

BUSINESS RECYCLING AND WASTE SERVICES COMMITMENT

Businesses and councils are working together to increase levels of recycling, and this has diverted significant amounts of waste from landfill. This has resulted in huge long-term environmental and financial benefits.

This commitment explains that, if you choose us to provide your waste and recycling services, we will continue to build on this success by:

- offering recycling and waste services that provide value for money and consider the needs of your business;
- helping you manage your waste, and identify and access recycling and waste-management services appropriate for your business; and
- valuing your feedback and ideas for improving our services.

We are committed to making recycling easy

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

✓	1	Reliable and regular collections	If we provide your service and cannot collect when we have said we will, we will: <ul style="list-style-type: none"> • let you know as soon as possible; and • make other arrangements if this is possible.
✓	2	A collection service tailored to meet the needs of your business	If possible we will carry out a waste audit with you, so we can: <ul style="list-style-type: none"> • understand the needs of your business; and • provide advice and help you access guidance on how you might save money by reducing and recycling the waste you produce.
✓	3	Clear information about our recycling service	We will: <ul style="list-style-type: none"> • explain what you can and cannot recycle through our recycling service; • provide feedback on what happens to your waste and recycling – where it ends up; and • make you aware of any new recycling services offered.
✓	4	Support you to recycle your waste	Where possible, we will give you details of other organisations to recycle your waste that you cannot recycle through our service.
✓	5	Contracts managed by following the principles of best practice	We will : <ul style="list-style-type: none"> • give you simple straightforward information to help you to renew contracts; • give you information to help you to choose right container size to meet your business needs.
✓	6	Reasonable and clear fees	We will explain what is included in our fees.

We are committed to helping you with your responsibilities in managing waste

Businesses that produce waste have a legal responsibility to get rid of it correctly. If you choose us to provide your waste and recycling services, you can expect the following:

✓	7	Guidance on your responsibilities for managing waste	To help you make the right decisions your business, we will help you access guidance which explains what your legal responsibilities are, including how to manage your waste in the best way for the environment.
✓	8	A directory of local waste and recycling services	To help you find out about waste and recycling services in your area, we will help you get in touch with other service providers, including from the public, private and voluntary sectors.
✓	9	Help with donating unwanted items for reuse or buying quality second-hand products	We will help you get in touch with local organisations if you are looking to get rid of, or buy, items which can be reused such as computers, furniture, printer cartridges and clothes.
✓	10	A sensible approach to enforcement	We will only take enforcement action when we have no other options left and where businesses cause significant problems for their neighbours and the environment.

We are committed to listening

Your feedback and ideas on improving our service are important to us. If you choose us to provide your waste and recycling services, you can expect the following.

✓	11	Easy ways to give us your feedback	If something goes wrong, or a service is not met, or if you have a question or would like to make a suggestion for improving our service, we will: <ul style="list-style-type: none"> • make sure you can contact us in ways that are simple and easy to understand; and • deal with customer complaints fairly, consistently and promptly.
✓	12	A commitment to continuous improvement	We will: <ul style="list-style-type: none"> • listen to your feedback and ideas on how we can help you meet your responsibilities and make recycling easier; and • act on the most common complaints and feedback, and explain what we are doing to deal with these.

Signed

Munsif Dad

Date

15th MARCH 2012

Name

MR MUNSIF DAD

Position

DEPUTY LEADER, CABINET MEMBER ENVIRONMENTAL SERVICES