

Document	Section	Previous	New
MSA	3.3 Labour Disruptions (a)	In the event of a conflict or inconsistency between this Section 3.3 and the Labour Standards Code (Nova Scotia), the Labour Standards Code (Nova Scotia) shall govern and the Contractor shall immediately inform CM.	In the event of a conflict or inconsistency between this Section 3.3 and the <i>Trade Union Act</i> (Nova Scotia), the <i>Trade Union Act</i> (Nova Scotia) shall govern and the Contractor shall immediately inform CM.
MSA	7.7 Arbitration (b)	As provided for in Section 7.6(a)(iii), disputes shall be resolved through binding arbitration in accordance with the Arbitration Act, RSA 2000, C A-43 (" <b>Arbitration Act</b> "), as amended from time to time.	As provided for in Section 7.6(a)(iii), disputes shall be resolved through binding arbitration in accordance with the Commercial Arbitration Act, Nova Scotia as amended from time to time.
MSA	8.6 Insurance	Updated language and circulated March 15, 2025.	Incorporated into MSA April 1, 2025
SoW	Definition Hazardous Waste	" <b>Hazardous Waste</b> " means a hazardous and special product as set out in the Regulation.	" <b>Hazardous Waste</b> " means any waste, whether solid, liquid, chemical, material, substance, product, particulate, or compound, that may impair or adversely affect the environment or the health of any individual, or damage property, plant, or animal life, and includes without limitation anything flammable, combustible, corrosive, toxic, hazardous or dangerous and any substance, compound or derivative defined, regulated, prescribed, limited or prohibited by a governmental authority or any Applicable Laws or which is otherwise characterized under or pursuant to any Applicable Laws as "hazardous", "deleterious", "dangerous", "waste", "toxic", "pollutant", "contaminant", "radioactive", "harmful", or words of similar meaning.

SoW	3.6 Unloading PPP (c)	The Contractor will have access to a Receiving Facility located not more than 60 kilometers driving distance from the Registered Community's service area boundary at the point of least distance to such Receiving Facility. If locating a Receiving Facility within such distance is not feasible, the Parties shall negotiate, acting reasonably, an adjustment to Exhibit 5 to reflect the cost of transporting the collected PPP to the available Receiving Facility.	The Contractor will have access to a Receiving Facility for each Registered Community. If the Receiving Facility is located 10 km at a further distance for Collection Vehicles to deliver and unload collected PPP as compared to prior to the execution of this Statement of Work, the Parties shall negotiate, acting reasonably, an adjustment to Exhibit 5 to reflect the cost of transporting the collected PPP to the available Receiving Facility.
SoW	3.6 Unloading PPP (e)	Collection Vehicles will be directed to return to the weigh scale after emptying the first compartment to get a split weight. After split weighing, a Collection Vehicle will return to the tipping floor area for the second compartment and empty the contents of the Collection Vehicle. The Collection Vehicle will then return to the weigh scale to obtain a tare weight.	If Collection Vehicles have more than one compartment select Collection Vehicles will be directed to return to the weigh scale after emptying the first compartment to get a split weight (estimated 10% of Collection Vehicles by Eligible Community will be directed to split weigh). After split weighing, a Collection Vehicle will return to the tipping floor area for the second compartment and empty the contents of the Collection Vehicle. The Collection Vehicle will then return to the weigh scale to obtain a tare weight.
SoW	3.6 Unloading PPP (f)	If the Collection Vehicle experiences a bulkhead failure, the Collection Vehicle operator shall work with the tipping floor supervisor to separate the material from each compartment.	If the Collection Vehicle experiences a bulkhead failure, the Collection Vehicle operator shall work with the tipping floor supervisor, as permissible, to separate the material from each compartment.
SoW	3.8 Missed Collections (b)	The failure of the Contractor to collect PPP in accordance with a collection route approved by CM shall be considered a missed collection. If notified of, or if the Contractor otherwise becomes aware of, a missed collection by 4 p.m. on the scheduled day of collection, the Contractor shall rectify the missed collection by collecting the PPP missed the same day, otherwise the PPP shall be collected on the next Business Day.	The failure of the Contractor to collect PPP in accordance with a collection route approved by CM shall be considered a missed collection. If notified of, or if the Contractor otherwise becomes aware of, a missed collection by 4 p.m. on the scheduled day of collection, the Contractor shall rectify the missed collection by collecting the PPP missed the same day, otherwise the PPP shall be collected on the next Business Day. The Contractor may propose an alternative approach to handle missed collection

			based on past practice before execution of this Statement of Work, subject to approval by CM
SoW	3.8 Missed Collections (c)	If the Contractor encounters any impassable obstruction, including utilities or other contractors working on the traveled portion of the collection route, the Contractor will return at least once on the same day at a mutually agreeable time, to collect the set out PPP. Without limiting the generality of the foregoing, the following are not considered to be impassable obstructions:	If the Contractor encounters any impassable obstruction, including utilities or other contractors working on the traveled portion of the collection route, the Contractor will return at least once on the same day, where reasonably possible, at a mutually agreeable time, to collect the set out PPP. Without limiting the generality of the foregoing, the following are not considered to be impassable obstructions:
	3.9 Customer Service Requirements (a) (i)	Contractor's Customer service office and call centre will be accessible by a local area code and prefix phone number. Customer service representatives will be available through Contractor's call centre for a minimum of an eight (8) hour period per day, between the hours of 7 am to 7 pm local time (unless the collection day is less than eight (8) hours, then for the period of Collection Services) for communication with Customers and CM representatives. Customer calls will be taken during office hours by a person. Where a call is not directly answered, a response must be provided within two (2) hours during regular business hours or within the first two (2) hours of the morning where a call is received outside of regular office hours. During all non-office hours for the call centre, Contractor will have an answering or voice mail service available to	Contractor's Customer service office and call centre will be accessible by a local area code and prefix phone number. Customer service representatives will be available through Contractor's call centre for a minimum of an eight (8) hour period per day, between the hours of 7 am to 7 pm local time (unless the collection day is less than eight (8) hours, then for the period of Collection Services) for communication with Customers and CM representatives. The Contractor may propose alternative call centre hours based on past practice before execution of this Statement of Work, subject to approval by CM. Customer calls will be taken during office hours by a person. Where a call is not directly answered, a response must be provided within two (2) hours during regular business hours or within the first two (2) hours of the morning where a

		record messages from all incoming telephone calls and include in the message an emergency telephone number for Customers to call outside of normal office hours in case of an emergency.	call is received outside of regular office hours. During all non-office hours for the call centre, Contractor will have an answering or voice mail service available to record messages from all incoming telephone calls and include in the message an emergency telephone number for Customers to call outside of normal office hours in case of an emergency.
	5.1 Documentation and Payment 5.1 (b)	Each of the Parties acknowledge and agree that the payments made pursuant to this Article 5 of Exhibit 1 will be based on the total number of Stops as set forth in Exhibit 2 Table 1 and Exhibit 2 Table 2. NTD mechanism to determine house count adjustments being reviewed and will be determined. CM may from time-to-time request, and the Contractor will promptly provide upon such request, documentation to validate the number of Stops in respect of which the Contractor is entitled to receive payment. Based on such information, CM will work with the Contractor in good faith to mutually agree on the total Stops at such time.	Each of the Parties acknowledge and agree that the payments made pursuant to this Article 5 of Exhibit 1 will be based on the total number of Stops as set forth in Exhibit 2 Table 1 and Exhibit 2 Table 2. These tables may be updated quarterly starting on April 1, 2026, by mutual agreement of the Parties. CM may from time-to-time request, and the Contractor will promptly provide upon such request, documentation to validate the number of Stops in respect of which the Contractor is entitled to receive payment. Based on such information, CM will work with the Contractor in good faith to mutually agree on the total Stops at such time.