

Scotland's Resource Sector Commitment



Scotland's Resource
Sector Commitment



SCOTLAND'S RESOURCE SECTOR COMMITMENT

A guide to the resource management
sector commitment on waste
prevention and recycling

Signatory Pack
April 2013





The Sector Commitment

- **What** - Scotland's Resource Sector Commitment is a voluntary initiative for organisations in the resource management
 - demonstrate and show their commitment to delivering high-quality resource management services.
- **Why** – Scotland's Zero Waste Plan, Safeguarding Scotland's Resources, desire from Federation Small Businesses
- **When** – launched March 2013
- **Who** - any organisation providing waste or resource management services in Scotland – private, third sector and local authority





What is expected of a Signatory

- provide customers with high-quality recycling services, supported by clear communications, and are consistent with legal requirements and good practice
- implement systems for gaining customer feedback and ensuring continuous improvement
- ensure contracts and charging structures are clear, reasonable and well managed

			<ul style="list-style-type: none"> ✦ Signatories ✦ Supporters ✦ Supporter quotes ✦ Sign Up

- Currently 20 Signatories
- LAs, private and third sector
- 6 in progress

PERTH AND KINROSS COUNCIL

Environment Committee

26 March 2014

SCOTLAND'S RESOURCE SECTOR COMMITMENT

Report by Depute Director (Environment)

Scotland's Resource Sector Commitment (SRSC) sets out standards which will drive continuous improvement, excellent customer service, and to enable businesses to reduce waste and be more resource efficient.

By signing up to this voluntary customer and supplier commitment, Perth and Kinross Council will be able to demonstrate their support for Scotland's zero waste ambitions.

1. BACKGROUND / MAIN ISSUES

- 1.1 Perth and Kinross Council provides a well established and nationally recognised Commercial Waste & Recycling Service to businesses, organisations and our own internal Council Services. The customer interface is managed by the Waste Services' Commercial Waste & Contracts Team and the collections are undertaken by Direct Services (Operations).
1.2 The Council offers an integrated package of commercial waste and recycling collection services to businesses in the Perth and Kinross area. These are compliant with new Waste (Scotland) Regulations 2012 and with the Environmental Protection Act 1990.

5 14/120

SWR Smart sustainability
SWR approved in Scotland's Resource Sector Commitment to support Zero Waste ambitions
Specialist Waste Recycling (SWR) has signed up to Scotland's Resource Sector Commitment.
The commitment is a Scottish Government backed initiative which is designed to set consistent standards for business waste collections and to help deliver the country's zero waste targets.



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Aberdeenshire Firm Signs Up to R Commitment

22nd September 2014
One of Scotland's biggest organics recycling firms, Turrif-based firm Keenan Recycling Ltd, which turns food and garden waste into compost products, has become the latest major Scottish company to sign up to Zero Waste Scotland's Resource Sector Commitment.



Managing Director Grant Keenan joined forces with Zero Waste Scotland at RWM in Birmingham this month, the largest event in the resource management industry's calendar, (held from 19th-18th September), to encourage more firms to follow Keenan's example and put its name to the Resource Sector Commitment.

The Resource Sector Commitment is a 'kite mark' for resource management companies, showing commitment to customer service which resonates with Scottish customers. The aim is to promote continuous improvement, excellent customer service, to enable businesses to reduce waste and be more resource efficient. The commitment is for any organisation involved in recycling waste or resource



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Scotland's Resource Sector Commitment
Getting real commitment from your waste contractor



A changing world

The waste management industry is changing fast. Rising landfill costs, new legislation and the economic and environmental benefits of recycling have forced waste up Scotland's business agenda. As a result, businesses are looking for improved standards of

External Links

Scotland's Resource Sector Commitment signatories

Resource management firms join Zero Waste Scotland's Sector Commitment

18 October 2014, source edie.newsroom
Glasgow Computer Recycling and Barr Environmental have become the latest companies to sign up for Zero Waste Scotland's Resource Sector Commitment.

30th firms join 18 other organisations already signed up to the voluntary commitment, which requires signatories to demonstrate consistent standards for business waste collections and excellent customer service, including promoting the benefits of resource efficiency to its customers.

Zero Waste Scotland is funded by the Scottish Government to support the delivery of its Zero Waste Plan and other resource efficiency policy priorities.

The organisation is now urging other firms in the industry to follow suit in signing up to the commitment, which is for any organisation involved in providing waste or resource management services to customers in Scotland including local authorities, private and third sector resource organisations.

The news was announced today (28 October) - the first day of Zero Waste Scotland's 13th annual Scottish Resources Conference, delivered in partnership with the Chartered Institution of Wastes Management



(Left to right) Glasgow Computer Recycling's Grant Morgan, Zero Waste Scotland's Iain Gulland and Barr Environmental's Gordon Whiteford

Related articles

- Resource management firm FCC Environment unveils 'mapping the politics of waste' report
Contamination of source-separated business

EDF ENERGY
Then choose a business electricity contract backed by low-carbon generation

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DASHBOARD



What is asked of a Signatory

APPENDIX C SIGN-UP STANDARDS

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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.	



Benefits of becoming a signatory

- Allows demonstration to customers of your commitment to
 - offering high standards of customer service and service provision
 - highlights best practice
- Independent third party assessment
 - assist to improve customer confidence

<http://www.zerowastescotland.org.uk/ResourceCommitment>



Benefits of becoming a signatory

- Useful if tendering for external work; possibly gain competitive advantage
- Conversely, if sub-contracting can be used to help assess their suitability
- Recognition – press coverage, use of logo

What do Signatories offer to customers?



APPENDIX B CUSTOMER AND SUPPLIER COMMITMENT

Scotland's Resource
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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.

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



- Create an impact across a range of sectors
 - Collection customers, reprocessing facilities, onward materials sales/manufacturing customers
 - RES can help by engaging with key account associations and organisations – both private and public
 - Large organisation bodies e.g. EAUC
- What RSC can do for them
 - Act as an assurance that Signatory has met external assessment criteria
 - May assist with tenders, particularly when all phases are rolled out



Future of the Commitment

Looking at 2 additional future phases

- Phase 2; Health & Safety – in progress
 - Consultation with HSE, SESA, CIWM, SEPA, Industry.
- Phase 3: Material Quality - Early 2016/17
 - Use MRF Code of Practice and Waste Regs
- Gain momentum from business industry supporters
 - Confederation Paper Industries, Scotland Food + Drink, Public procurement
- Exit strategy for ZWS 2018/19



Some considerations for you

- Become the next signatory?
- Could this be part of your procurement strategies?
- Resource Efficient Scotland promoting now to assisted businesses
- Assisted process throughout from ZWS
- Suggestions?



Questions?

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