

SCOTLAND'S RESOURCE SECTOR COMMITMENT

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

Signatory Pack
April 2013



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Zero Waste Scotland works with businesses, individuals, communities and local authorities to help them reduce waste, recycle more and use resources sustainably.

Find out more at
www.zerowastescotland.org.uk

Acknowledgements

A range of organisations gave advice and comment in the development of this commitment and its related communications materials. This included representative bodies, private industry, local authorities and the third sector.

The final outcome is the work of Zero Waste Scotland and not representative of the on the opinions of any individual contributor(s).

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INTRODUCTION

Scotland's Resource Sector Commitment is a voluntary commitment for the resource management sector to demonstrate its support for Scotland's zero waste ambitions.

The Scottish Government's Zero Waste Plan targets a continuing shift away from the use of landfill towards investment in high-quality recycling and resource recovery, with a focus on maximising benefits to the Scottish economy, while also protecting the environment. These ambitions have been reinforced by the legal framework of the Waste (Scotland) Regulations 2012 and the Safeguarding Scotland's Resources consultation, which extends them further by prioritising the optimal and efficient use of resources.

The resource management sector offers services upon which all businesses in Scotland depend. Forward-thinking organisations in the sector have historically innovated and adapted to changing priorities, doing much to set Scotland on its course towards zero waste.

Delivering the vision for zero waste requires significant investment and close working between businesses, waste producers, householders, central and local government.

To build on this, there is now an appetite for a voluntary commitment to underpin progress and to enable the resource management industry to demonstrate its commitment to helping customers further reduce waste and recycle more.

The **objective** of this voluntary commitment is to continue to progress towards a more resource efficient economy through an agreed set of actions and behaviours.

The agreement has been developed jointly by the Scottish Government, Zero Waste Scotland, representatives of the resource management sector and its customers.

SUPPORT FOR THE COMMITMENT

"Recent changes to waste law in Scotland provide an important opportunity for the business community to become smarter in thinking and planning for waste management. The principles set out in this commitment demonstrate that the industry is committed to closer partnership working with our customers, and managing the economy's waste in accordance with the new regulatory framework."

Colin Paterson, Chairman, SESA Executive Committee

"Scotland's business waste system is about to dramatically change. Our smallest businesses need to know exactly what they can expect from those offering waste management services so that they can source a fair deal and a practical service."

Andy Willox, Scottish Policy Convenor, Federation of Small Businesses

"By supporting this commitment we will ensure that our customers have the best understanding possible of how their contribution to high quality recycling collection makes good economic and environmental sense for them and for the wider Scottish economy."

Ray Georgeson, Chief Executive, Resource Association

"The Scottish Centre Council of the CIWM support and welcome the commitment to a zero waste aspiration. We would hope that all professionals involved actively in the sector would support the ethos of a more resource efficient Scotland and would promote that activity in their day to day work, assisting others in the sector, their employers and customers to understand and engage with this sensible course of action."

Duncan Simpson, Chair, CIWM Scottish Centre Council

"The Community Resource Network Scotland (CRNS) strongly supports the Commitment as a way for the third sector to demonstrate both its professionalism through operational best practice, and its commitment to a zero waste Scotland."

Paul Johnston, Chair, CRNS

WHY A VOLUNTARY COMMITMENT?

Voluntary commitments provide opportunities to recognise good practice, encourage industry leadership, and promote collaboration between partners.

This commitment is a platform for the resources sector to work with Zero Waste Scotland and the Scottish Government to deliver the priorities that we all wish to achieve through Scotland's Zero Waste Plan.

Specifically, the commitment asks the resource sector to:

- help businesses to realise savings through improving **waste prevention and resource efficiency**. These savings have been calculated to be worth up to £2.9bn to the Scottish economy;
- deliver **increased levels of high quality recycling**, by providing well-managed collections services that achieve best outcomes for customers;
- support customer confidence in recycling collection systems, underpinned by **user-friendly contracts**
- help **grow employment** in low carbon businesses and extend further a beneficial impact on Scotland's economy and approach to self-sufficiency;
- show that the resource sector is a **good neighbour to local communities** and that it can improve or maintain a high level of public confidence and foster acceptance of new infrastructure.



The waste hierarchy: Signatories to Scotland's Resource Sector Commitment will agree to promote the waste hierarchy to their customers.

THE COMMITMENT

This commitment will engage resource management operators in the task of helping the Scottish Government achieve the waste reduction and recycling targets outlined in the [Zero Waste Plan](#) and [Safeguarding Scotland's Resources](#).

It is proposed that the commitment will run until 2016 initially, with a focus on current priorities and targets.

There are five key elements to the commitment:

- Helping businesses to be more resource efficient.
- Providing excellent collection and recycling services.
- Offering clear and consistent contract management.
- Offering comprehensive advice, feedback and improvement.
- Communicating service expectations to customers.

Helping businesses to be more resource efficient

Signatories will help businesses to become more resource efficient by raising awareness of the need to prevent waste and manage resources in accordance with the waste hierarchy.

Resource and waste management operators subscribing to this commitment will promote the waste hierarchy to their customers and highlight the need for greater emphasis on waste prevention and resource efficiency.

The Scottish Government and its agencies will work with partners to raise awareness among waste producers of their waste responsibilities and ongoing technical and regulatory guidance to support this.

The Scottish Environmental Services Association (SESA) will review with its members what elements of the commitment could be incorporated into a revised Code of Conduct for Scotland, while the Community Resources Network Scotland (CRNS) and Resource Association will seek to have their members adopt its terms. Zero Waste Scotland will engage Scottish local authorities to encourage them to sign up.

The Scottish Government will work with partners (including representative and regulatory bodies such as FSB Scotland, Chambers of Commerce, Business Gateway, Scottish Environment Protection Agency [SEPA], Chartered Institution of Wastes Management [CIWM], COSLA and Zero Waste Scotland) to raise businesses' awareness of their waste responsibilities and provide guidance on specific new services or changes.

Dependent on business size, parties to this commitment will encourage waste producers to consider having relevant staff acquire the CIWM's Waste Smart Certificate and, beyond that to refer them to support from the Resource Efficient Scotland programme.

The Scottish Government departments and agencies will be encouraged to include the relevant elements of this commitment into the specifications and/or evaluation criteria used in tenders for resource management suppliers when contracts are renewed.

Signatories will help customers by providing or directing them to resource optimisation and waste prevention advice.

The cost and value of energy, water and commodities means that, for businesses, waste management is no longer simply about using bins correctly. It's about using resources across the business more efficiently, often by cutting waste or reusing items: cutting costs and helping the environment. Understanding the way in which companies produce waste materials which may be re-useable or recyclable, is a crucial point in determining how to efficiently manage processes in such a way to maximise value that can be realised from that resource stream.

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Signatories to the commitment will:

- wherever possible, position themselves to provide advice and support to help business contain costs and help the environment by cutting waste and enhancing recycling and re-use opportunities;
- where resource management companies cannot provide advice and support to help businesses use resources more efficiently, they will signpost suitable services, like Resource Efficient Scotland, who can provide this advice;
- identify ways in which customers can present waste for separate collection, with the aim of achieving high quality recycling;
- ensure that where material is separated for recycling, this is done so to meet the quality requirements of the [Waste \(Scotland\) Regulations 2012](#); specifically that where paper, cardboard, plastics, metals and glass are collected, whether individually or as co-mingled dry recyclates, they achieve the necessary quality standard to be considered 'recycling' within the Waste Hierarchy Guidance; and,
- have the opportunity to create long-term business opportunities to allow complementary services or product sales to be offered, including listing on the Zero Waste Scotland re-use and recycling database for public information.

Providing high-quality collection and recycling services

Signatories will provide excellent customer service by further improving collections of recyclable materials from small and medium-sized enterprises (SMEs) and other business customers.

While recycling rates for SMEs are comparable to the average for all businesses and there are widely available recycling collection services, signatories to the commitment recognise that the SME community values clearly and consistently communicated collection services and user-friendly agreements or contracts.

SESA and CRNS will encourage their members to raise awareness of their services amongst SMEs, beyond what is already done, and promote good practice in collections systems.

What makes a high-quality recycling service?

Features of a good recycling and collection service are:

- Ease of storage on site.
- Products streamed into categories prior to collection.
- Minimal collection of mixed waste materials for residual waste treatment.
- Continuing feedback to be given at front-line level to customers' staff to re-enforce waste minimisation messages.
- Good and appropriate containerisation where required for particular locations and/or product streams.
- Customers understanding that they have their own responsibilities around [Duty of Care](#) requirements and waste presentation.
- Information being provided on where collected materials are treated, recycled or disposed.



Signatories will also continue to explore the potential for innovation in their customer offering (including that to micro-businesses), to address specific needs and constraints. This could take a wide variety of forms, the choice of which would be entirely for companies, subject to the collection provisions of the Waste (Scotland) Regulations 2012.

Zero Waste Scotland will continue to provide support for innovative trade waste service models that could be taken forward by local authorities, waste management companies or third sector operators. This may include: co-collection and collaborative waste procurement, bring-back services, use of recycling centres and points, and promotion of added-value services.

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EXPECTED OUTCOMES

Promoting quality and performance

Ensuring the high-quality of recyclates from collection streams and from bulking points is vital in securing value in the market for recovered materials. The position in most parts of Scotland is that the regulatory position (see [Legal and policy background](#) and [Appendix A](#) for further detail) will require local authorities to provide householders with a collection service for dry recyclables and for food waste and for businesses to take reasonable steps present dry recyclables and food waste for collection.

The Waste Hierarchy Guidance should be promoted by signatories in the management and treatment of wastes and when material is collected for recycling the aim must be for it to be turned into valuable products.

Enhancing the environmental profile of the industry

Resource management operators are already subject to rigorous environmental regulation ensuring that their activities do not cause environmental harm. Recognising efforts already undertaken by some members of the industry, signatories will **aim where feasible to deliver environmental outcomes beyond permit or licence conditions**, for example:

- by adopting good neighbour practices to support local communities;
- by maximising efficiency in recovery plants producing energy and fuel, as far as is practically possible;
- by helping to turn the maximum proportion of Scotland's waste back into products, displacing virgin materials and so providing economic and environmental benefits. Recyclate markets are increasingly global but the recovery of higher volumes of valuable recyclate from Scottish waste arisings will provide a supportive context for the development of a thriving domestic reprocessing sector.

- By seeing feedback from the customer base of resource companies reflecting an increasing service satisfaction level.

Signatories recognise that **engaging with local communities** on waste services and infrastructure is vitally important. It is also acknowledged that many in the industry are already very active in promoting such engagement or are so inter-linked with their communities that service provision is carried out on a highly consensual basis.

Legal and policy background

The Waste (Scotland) Regulations 2012 will implement many of the priorities of Scotland's Zero Waste Plan. While this commitment seeks to do more than simply allow compliance with the Regulations, there is a clear shift in the need for producers to separate waste material for collection and for operators to offer services which maintain the value of that segregated material.

Being able to deliver services which are in line with the new Regulations will be a prerequisite condition of being able to sign up to the commitment.

An example guide to the Regulations for business customers is included in [Appendix A](#) and SEPA and Zero Waste Scotland are developing further support and information to help waste producers and collectors to plan their service provision in accordance with the law.

The Scottish Government and Zero Waste Scotland will continue to work with partners across Scotland to offer support to new resource industry initiatives.

SEPA will work with its field operatives **to ensure consistency in interpreting regulations and enforcement** in order to maintain a level playing field for business.

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APPENDIX A

THE WASTE (SCOTLAND) REGULATIONS 2012

The Waste (Scotland) Regulations 2012 require your business to take the following actions:

- Your business must present metal, plastic, glass, paper and card separately for collection from **1 January 2014**.
- If you run a food business which produces over **50 kg** of food waste per week, you must present it for separate collection from **1 January 2014**.
- The requirement to present food waste for separate collection will extend to all food businesses which produce over **5 kg** of food waste per week from **1 January 2016**.
- Where food collections are available, it will be illegal to dispose of food into the public sewer, for example, by using a macerator.

If your business is located in a rural area, you are exempt from all the food waste requirements of the Regulations, however, you may still want to examine the economic benefits of food recycling.

Your legal duty as a business

If you run a business in Scotland, you are already legally responsible for safely disposing of any waste your business produces. From 1st January 2014 the law will require your business to take all reasonable steps to recycle as much of that waste as possible. It will also require all local authorities and waste contractors to meet high recycling standards.

Detailed guidance on the new statutory duties, and information on how best to comply with them, is available in the Duty of Care Code of Practice produced by Scottish Government. You can access this guidance via this web link:

<http://tinyurl.com/waste-regs-code-of-practice>



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APPENDIX B

CUSTOMER AND SUPPLIER COMMITMENT



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.

Name

Position.....

Signed

Date

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.	

For further information visit

www.zerowastescotland.org.uk/resourcecommitment

or contact helpline@zerowastescotland.org.uk

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Working together for
a world without waste

Zero Waste Scotland Ground Floor, Moray House Tel: 01738 433 930

Forthside Way

Stirling FK8 1QZ

E-mail: info@zerowastescotland.org.uk

www.zerowastescotland.org.uk

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recycle for Scotland