

Making it work

To ensure that the Carton Recycling Scheme is a success within your Local Authority area, we would like to work in partnership with you and your collection contractor.

Overall approach

- We will work together proactively to address any issues that arise.

Collection frequency

- Tetra Pak & ACE will ensure the bins are emptied with sufficient frequency to meet local needs. This will be at least weekly to start with and kept under ongoing review.

Contamination

- We will work together proactively to minimise this and deal with any matters arising. Education & communication are expected to be the primary route.
- Where contamination does occur, we will ensure that the bins continue to be serviced whilst the issue is addressed.

Overflowing bins

- Where this occurs:-
 - We will seek to empty them as soon as possible – generally within 48hours.
 - We will examine what needs to be adjusted to avoid a recurrence and agree this with you. (e.g. new bins/sites, increased frequency of collection etc).

Resident's complaints

- In the first instance, complaints should be passed through to the contractor, with a cc to recyclingofficer@tetrapak.com. If they are not resolved satisfactorily, we will go forward from there.

External Communications

- We will provide you with a dedicated communications contact.

Adherence to Duty of Care

- Tetra Pak will ensure that service providers adhere to their Duty of Care obligations to cover material from point of pick-up.
- We request that you take responsibility for the waste while it is on your nominated bring bank site.

Tonnage reporting

- We will ensure that monthly information is provided, using average bin weights.

Site signage

- All signage at or about a particular site to be your responsibility.

A UK Mill

- All material is traceably transported to paper mills in Europe.
- Whilst a UK mill is desirable, it is a secondary goal compared to collection infrastructure in the short term. We continue to run trials in the UK and will keep you informed of our progress.

Other issues/questions

- If there are any other issues that you would like clarity on, please contact me directly or email recyclingofficer@tetrapak.com