

Scotland's Resource Sector Commitment

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Resource Sector Commitment



- **What** - *Scotland's Resource Sector Commitment is a voluntary initiative for organisations in the resource management industry to demonstrate their support for Scotland's zero waste ambitions and show their commitment to delivering high-quality resource management services.*
- **Why** – Safeguarding Scotland's Resources, desire from Federation Small Businesses
- **When** – launched Scotland CIWM AGM March 2013
- **Who**
 - Private and third sector resource management businesses
 - Local authorities
 - Resource management associations and trade bodies

Signatories - Scotland's resource sector commitment

Scotland's resource sector commitment is supported by organisations from across the country. Click on a signatories logo to visit their website.

		
		
		
		
		
		
		

Scotland's resource sector commitment

✦ Press release

✦ Signatories

✦ Supporters

✦ Supporter quotes

✦ Sign Up



- Currently 20 Signatories
- 6 in progress

What we ask



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APPENDIX C SIGN-UP STANDARDS

No	Item	Evidence
1	Resource operators to provide information to customers, or giving advice on other sources of information, allowing them to plan for decreased waste volumes year on year (contribution to Scottish Government waste reduction targets).	
2	Duty of Care information to be clear. Provision of information to customers on waste volumes, recycling achieved and, where possible, be in a position to provide details of end destination if requested.	
3	Clear contract language, transparent pricing to customers and straightforward conditions for those who wish to change provider.	
4	Appropriate containerisation and advice on proper waste presentation as part of contract.	
5	Resource operators provide easy ways to communicate and give feedback.	
6	Local authorities should provide collection systems in line with the Zero Waste Scotland Kerbside Collection Good Practice Guide, and for all other signatories similar good industry practice should apply.	
7	If a company does not offer a particular element of service, it may provide information on who else might have that service available, or alternatively sign-post customers to Zero Waste Scotland or other similar independent information.	
8	Resource operators may offer an audit of producers' waste streams for major customers and provide sign-posting of information (Zero Waste Scotland & SEPA resources) otherwise.	
9	Any revisions to contract arrangements in light of legal requirements or service alteration will be advised to customers in advance.	

What do the signatories offer to customers



APPENDIX B CUSTOMER AND SUPPLIER COMMITMENT

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CUSTOMER AND SUPPLIER COMMITMENT

We are signatories to a Scotland-wide commitment designed to ensure our waste and resource management customers receive:

- High-quality recycling services
- Advice on preventing waste and using resources efficiently
- Opportunities to provide feedback and ideas for improving our services
- Clear and user-friendly contract management

We are committed to helping you reduce waste, recycle more and adhere to legal responsibilities in managing waste.

If you choose us to provide your waste and recycling services you can expect the following:

✓	1	Advice on signposting to help you reduce waste, use resources more efficiently and maximise the value of surplus products from your business.
✓	2	Comprehensive advice, recycling and collection service including: good containers and storage information; clear information about what we can and can't do and when we collect; and information to you on what happens to the materials we handle for you.
✓	3	Well-managed and user-friendly agreements or contracts.
✓	4	Clear and easy to understand fees.
✓	5	Guidance on your legal responsibilities for managing waste.
✓	6	Direction to other waste and recycling services to help you donate unwanted items for reuse or buying quality second-hand products.
✓	7	Easy ways to give us your feedback.
✓	8	A commitment to continuous improvement.



Potential future phases

- Looking at 2/3 future phases
- Could become a '1, 2, 3 star': or bronze, silver, gold accreditation...
- Phase 2; Health & Safety – in progress
 - HSE, SESA, CIWM, SEPA, Industry 2014/15
- Phase 3: Quality; after MRF Code of Practice and Guidance launched
- Gain momentum from business industry supporters

For signatory customers



Complaints process

While there is expectation that customers will take up initial complaints directly with the signatory involved, Zero Waste Scotland will act as recipient for complaints about any ongoing issues on a signatory's performance in terms of this commitment.

Complaints will be investigated by relevantly qualified Zero Waste Scotland staff and a decision reached on the standard of service given by that signatory. Dependent on the investigation it is likely that three main outcomes will be apparent:

1. The complaint is justified and is evidence of systemic difficulty for the signatory in meeting the terms of the commitment. In such an instance the signatory will go through a review process (as outlined above) and the complainant will be advised by Zero Waste Scotland of the outcome.
2. The complaint is an isolated instance and can be dealt with by Zero Waste Scotland staff acting in a mediation role to allow the signatory to make good the particular issue. The complainant will be advised by Zero Waste Scotland of the outcome.
3. The complaint has no, or limited, substance. The complainant will be advised as such by Zero Waste Scotland, with information copied to the signatory.



Engaging supporting organisations



- To make the most from the Commitment need to create an impact across the variety of sectors
 - Collection customers, reprocessing facilities, onward materials sales/manufacturing customers
 - RSC sits in the middle
 - RES can help by engaging with key account associations and organisations – both private and public
 - Large organisation bodies
- What RSC can do for them
 - Act as an assurance that company has met external assessment criteria
 - Zero Waste Scotland can act as an independent appeals body
 - May assist with tenders, particularly when all phases are rolled out

Some considerations for you

- Could this be part of your procurement strategies?
- Sign up as supporters
- Anything to add?



Thank you.

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