



Landfill Zero Stakeholder Partner Charter

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Vision

A society in which the contribution of organisations and people whose mindfulness towards the protection of the environment is recognized.

Aim

To increase the number of Stakeholder Partners these being producers and manufacturers alike, to add value and being able access of opportunities from the impact derived from sustainable outcome driven by circular economy.

Core principles

As an organisation we will:

- ' Provide a named point of contact
- ' Provide a reference wherever appropriate.

In return we expect our Stakeholder Partners to:

- ' Embrace the values of our organisation
 - ' Be responsible and professional
 - ' Provide a full adherence
 - ' Be open about what they want us to achieve for them in supporting local communities and their environment
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About Landfill Zero

LANDFILL ZERO IS a national holistic alliance committed to promoting the role of the waste sector in accelerating the transition of all sectors to a circular economy.

Landfill Zero Stakeholder partners consist of producers/ manufacturers who subscribe to the platform and elect to sponsor a Landfill Zero Certified Circular Economy Project that is intrinsically connected to the producer/manufacturers relevant business sector.

Waste activity programs across the country are using diverse and dynamic disciplines in a variety of sustainable driven ways some enhance recovery of materials, others improve the quality of re-usable material.

Landfill Zero encourages active engagement with the environment around us to establish policies to keep learning, connect with each other and contribute to a cleaner environment.

In our current political and economic climate, which is forcing a reassessment of environmental priorities, and where pollution is a declared government priority, education in sustainability via a circular economy contribute to the delivery of mainstream innovation.

Environment has a huge impact on health. Works of art can create a welcoming, uplifting space that increases a feeling of wellbeing and promotes a positive experience of care.

A lot of the innovations in sustainability happens at grass roots levels, in community based programs that address determinants of poor resource management practices.

Our aim is to provide a proactive national alliance, which will offer strong networking and advocacy to increase public awareness and understanding of the role of education and advocacy nationally. We will encourage best quality practice, shared ethics, research and evaluation, excellence in process and product.

We believe that keeping this creativity alive, active and accessible to all, will reduce the environmental burden leading to a more and more vibrant, thriving society. Subscription to Landfill Zero is attained by a reputable business after it accepts the Landfill Zero Charter and subsequently agrees to abide the Landfill Zero Code of Conduct.

This Stakeholder Partner Charter sets out the rights and responsibilities of any subscriber receiving advice on Environmental and/or Corporate Social Responsibility Policies.

Landfill Zero portal is a primarily consumer facing portal which allows Environmental conscious mindful consumers to make well informed Buying decisions.

It allows Stakeholder Partners to keep abreast of innovations taking place across sectors.

Stakeholder Partners Businesses include a wide range of include retailers and landlords. You can find a full list of Landfill Zero businesses

Charter of Adherence

The Landfill Zero Scheme puts forward the "Charter of Adherence for Sustainable Material Resources Management and Circular Economy" as an added merit to the scheme by creating stable collaboration and activities going beyond the project's lifetime.

Our 10 pilot projects represent the core mass of the campaign and be the creators of the mass effect, encouraging other producers and manufacturers to join the network.

The Charter of Adherence, a significant milestone for the Landfill Zero Scheme, represents a manifesto aimed at producers and manufacturers who want to express their intentions to adapt their sector to the given environmental capacities of Landfill Zero and further develop and enrich their commercial offers with eco-innovative strategies and measures which will turn sector more sustainable and environmentally-friendly.

This charter reflects producers and manufacturer intentions to reducing waste generation by their sector

and improving waste management practices. Every sector which is willing to commit to these values of sustainable outcomes is invited to join this community and confirm their commitment by signing the Charter.

Nonetheless, it also aims to reinforce the attractiveness of actors as well as to foster local development by creating new green jobs and services locally.

By signing the Charter, stakeholder partners won't only join others that have already signed it but also join all the 10 pilots committed to the shared vision contained in the charter.

By putting this Charter forward to other producers and manufacturers aims at multiplying and transmitting the same vision of circular economy beyond its own partners

A Stakeholder Partner can have confidence in Landfill Zero as we will:

Do what we say we will do

- Delivery on efficacy of Stakeholder Partner Charter, and work to the operational requirements set out in the Code of Conduct (business behaviours) and the Codes of Practice.
- Provide accurate performance claims for Landfill savings
- Carry out a proper audit
- Follow processes correctly

Act in a responsible and professional manner

- Be responsive, approachable and treat people fairly and with respect
- Be mindful of patrons/customers using waste prevention facilities
- Keep their work area safe when servicing waste prevention site, with minimum of disruption, ensuring that it is tidy at the close of the day
- Supply accurate information

Disclose right information, at the right time, being clear and transparent

Follow fair marketing practices, including no misleading advertising

- Explain to you the benefits of a Landfill Zero project and signpost you to the Information Hub
- Provide clear, accurate and understandable information about services
- Inform you about whether you need any other legal or technical consents for the material which is being collected

Protect Stakeholder Partners with clear contracts

Provide you with a clear and detailed, itemised Landfill Zero Certifications accompanied by standard and terms and conditions that you understand


- Signpost you to independent advice before you sign a contract
- Explain your cancellation rights – where appropriate
- Provide fair pricing and contracts with no hidden costs or penalties

Do its best to resolve any concerns or complaints

- Provide a free initial complaints process and ensure there are no barriers for you to be able to contact them with queries, requests, concerns or complaints
 - Take responsibility for any issues where they may be at fault and look to resolve them with minimum disruption
 - Signpost you to their Alternative Dispute Resolution service, and the Landfill Zero complaints process
 - Use your feedback to improve how they do things
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You also have responsibilities, and we ask that you:

- Provide the necessary access to your sites and make it clear if there are any special requirements that might affect the collection activity
 - Make sure you have the correct Stakeholder Partners planning and environmental permissions in place for the work on your home
 - Make sure that you have a signed contract before the works start. It should cover:
 - The correct, planning and environmental permissions
 - Delegation of the Health & Safety (CDM) responsibilities
 - Recording variations to the contract
- Take independent advice where necessary and make use of the resources on the Information Hub to help guide your decisions
- Arrange a conversation with the Landfill Zero business as quickly as possible if you have any concerns, so that they can be discussed and resolved at an early stage
 - Be on time for any appointments too, and treat the business's staff with respect
 - Pay on time and according to the terms of the contract you agreed
- If you do have a complaint, follow the Landfill Zero process outlined on



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