

# PUBLIC SOCIAL RESPONSIBILITY GUIDELINE

glass recycling



Public Social Responsibility Institut. Das Institut für Daseinsforschung

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by the Außeruniversitäres Institut Public Social  
Responsibility gemeinnützige Gesellschaft mbH

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## P/S/R GUIDELINE / GLASS RECYCLING

The P/S/R GUIDELINE / GLASS RECYCLING refers to the management, i.e. the collection and utilisation of used glass packaging. Glass is a secondary raw material which can be reused up to 100% any number of times. The P/S/R Institute is initiating the conception of an independent and neutral quality insurance model for sustainable and top-quality delivery of services of general interest.

The P/S/R GUIDELINE / GLASS RECYCLING is aimed at collection and recovery systems, inclusive of companies which are active in the area of glass management. In the P/S/R GUIDELINE / GLASS RECYCLING, sector-specific quality and sustainability criteria are defined which have been adapted to specific challenges in glass recycling safeguard high-quality and area-wide service delivery. The P/S/R GUIDELINE / GLASS RECYCLING is based on application-oriented, scientific studies and it has been compiled together with experts and stakeholders from the glass recycling sector. Through the successful completion of an auditing process conducted by an independent external test centre, collection and recovery systems receive the P/S/R LABEL. From this point forward they will carry the title P/S/R SERVICE PROVIDER.

The P/S/R Institute attests that the P/S/R SERVICE PROVIDER delivers sustainable, area-wide and high-quality services in the area of glass management through the P/S/R LABEL. Therefore, sector-specific quality criteria laid down by the P/S/R GUIDELINE / GLASS RECYCLING are to ensure a high standard of services of general interest.

# 1 Coverage

The P/S/R GUIDELINE / GLASS RECYCLING defines qualitative and sustainable criteria concerning the delivery of services relating to waste avoidance and waste treatment of secondary raw material glass.

This P/S/R GUIDELINE / GLASS RECYCLING is targeted at companies which provide public services in the area of glass recycling.

## 2 Targets of the P/S/R GUIDELINE

The current P/S/R GUIDELINE / GLASS RECYCLING aims at preserving and promoting the coordination of an area-wide and high-quality collection, recycling and utilisation of secondary raw material glass. The P/S/R GUIDELINE / GLASS RECYCLING pursues a holistic approach. As such, it is based on the principle of a circular economy. The circular economy is part of the initiative for a resource-efficient Europe<sup>1</sup>, as well as the 7th Environmental Action Programme.<sup>2</sup> Accordingly, perceived waste is processed for recycling and re-integrated in the raw material market as a secondary resource. The intended shift from linear waste management to circular economy endorsed by this principle is fully in line with the Europe 2020 strategy, which is aimed at an intelligent, sustainable and inclusive economic development of the European Union.<sup>3</sup>

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1 Communication from the Commission to the European Parliament, the Council and the European Economic and Social Committee and the Committee of the Regions: A resource-efficient Europe – Flagship initiative of the Europe 2020 Strategy, KOM (2011) 21.

2 Decision No 1386/2013/EU of the European Parliament and of the Council of 20 November 2013 on a General Union Environment Action Programme to 2020 'Living well, within the limits of our planet', ABI 2013, L 354/171 ff.

3 Communication of the Commission: Europe 2020, A strategy for intelligent, sustainable and inclusive growth, KOM (2010) 2020 endg.

Using the model of a circular economy as basis for the P/S/R GUIDELINE / GLASS RECYCLING, the guideline covers technical and organisational aspects as well as other effects during the entire usage period of the material. As a consequence, the P/S/R GUIDELINE / GLASS RECYCLING seeks to secure and coordinate measures, i.e. in the following issue areas:

- Measures for collecting and processing secondary raw materials as well as resource-efficient production of packaging;
- Area-wide collection close to residents;
- Resource-efficient transport of materials;
- Making materials available for re-use.

### 3 Categorical framework

Every quality criteria listed in the P/S/R GUIDELINE / GLASS RECYCLING is assigned to a regulatory category. Implementation and compliance to the quality criteria is illustrated by means of defined assessment categories and measured based on different testing mechanisms.

The P/S/R GUIDELINE / GLASS RECYCLING incorporates the following regulation categories:

1. Legal Requirement (L)

Regulation category is based on mandatory legal provisions.

2. Standards (S)

This regulation category serves as a guideline for the setup of a company-internal P/S/R PROGRAMME to be depicted in a P/S/R REPORT.

3. Comply or Explain (C)

This regulation category should be adhered to; any deviation needs to be explained and justified in order to achieve P/S/R GUIDELINE / GLASS RECYCLING compliance.

## 4 Quality criteria

### QC 1 Adherence to legal requirements (L)

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The P/S/R SERVICE PROVIDER accepting this P/S/R GUIDELINE / GLASS RECYCLING, while performing the assigned public services, commits itself to comply with any and all applicable national and European legal provisions (laws, regulations, guidelines, etc.) as well as with any and all local administrative regulations. Besides compliance with legal provisions, additional voluntary environmental norms (e.g. ISO 9000, ISO 14000, EMAS) and transparency guidelines (e.g. sustainability reporting according to GRI guidelines) should be adhered to.

### QC 2 Quality assurance (S)

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The P/S/R SERVICE PROVIDER accepting this P/S/R GUIDELINE / GLASS RECYCLING commits to the setup, adherence to and continuation of a quality assurance system which is customised to the respective business processes in order to safeguard the quality of services delivered in glass recycling.

Such a quality assurance system has to contain at least the following minimum standards:

- Declaration of responsibility for performance of public services;
- Governance elements to ensure high quality and quality control for the public services to be rendered.

To ensure compliance with the quality standards the service provider will implement a comprehensive quality management system including a quality measurement and evaluation procedure. The to be considered quality standards as well as the applicable target values will be recorded in writing.

## QC 3 Waste avoidance and efficient resource utilisation (S)

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### **QC 3.1 Waste avoidance (C)**

The primary goal of an efficient utilisation of resources is to avoid the necessity for using virgin material. As this P/S/R GUIDELINE / GLASS RECYCLING relates to a secondary raw material, the P/S/R SERVICE PROVIDER fosters measures to avoid waste to the extent possible.

#### QC 3.1.1

To the extent of its ability, the P/S/R SERVICE PROVIDER supports companies in the implementation of recognised waste avoidance procedures.

#### QC 3.1.2

The P/S/R SERVICE PROVIDER supports companies in the transition from one-way packaging to the utilisation of reusable packaging material.

#### QC 3.1.3

The P/S/R SERVICE PROVIDER provides stakeholders with information concerning waste avoidance.

### **QC 3.2 Resource-efficient production and raw material recovery (S)**

The P/S/R SERVICE PROVIDER commits itself to contribute to resource-efficient production of glass packaging. This includes particularly innovative, energy saving and low-carbon production processes, improved material quality and the related reduction in packaging weight.

The P/S/R SERVICE PROVIDER commits to the following:

#### QC 3.2.1

To the extent of its ability, the P/S/R SERVICE PROVIDER supports license partners in the development of resource-efficient glass packaging.

#### QC 3.2.2

In order to reduce the need for virgin resources and to promote a cyclical use of glass, the share of recycled glass in the production process needs to be increased continually. The P/S/R SERVICE PROVIDER must ensure the high quality of the collected secondary resource glass in order to support resource-efficient production.

## QC 4 Waste collection (S)

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### **QC 4.1 Area-wide collection close to residents (S)**

The P/S/R SERVICE PROVIDER commits itself to providing area-wide collection points that are easy to reach by residents. In addition, the residents will be provided with information material on proper collection. To increase the collection amount, the P/S/R SERVICE PROVIDER will implement awareness-raising measures.

### **QC 4.2 Optimisation of packaging collection (S)**

The P/S/R SERVICE PROVIDER commits to optimising the collection system. In order to ensure that waste glass can become a secondary resource supporting a circular economy, the different kinds and varieties of glass need to be precisely separated and collected. Due to technological development and expansion of infrastructure the P/S/R SERVICE PROVIDER needs to take measures to increase efficiency related to collection containers and their transport.

The P/S/R SERVICE PROVIDER commits to the following:

#### QC 4.2.1

Take measures to improve the quality of collected waste glass. To enable efficient recycling, awareness-raising measures are to be implemented which target the respective stakeholders. In addition the collection containers need to be designed so that they support precisely separated collection.

#### QC 4.2.2

The container openings for glass insertion need to be adapted for the variety of glass to be collected.

#### QC 4.2.3

The collection containers need to be well maintained. They need to provide the locally required capacity for the respective varieties of glass and cause a minimum of breakage of waste glass.

### **QC 4.3 Emission-preventing collection (S)**

The installation and use of collection points entails different kinds of side effects, noise or accumulation of glass splinter. The side effects of collecting glass should not keep residents from participating in the glass cycle.

The P/S/R SERVICE PROVIDER commits to the following:

#### QC 4.3.1

The placement of the collection containers is performed in a way that reduces noise pollution for adjacent buildings to a minimum. The creation of collection islands in the vicinity of facilities with specific need for quietness should be avoided.

#### QC 4.3.2

The P/S/R SERVICE PROVIDER needs to make recyclers aware of the fact that collection should only happen at times when there is no disturbance of the neighbourhood from the noise.

#### QC 4.3.3

This rule applies to the pickup of collected waste glass, too. To prevent disturbing noise emissions the collection, containers should not be emptied early in the morning or late at night. In addition, the P/S/R SERVICE PROVIDER needs to drive development of noise-insulating containers in conjunction with reduction of emissions. When purchasing new collection vehicles, noise-insulated solutions should be preferred.

#### QC 4.3.4

The collection containers should be designed in a way that prevents glass splinters in the surrounding area. To maintain clean collection points, precautions need to be taken and agreements with the administering bodies need to be established.

### QC 5 Resource-efficient transport of waste glass (S)

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The P/S/R SERVICE PROVIDER has to ensure the resource-efficient transport of waste glass. Low-emission transport solutions have to be preferred to ensure sustainable and environmentally friendly service delivery.

The P/S/R SERVICE PROVIDER commits to the following:

#### QC 5.1

Collection containers need to be placed in a way that the transport vehicles can easily reach them and unnecessary fuel consumption is prevented.

### QC 5.2

The P/S/R SERVICE PROVIDERs ensure that the transports are filled optimally. Thus empty runs but also additional runs to prevent overloading of the transports can be avoided.

### QC 5.3

Resource efficient transport includes the use of fuel-efficient trucks. Basis for the assessment is the highest EURO emission class valid at the time of the vehicle orders.

### QC 5.4

The P/S/R SERVICE PROVIDER has to ensure that the drivers of collection trucks receive theoretical and practical training to become ecoDrivers.

### QC 5.5

Resource-efficient transports are to be preferred and used increasingly in order to ensure protection of the environment.

## QC 6 Responsibility towards glass recycling stakeholders

### **QC 6.1 Responsibility towards residents**

To ensure reliable, area-wide supply close to the residents and to protect the interests and requirements of residents, the P/S/R SERVICE PROVIDER has a special responsibility towards residents as recipients of the service delivered.

The P/S/R SERVICE PROVIDER commits to the following:

#### QC 6.1.1

The P/S/R SERVICE PROVIDER has to distribute collection points appropriately and suitably across the entire federal territory. (L)

### QC 6.1.2

To ensure optimum accessibility the collection islands need to be placed at a reasonable distance from residents. The capacity and pickup frequency of collection points needs to be customised to local requirements. (L)

### QC 6.1.3

To ensure reliable pickup even with varying waste glass amounts there needs to be an adaptation to respective regional and seasonal differences. (S)

### QC 6.1.4

Barrier-free and target-group specific access to information and awareness-raising material needs to be ensured. Modern technology as well as target-group oriented communication media should be used as applicable. (S)

### QC 6.1.5

The P/S/R SERVICE PROVIDER provides residents with the means to pass on their concerns and complaints regarding glass recycling. These means ensure that concerns are treated appropriately depending on the issue. (S)

### QC 6.1.6

The P/S/R SERVICE PROVIDER is obligated to include residents as stakeholders in the continuous process of optimising waste management. (S)

## QC 6.2 Responsibility towards municipalities (S)

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Municipalities depend on area-wide disposal of waste glass.

The P/S/R SERVICE PROVIDER commits to the following:

### QC 6.2.1

The local situation and requirements need to be determined and covered.

### QC 6.2.2

The municipalities need to be provided with information on high-quality collection to ensure the proper setup of collection points.

### QC 6.2.3

To ensure waste glass quality the P/S/R SERVICE PROVIDERS are required to foster cleanliness of the collection points.

### QC 6.2.4

It is part of the obligations arising from this P/S/R GUIDELINE / GLASS RECYCLING to ensure that municipalities are satisfied with glass recycling in their region and that there are appropriate processes to deal with their concerns.

### QC 6.2.5

Municipalities should be included as stakeholders in the constant process of optimising waste management.

## **QC 6.3 Responsibility towards business partners (L)**

### QC 6.3.1

The P/S/R SERVICE PROVIDER commits to dealing with its business partners in a fair and transparent way. To this extent, the P/S/R SERVICE PROVIDER refrains from any kind of anti-competitive behaviour and especially from any use of unfair measures that would restrict competition. In addition, any exploitation of a dominant market position has to be refrained from.

### QC 6.3.2

The P/S/R SERVICE PROVIDER accepting this P/S/R GUIDELINE / GLASS RECYCLING commits to refraining from forcing his partner companies to accept unlawful, discriminating contract provisions. He commits to providing any relevant information concerning the contractual relationship before conclusion of the contract.

### QC 6.3.3

The P/S/R SERVICE PROVIDER commits to respecting the individual requirements of business establishments and the industry. To that extent the P/S/R SERVICE PROVIDER will develop customised solutions for the glass recycling requirements together with the respective business.

## QC 7 Provision of secondary material for reuse (L)

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The P/S/R SERVICE PROVIDER needs to ensure that the collected secondary material glass is recyclable.

The P/S/R SERVICE PROVIDER commits to the following:

### QC 7.1

All necessary measures to ensure high quality collection are taken to enable a high share of reuse.

## QC 8 Continuous development and optimisation (S)

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The P/S/R SERVICE PROVIDER is dedicated to continuously embrace innovative and established optimisation and sustainability strategies. The goal is a continuous improvement in quality and organisational optimisation of service delivery, as well as technological improvement in the recycling process.

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