-certified** project management and our **ISO 9001:2015** Quality Management and **ISO 27001** Information Security frameworks, ensuring consistent delivery, risk management, and continuous improvement across more than 100 UK Councils.



Mobilisation and Onboarding

During the mobilisation phase, Bartec works closely with the Council to align expectations, prepare for a smooth implementation and ensure the system implementation begins with clear objectives, defined priorities, and early stakeholder engagement. Key steps include:



Project Initiation:

A kick-off meeting to agree objectives, scope, priorities, and success measures.



Implementation Planning:

A detailed project plan with phased delivery, responsibilities, risk mitigation, and progress tracking.



Roles and Responsibilities:

Clear accountability across Council and Bartec teams, ensuring every stakeholder knows their responsibilities.

These steps ensure minimal disruption to daily operations, early visibility of project milestones/timelines and provides confidence that experienced, local-authority-focused teams are managing the implementation.



Training & Knowledge Transfer

Bartec provides tailored training across all user levels, ensuring Council teams can fully leverage the system.

Training approach:



Desktop Users: In-person or online sessions for admin and management staff, with hands-on practice.

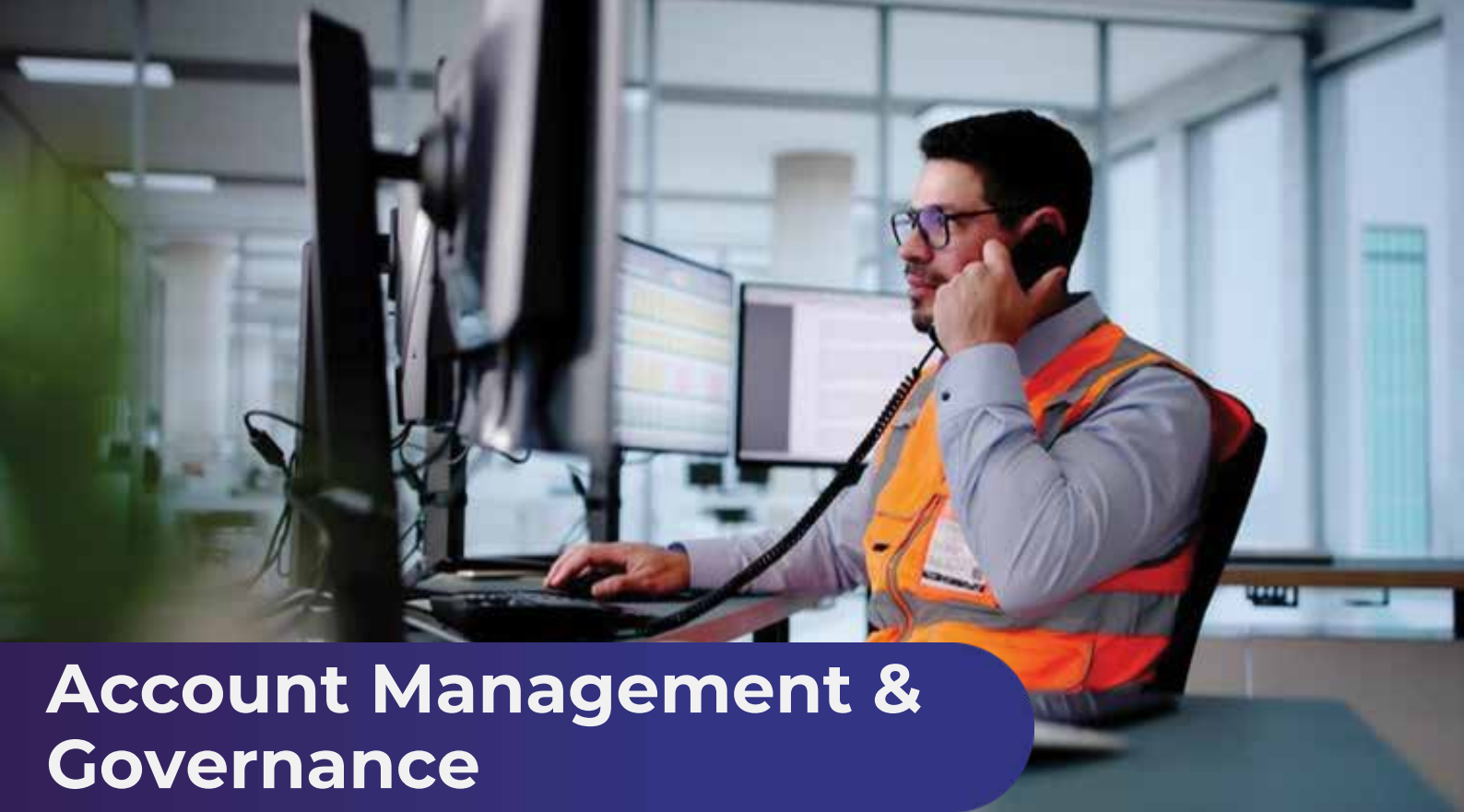


Drivers and Crews: Train-the-trainer model, enabling local experts to cascade knowledge efficiently.



Ongoing Learning: Access to user forums, online sessions, and refresher courses.

This approach builds operational confidence from day one, embeds knowledge locally to reduce reliance on external support, and promotes continuous learning for long-term efficiency and system adoption.



Account Management & Governance

Bartec provides a dedicated Account Manager and Customer Success Manager, offering consistent oversight and proactive support throughout the contract lifecycle. This ensures that the service continues to meet operational needs, deliver value, and evolve with changing local authority requirements.

Governance and Performance Monitoring:

Operational Meetings:

Regular meetings during implementation and early operations to monitor progress and address issues

Performance Reviews:

Monthly reviews during the initial post-go-live period, followed by strategic reviews in subsequent quarters, attended by senior representatives from both parties.

KPI Reporting:

Councils receive performance insights through dashboards and reports, allowing early identification of opportunities and risks.



Account Management & Governance

Customer Success and Continuous Improvement:

Best Practice Advice:

Guidance on process optimisation and leveraging new features.

Support:

Day-to-day functional support and technical queries are provided through our dedicated Helpdesk and Self-Service Portal, as described in the Service Level Agreements section. This ensures rapid resolution of issues while maintaining clear accountability and visibility.

System Health Checks:

Regular assessments to optimise system usage and operational efficiency.

Risk Management Throughout the Contract:

A structured risk management structure is in place from mobilisation to offboarding:

Implementation risks: Staff unfamiliarity, data migration challenges, API integrations, or unavailable key personnel are captured in a Risk Register with mitigation strategies. Operational risks: Ongoing risks such as service disruption, data security, or user adoption are monitored through ISO9001 and ISO27001 frameworks.

User Groups & Collaboration:

Participation in national and regional sessions to share experiences and influence software evolution.

By identifying and resolving potential issues early, enhancing system reliability, and maintaining data security and compliance, operational disruption is minimised.



Offboarding & Contract Exit

Bartec ensures a smooth and secure offboarding when a Council decides to transition or conclude the contract.

Offboarding process:



Full data extract in CSV or encrypted database backup.



Secure deletion of retained data using certified destruction methods.



Technical support for migration to a new provider, if required.

Clear, transparent exit procedures maintain GDPR and internal security compliance while providing confidence that operational continuity is preserved throughout the transition.

Service Level Agreement

TotalCare is Bartec's comprehensive hosted software and support package, delivering reliable, scalable service to over 100 UK Local Authority clients, supporting 4,000+ vehicle systems and hundreds of concurrent desktop users.

All service performance, incident handling, and escalation procedures are governed under the TotalCare SLA, which defines response times, priorities, availability, and reporting. All customers receive the following as standard:

- **Dedicated Helpdesk:** 06:00 - 18:00, Monday–Friday (excluding English Bank Holidays).
- **Unlimited support calls:** Registered users can request assistance as needed.
- **On-site support:** For vehicle installation or hardware issues.
- **Security:** Device updates and daily backups of all Collective data.
- **Reporting:** Access to real-time dashboards, regular reports, API access, and ad-hoc reports on request. Up to four free bespoke reports are included as standard.
- **Out of hours:** Extended Hours / Weekend support available as optional add-ons.

Support Prioritisation and Response

Priority Level	Target Response	Target Resolution
P1 - Critical	1 hour	2 hours
P2 - High	2 hours	8 hours
P3 - Medium	4 hours	7 days
P4 - Low	4 hours	14 days
P5 - Informational/Planned	8 hours	By agreement

We offer some of the fastest response and resolution times when compared to similar organisations - particularly for critical and high-priority incidents.

Escalation: Breaches automatically escalate to the Collective Hub Manager, with the Chief Operating Officer maintaining oversight.

Availability: Hosted software guaranteed **at least 98% uptime** (06:00–18:00, Monday–Friday). Service credits apply for SLA breaches.

Performance and Scalability

- Server loads and response times are continuously monitored.
- System capacity can be extended as required.
- Customers define acceptable response times for key transactions.
- Supports hundreds of concurrent users and thousands of devices across multiple authorities.

Data Security and Compliance

- **ISO/IEC 27001** (LRQA, 14/02/2022) and **Cyber Essentials** certified.
- **Penetration testing:** At least every six months by CREST/Tigerscheme-approved providers.
- **Data location:** All data stored and processed in **UK primary and disaster recovery sites.**
- **Backups:** Hourly snapshots, RPO/RTO 1 hour; 24-hourly, 14-daily snapshots locally; six-month retention on DR site; individual database backups for recovery and testing.
- **Data-in-transit:** TLS 1.2+ encryption.
- **Audit:** Real-time user and supplier activity logs; retention 12 months (user/supplier), 6–12 months (system).
- **Data sanitisation and equipment disposal:** Following recognised security standards.

Identity, Access, and Authentication

- **2-factor authentication** for all users.
 - Management access via **secure VPN**.
 - Access restriction testing conducted annually.
 - Customers have real-time visibility of activity logs.
-

Operational Security and Change Management

- **Configuration:** Controlled via Bitbucket; lifecycle changes managed via JIRA.
 - **Patch management:** Monthly, critical patches prioritised.
 - **Protective monitoring:** Antivirus, malware protection, isolation and remediation of infected devices.
 - **Incident management:** ISO-aligned reporting, review, and corrective actions.
-

Secure Software Development

- Development follows recognised best practice, independently reviewed against **ISO/IEC 27001, ISO/IEC 27034, CSA CCM v3.0**.
-

Data Import / Export and Reporting

- **Import formats:** CSV, Excel, XML.
- **Export formats:** CSV, XML, SQL, Access, Excel.
- Options include **Data Warehouse, Azure DB, SFTP**, or bulk extracts via Helpdesk.
- **Analytics:** Transaction throughput, user access, crew engagement, dashboards, regular and ad-hoc reports.

Performance Reporting and Reviews

- Service reports are provided at intervals agreed with the customer at the onboarding stage.
- Review meetings with an assigned Account Manager typically occur quarterly, either in person or via Microsoft Teams.
- SLA performance statistics are reviewed and discussed during these meetings.