

01 | BUSINESS OBJECTIVES

What does a better solution need to deliver?

Complete pages 1 and 2 before or during a conversation with Nationwide. Approx. 10 minutes; estimates and “unknown” are welcome. Page 3 is completed together.

Business / account name

Site location and postcode

Contact name and role

Email / phone

Relationship with Nationwide (tick one)

☐ Existing customer☐ New enquiry☐ Unsure**01 Set your priorities**

Tick your priorities, then identify the most important outcome below.

☐ Reduce total costs☐ Improve collection reliability☐ Find a recovery pathway☐ Improve compliance confidence☐ Reduce internal administration☐ Improve data and reporting

Most important outcome - what would success look like?

What is prompting this review? Include any operational impact or recurring problem.

02 Establish the current service

Typical volume / weight + unit and period

Collection frequency and peak demand

Approx. monthly spend / rate basis (if known)

Current provider / treatment destination (if known)

Contract end / notice period (if known)

Target date for a decision or service change

Who needs to be involved or approve a change? Name / role, if known.

Useful attachments: recent invoices, service schedule and available waste analysis. Commercial details can be discussed directly with Nationwide.



02 | SITE AND WASTE REQUIREMENTS

Understand what will work at your site

This information helps Nationwide identify suitable service partners and treatment enquiries. Leave unknown details blank so we can agree how to resolve them.

03 Describe the sludge

Industry / production process

Where does the sludge come from? Any mixed streams?

Physical condition (tick all that apply)

☐ Pumpable liquid / slurry

☐ Dewatered sludge

☐ Varies / unknown

Known treatment / cleaning chemicals or contaminants. Attach safety data sheets if available.

Waste analysis / classification information available (tick one)

☐ Available - can share

☐ Not available

☐ Unsure

Any expected changes in production, sludge volume or composition?

04 Check operational requirements

Storage capacity and usual collection trigger

Vehicle access / hose distance / loading method

Collection windows / site hours / inductions

How are urgent collections or missed services handled?

Site constraints or concerns: odour, containment, safety, space or planned shutdowns.

05 Explore the scope of a solution

Which changes would you consider? Tick all that apply.

☐ Collection / provider changes

☐ Alternative treatment or recovery

☐ Dewatering - subject to a business case

☐ Coordinating multiple sites

Non-negotiables or investment limits: what must a proposed solution accommodate?

Recovery options depend on the actual sludge, local processing capability and facility acceptance. Nationwide can coordinate specialist enquiries; testing or engineering input may be required.

03 | COMPLETE WITH NATIONWIDE

Turn the assessment into an action plan

Agree what Nationwide can coordinate, which information needs specialist input and how a proposed solution will be compared with the current arrangement.

06 Agree where Nationwide can help

- ☐ Review service configuration and costs
- ☐ Source collection / treatment partners
- ☐ Coordinate recovery acceptance enquiries
- ☐ Plan transition and service escalation
- ☐ Coordinate records and reporting
- ☐ Manage services across multiple sites

Information or specialist assessment still needed - who will obtain it?

07 Compare the customer outcomes

Complete once options have been assessed. Record evidence or mark "to confirm"; do not assume savings or recovery.

Decision factor	Current arrangement	Proposed / to confirm
Total service cost		
Reliability / backup		
Treatment / recovery		
Records / oversight		

08 Agree the next step

Agreed next action and any prerequisites (e.g. analysis, site visit, acceptance enquiry or quote)

Action owner / Nationwide contact

Due date / next discussion

Next stage (tick one)

- ☐ Further information needed
- ☐ Site / specialist assessment
- ☐ Develop a proposal
- ☐ Review later / no suitable option yet

Ready to discuss your site? Share this assessment and available supporting information with Nationwide.

1300 729 922 | nationwidewaste.com.au/contact-us/

Proposed services and recovery claims must be confirmed against waste characteristics, applicable requirements and receiving-facility acceptance. This assessment records needs and next steps.