0800 112 3073 | office@exterius.co.uk | www.exterius.co.uk

EMERGENCY RESPONSE SERVICE

PEAK 2026 TERMS AND CONDITIONS

Exterius Facilities Management Ltd provides the Response Team service for participating Amazon sites under the following terms.

SERVICES COVERED

- CHUTE CLEANING
- SPILLS
- FFA CLEANS
- YARD SPILLS
- JAM BUSTING

KEY TERMS

DAY RATE
Pricing available on request. Contact Cam.

3-DAY MINIMUM
Invoiced in advance and held on account until 31 January 2027.

PO + AVETTA IN PLACE
Required before the service is activated.

ON SITE WITHIN 48 HOURS
From written file sign-off.

HOW IT WORKS

01

GET SET UP
Raise your PO and Avetta project. We'll submit our RAMS for approval and start planning while we wait for your PO to arrive.

02

SEND YOUR REQUEST
Once we receive your PO, we'll ask you to complete the New Job Form with photos, hazards, access details and your working window times.

03

SIGN-OFF
We confirm the scope and access in writing.

04

WE ATTEND
A team of two will be on site within 48 hours of sign-off.

Getting your PO and Avetta project in place now means we can move as soon as you need us.

Accommodation (where multiple days are required) and MEWP hire are quoted separately.

CONTACT US ON SLACK

iw@exterius.co.uk | cam@exterius.co.uk

Avetta Member | EcoVadis Gold (Top 5%, Jan 2026) | Coupa | SSIP | SafeContractor Approved

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FULL TERMS

EMERGENCY RESPONSE SERVICE · PEAK 2026

1 DAILY RATE AND ADVANCE INVOICING

The service is charged at a daily rate, available on request. Participating Amazon sites must purchase a minimum initial allocation of three days, which will be invoiced in advance and held on account for call-outs during Peak 2026.

Each completed service day will be deducted from the remaining allocation. Any unused days may be carried forward into January 2027 and must be used by 31 January 2027. Any remaining unused days after this date will expire.

2 PURCHASE ORDER

A valid Purchase Order covering the initial three-day commitment must be raised and supplied to Exterius before the service is activated. Having the PO in place allows call-outs to proceed without waiting for additional purchasing approval, provided sufficient authorised balance remains.

3 AVETTA PROJECT AND RAMS

The site must raise an Avetta Project and provide Exterius with access to submit Risk Assessments and Method Statements (RAMS) covering the agreed services, including FFA risks, spills and jams. RAMS submission and preliminary planning may begin while Exterius awaits receipt of the Purchase Order.

The PO must be on file and the relevant Avetta documentation submitted and approved before deployment. These advance arrangements support a speedy response, with any task-specific requirements addressed during job sign-off.

4 REQUESTS AND RESPONSE TIME

Once Exterius has received the Purchase Order and a service request, Exterius will issue a New Job Form. The requesting site must complete and return the form with site and contact details, a description of the duties required, clear photographs, relevant hazards, access arrangements and the proposed working window.

Exterius will review the completed form and confirm file sign-off in writing once the scope, required information, PO, RAMS approvals and access arrangements are agreed.

A compliant team of two Team Members will attend site no later than 48 hours after file sign-off. The 48-hour period starts from the written sign-off confirmation, rather than the initial request.

5 TEAM SIZE AND WORKING HOURS

The daily rate covers two Team Members undertaking eight hours of work on site, within a maximum 12-hour door-to-door shift, including travel and required breaks.

Exterius will plan attendance, travel, breaks and rest arrangements to meet applicable Working Time Regulations. Where travel would prevent eight hours of site work within the 12-hour shift, suitable accommodation or alternative arrangements must be agreed before deployment.

6 EXCLUSIONS AND ADDITIONAL CHARGES

The daily rate excludes accommodation where multiple days are required and Mobile Elevating Work Platform (MEWP) hire.

Any required accommodation or MEWP hire will be quoted separately and must be approved, with appropriate PO coverage, before costs are incurred.

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