QUALITY RECYCLING LTD. CUSTOMER CHARTER

Customer Charter For Household And Commercial Waste Collection

I. INTRODUCTION

Quality Recycling Ltd. is committed to providing the highest standards in the provision of waste management services to their customers. We have a commitment to providing a service that seeks to incentivise waste prevention and to encourage the segregation of waste so that it can be managed in accordance with the waste hierarchy, whereby waste prevention, preparing for reuse, recycling and other recovery are preferred over the disposal of waste. This approach is in line with the current national waste policy in the area - A Waste Action Plan for a Circular Economy. This document is designed to communicate how we intend to provided household and commercial waste collection services in accordance with these principles to the public in a clear and concise fashion.

2. CUSTOMER SERVICE STANDARDS

a) We will provide a regular and reliable collection service and process your waste in a professional and environmentally sound manner.

b) All service provision will be carried out in line with current local and national legislation and in line with sustainable waste management practices. Our National Waste Collection Permit Office (NWCPO) waste collection permit number is NWCPO-12-11065-07 and the details of this permit can be viewed at www.nwcpo.ie.

c) We will provide you with timely, relevant and clear information regarding your collections, including temporary changes resulting from public holidays or adverse weather conditions.

d) We will consider any reasonable special requests that individual customers may have.

e) We will explain clearly what our service rules are and the reasons for them.

f) We will respond to formal complaints we receive about our service in a timely and professional manner.

g) We will ensure that there are no direct impediments to you switching your service provider should you wish to do so.

h) We will design our service and carry out collections in a way that minimises litter and odour nuisance.

i) We will offer a segregated waste collection service to facilitate the segregation of residual waste, recyclables and where appropriate, food/bio waste. The frequency of collection will be

as follows:

- Residual Waste Bin - as frequently as may be determined by the relevant local authority according to
- the necessity of collection of such residual waste but at a minimum at least every fortnight;
- Recyclable Waste Bin - as frequently as may be determined by the relevant local authority according
- to the necessity of collection of such recyclable waste but at a minimum at least every fortnight;
- Food & Bio Waste Bin - as frequently as may be determined by the relevant local authority according
- to the necessity of collection of such food/bio waste but at a minimum at least every fortnight.

3. COMMUNICATIONS WITH CUSTOMERS

a) We will explain clearly what services you can expect to receive and will provide details of the collection services we offer on a county/city basis to the National Waste Collection Permit Office for publishing on their website.

b) We will provide to you with clear and concise billing which will allow you to understand all elements of the costs involved in providing your waste services.

c) We will inform all customers availing of a domestic waste collection service at least 10 days in advance of any predictable alternative arrangements made for collection in relation to public holidays etc., or any proposal to vary the level of collection.

d) We will keep you informed of changes in our service that are designed to improve our service Offering.

e) At the time of initial service provision, each customer will be provided with details of their service providers; full name and address, contact details (website where available, phone number, email, postal address), a clear breakdown of pricing policy for provision of service, process for accessing account statement and balances, procedure for receipt of payments, process for dispute resolution, procedure for customers who have fallen into arrears with their payments, where applicable, service provision frequency and details and the procedure for cancellation of service provision, including refund of charges where applicable. You will also be provided with details of the period of validity for the offer provided and advised of a cooling off period, should you wish to change your mind (usually any time prior to delivery of bins but at least 7 days from time of contract signing).

f) In the case of e-commerce contract with customers, and in line with reducing paper usage, all communications and documents will be sent by email, unless otherwise requested. In the interests of the environment and reducing costs we are committed to increasing communications by this method.

g) We will alert you at least 30 days in advance of the expiry of your contract.

h) We will produce a version of this Charter which has been approved by the National Adult Literacy Agency.

4. CUSTOMER RESPONSIBILITIES

a) In line with national policy, prevent reuse and recycle waste as much as possible. Refer to national and regional campaigns that's eek to help reduce waste production. Present your waste materials, properly segregated and placed in their respective bins/receptacles. Please refer to http://www.mywaste.ie for advice on how to manage your waste more sustainably and for information on how to properly segregate your waste for collection.

b) Segregate your waste appropriately. Please note the procedure in place should the incorrect waste be placed in a bin (e.g. food waste placed in the recycle bin): If An incorrect item is placed in a bin e.g. waste in a recycling bin the contaminated material must be removed by the customer before the bin is emptied. In the event the bin is fully contaminated the bin will be taken as a waste bin and the customer will pay the cost of emptying the bin as waste once the customer has agreed to this.

c) In the event that you have difficulty paying your outstanding bill, please contact us directly as soon as possible as we have a procedure to agree an individual payment plan which deals with how we will manage customers who have difficulty pay their bill. We reserve the right to withdraw service provision either permanently or temporarily due to non-payment of outstanding bills.

d) Contact us, as your waste management service supplier, if you have any queries on how best to manage your any of your waste materials. We have the expertise to provide the appropriate service of advice on how to best resolve the issue.

5. PRICING, CHARGING MECHANISM AND ACCESS TO ACCOUNT INFORMATION

a) The range of service and costs for service provision will be clearly communicated to each customer.

b) New Customers will receive information on charging and pricing structures at the time of sign up i.e. whether over the phone, via website sign-up or via completion of hard copy application form.

c) Information, including a copy of Terms and Conditions of Business will be provide to customers as part of new Customer Welcome Packs and will be available on the company's

website and/or www.nwcpo.ie.

d) Any changes to the Terms and Conditions of the business will be communicated to customers in a timely manner. Payment of invoices following such notifications shall be taken as acceptance of the updated Terms.

e) Customers will be entitled to easy access to their account information including statements/ balances.

f) National policy has moved towards a position where all customers will be billed according to the weight of the waste that they produce (pay-by-weight). This is in line with the EU Polluter Pays Principle. IWMA members are committed to adopting this methodology and it will be phased in over time in line with the national timelines. You will be notified in advance of the changes involved and the benefits.

6. COMPLAINTS PROCEDURE/DISPUTE RESOLUTION

a) You are entitled to a fair and reasonable hearing when you have a genuine complaint or dispute and the company commits to resolving your issues as quickly as is reasonably possible. Please find our contact details for complaint:

Quality Recycling Ltd
Ballylynch, Carrick On Suir
Co. Tipperary
Ph. 051-643114 051-642332
Lo Call 1890 929241
Email: info@qrl.ie
Webpage contact: www.qrl.ie

b) We will respond to formal complaints that we receive about your service in a timely and professional manner. In the case of written complaints, within 10 working days.

c) Complaints shall be logged on the individual customer account with a tracking facility to ensure the complaint has been resolved and the customer notified of updates or the course of action taken to resolve the issue.

d) Billing disputes are handled on a case by case basis and recorded. We will liaise with you directly to resolve the matter.

e) Dispute resolution including withdrawal of service will be in line with the company policy available on the company website or which is sent out by post on request. This will be a fair and equitable process in line with good consumer policies.

7. EDUCATION AND RAISING AWARENESS

a) We shall implement an educational and awareness programme in relation to waste management for customers that we service. This will be available via promotional literature that we provide directly to you and via our website or through the website of the National Waste Collection Permit Office.

b) Information packs shall be available to all customers clearly indicating waste types appropriate to each bin and how to present material for recycling.

c) We shall work with other national bodies in promoting waste prevention, reduction and recycling e.g. EPA/Repak etc.

d) We will provide Waste Segregation and Presentation Guidelines to customers, or at a minimum to the National Waste Collection Permit Office for publishing on their website, which clearly explain which materials are to be placed in which bin and collect at a minimum the recycling materials set out in this subparagraph or on the website located on the internet at http://mywaste.ie. We will explain to you what happened to materials collected in the residual, recycle and food waste bins.

Paper

Newspapers
Magazines
Junk Mail
Envelopes
Paper
Phone Books
Catalogues
Tissue Boxes
Sugar Bags
Calendars
Diaries
Letters
Computer Paper
Used Beverage and Juice Cartons
Milk Cartons
Egg Boxes
Holiday Brochures
Paper Potato Bags

Cardboard

Food Boxes
Packaging Boxes
Cereal Boxes

Kitchen Towel Tubes

Aluminium Cans

Drink Cans

Plastic Bottles (PET 1)

Mineral Bottles
Water Bottles
Mouthwash bottles
Salad Dressing Bottles

Plastic Bottles (HDPE 2)

Milk Bottles
Juice Bottles
Cosmetic Bottles
Shampoo Bottles
Household Cleaning Bottles
Laundry detergent Bottles
Window Cleaning Bottles
Bathroom Bottles

Plastic Packaging (PP)

Yogurt Containers
Margarine Tubs
Rigid Food Packaging - (except black)
Liquid Soap Containers
Fruit Containers
Soft Plastics

Steel Cans

Pet food Cans
Food Cans
Biscuit Tins
Soup Tins

8. TERMINATION OF SERVICE/ REFUNDS/ CHANGING SERVICE PROVIDERS

a) Should you wish to terminate your service provision, please advise us by email or in writing or

by phoning, giving 30 days' notice. We will remove our bins by arrangement with you and any balance owing on your account, after a Cancellation Charge (if applicable) is deducted, will be refunded to you within 30 days of receipt of termination notice.

b) We will ensure that there are no direct impediments to you switching your service provider.

9. CHANGING EQUIPMENT AND OWNERSHIP OF BINS

a) At time of initial service provision, by agreement, each customer will be supplied with the appropriate bins/ receptacles sized to service their specific needs.

b) In the case of changing equipment/ ceasing service/ changing service provider we commit to organising to arrange the collection of your old bins within a two week period of the ceasing of the service.

c) This Charter does not affect your statutory rights in any way and provides a simple interpretation of our commitment to you, our customer, and what we expect in return, to help ensure that you are provided with the best service level possible.

5th July 2023
Quality Recycling Ltd.
5 JUL 2023
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