

**Introduction**

This notice is to inform Customers that LLWR have recently made some minor updates to a number of forms and templates within the Waste Services Contract. These updates include new dedicated email addresses and updated security classifications in line with the Government Security Classification Policy.

**Security Markings**

Amendments have been made ensure our documents are complaint with the new government policy so that all information that is sent through email is protected and marked accordingly. The security classifications on our documents have now been updated to:

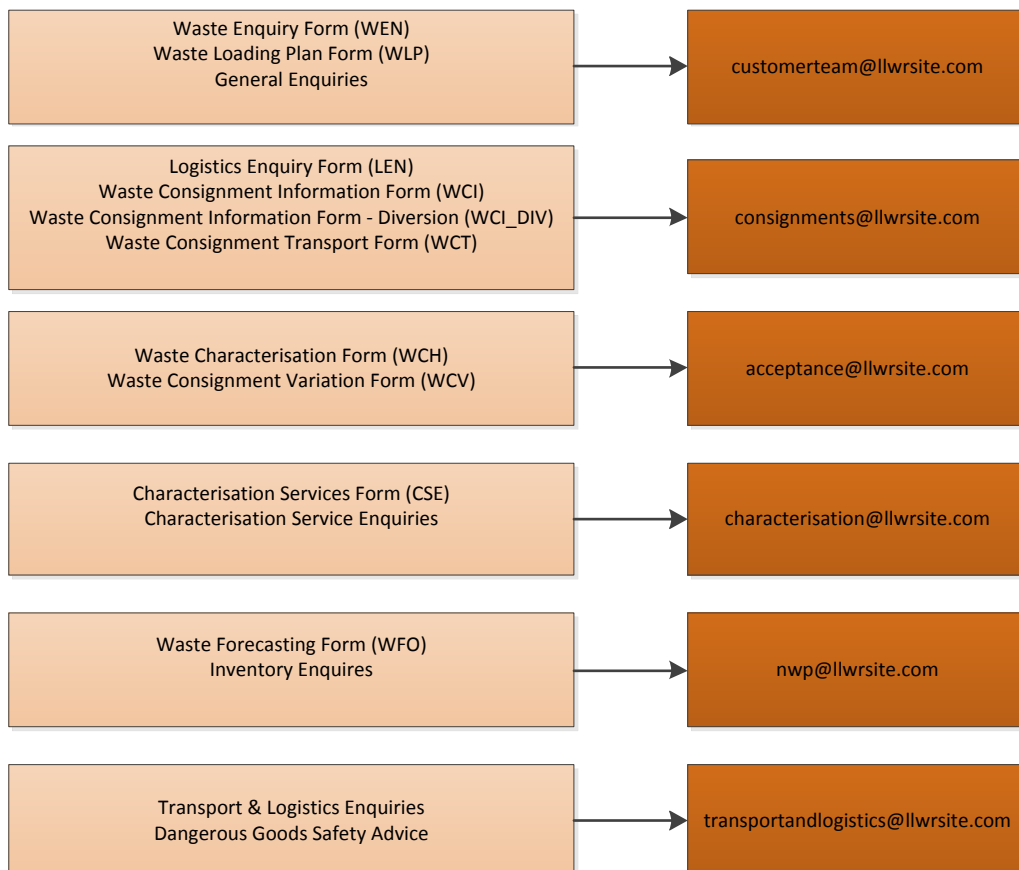
- **OFFICIAL– NO MARKING**
- **OFFICIAL**

Any Customers who wish to submit documents with a classification higher than ‘OFFICIAL’ must send the document stamped accordingly by post to the relevant LLWR department, as these documents cannot be sent via email.

For more information on the Government Security Classification Policy, please visit [www.gov.uk/government/publications/government-security-classifications](http://www.gov.uk/government/publications/government-security-classifications)

**Email Addresses**

LLWR have created new email inboxes to enable Customers to send their forms, queries or requests for information directly to the responsible departments. From this amendment you will gain a quicker response to your queries and requests. The diagram below shows new and existing email addresses and the information that should be sent to each mailbox.



**Implementation**

The new forms will be available from our website [www.llwrsite.com](http://www.llwrsite.com) from Monday 4<sup>th</sup> August 2014. We are aware that Customers may have already started completing some forms on previous versions; therefore we will accept these until Friday 15<sup>th</sup> August 2014.

**Further Information and Questions**

If you require any further information or have any queries relating to this Customer Notice, please contact your nominated Service Delivery Co-Ordinator, send an e-mail to [customerteam@llwrsite.com](mailto:customerteam@llwrsite.com) or call: 019467 70235.

***Distribution List***

We have issued this Notice to the following people from your Company's Contact Details Form (Reference: WSC-FOR-CON):

- All nominated representatives

If you need to update these details, please submit a revised Form: <http://www.llwrsite.com/customers/customer-forms>