

August 2023

Customer Charter for Commercial Waste Collection

1. INTRODUCTION

Thorntons Recycling is committed to providing the highest standards in the provision of waste management services to its customers. We have a commitment to providing a service that seeks to incentivize 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 is 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 2020 and our waste collection permit. This document is designed to communicate how we intend to provide commercial waste collection services in accordance with these principles to the public in a clear and concise fashion.

2. CUSTOMER SERVICE STANDARD

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

- 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-09-01190 and the details of the permit can be viewed at www.nwcpo.ie.
- We will provide you with timely, relevant, and clear information regarding your collections, including temporary changes resulting from public holidays or adverse weather conditions.
- We will consider any reasonable special requests that individual commercial business may have.
- We will explain clearly what our service rules are and the reasons for them.
- We will respond to formal complaints we receive about our services in a timely and professional manner.
- We will ensure that there are no direct impediments to you switching your service provider should you wish to do so.
- We will design our service and carry out collections in a way that minimises litter and odour nuisance.
- We will offer a “3 Bin” service (to facilitate the segregation of residual waste, recyclables, and food/biowaste) in line with the current commercial waste management legislation.
- Confidentiality of Customer Data: We are committed to safeguarding the privacy and confidentiality of all customer data shared with us. Any personal or sensitive information provided to our organization will be treated with the utmost confidentiality and handled in accordance with applicable data protection laws and regulations. We will not disclose, sell, or share customer data with any third parties without explicit consent, except where required by law.

Directors: Paul Thornton, Shane Thornton, Gary Brady
Registered Office: Unit S3B Henry Road, Parkwest Business Park, Dublin 12
Company Reg. No. 072366 Pdraig Thornton Waste Disposal Ltd t/a Thorntons Recycling
VAT No. IE45373331

Committed to Quality



- Equal Treatment of All Customers: We believe in treating all our customers with fairness, respect, and equality. Regardless of gender, race, ethnicity, religion, age, disability, or any other characteristic, every customer will receive the same level of attention, care, and consideration. Our products, services, and support will be provided without discrimination, bias, or favouritism, fostering an inclusive environment where everyone feels valued and appreciated.

The Frequency of Collection services will be in accordance with Thorntons Recycling service schedules and the specific requirement commercial clients may have.

- We will provide a residual, mixed dry recyclable, and bio waste bin to all commercial customers.
- All waste collected will be weighed, with details on the weights of the individual bins communicated to customers.
- We will provide for the collection of residual, recyclable and bio waste at least fortnightly.

3. COMMUNICATION WITH CUSTOMERS

- 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.
- We will provide you with clear and concise billing which will allow you to understand all elements of the costs involved in providing your waste services.
- We will inform all customers availing of a commercial waste collection service with sufficient notice of any predictable alternative arrangements made for collection in relation to public holidays etc., or any proposal to vary the level of collection.
- We will keep you informed of changes in our service that are designed to improve our service offering.
- At the time of initial service provision, each customer will be provided with details of their service providers; full name and address, account manager contact details (a website where available, phone number, email, postal address), a clear breakdown of pricing policy for provision of service, the process for accessing account statement and balances, the procedure for receipt of payments, the process for dispute resolution, the 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 a 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 the time of contract signing).
- In the case of e-Commerce contracts with customers, and in line with reducing paper usage, all communication and documents will be sent by email unless otherwise requested. In the interests of the environment and reducing costs, we are committed to increasing communication by this method.

4. COMMERCIAL CLIENT RESPONSIBILITIES

- In line with national policy, prevent, reuse, and recycle waste as much as possible. Refer to national and regional campaigns that seek to help reduce waste production. Present your waste materials, properly segregated, and placed in their respective bins/receptacles. Please refer to our Waste Segregation information posters (General Waste/Mixed Dry Recycling/Food waste) which are available on our website, or which are available to send to you by post, if requested.
- 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): Photos will be taken of the contaminated bin. Customer care will then contact the customer to inform them of the contamination and the contaminated bin will be booked for an alternative service as General Waste and the appropriate charge allocated to the service.
- Contact us, as your waste management service supplier, if you have any queries on how best to manage any of your waste materials. We have the expertise to provide the appropriate service or advice on how to best resolve the issue.
- All customers must also adhere to local Byelaws. For more information on Byelaws please follow the appropriate link below:
 - ✓ [Dublin City Council Bye-Laws](#)
 - ✓ [South Dublin County Council Bye-Laws](#)
 - ✓ [Fingal County Council Bye-Laws](#)
 - ✓ [Kildare County Council Bye-Laws](#)
 - ✓ [Meath County Council Bye-Laws](#)
 - ✓ [Dun Laoghaire Rathdown County Council Bye-Laws](#)
 - ✓ [Wicklow County Council Bye-Laws](#)

5. PRICING, CHARGING MECHANISM AND ACCESS TO ACCOUNT INFORMATION

- The range of service and costs for service provision will be clearly communicated to each customer and will be in accordance with Commercial Waste Management Legislation.
- 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 the hard copy application form.
- Information, including a copy of Terms and Conditions of Business will be provided to Customers as part of new Customer Welcome Packs and will be communicated to customers via email as required.
- 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.
- Customers will be entitled to easy access to their account information including statements/balances.

6. COMPLAINTS PROCEDURE/DISPUTE RESOLUTION

- 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. This can be handled directly through your Commercial Account Manager or contact our Head Office at Thorntons Recycling, Unit S3B Henry Road, Parkwest Business Park, Dublin 12. Phone: 01 623 5133, Email: info@thorntons-recycling.ie
- We will respond to formal complaints that we receive about our services within ten working days in a professional manner.
- Complaints shall be logged onto 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.
- Billing disputes are handled on a case-by-case basis and recorded. We will liaise with you directly to resolve the matter.
- 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

- We shall implement an education and awareness program in relation to waste management for commercial clients 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.
- Information packs shall be available to all customers clearly indicating waste types appropriate to each bin and how to present material for recycling.
- We shall work with other national bodies in promoting waste prevention, reduction, and recycling e.g., EPA / Repak, etc.
- 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 explains which materials are to be placed in which bin.
- We will collect the recycling materials set out below (as a minimum) and as prescribed in the sixth schedule of the Waste Collection Permit Regulations. We will inform you of any changes to the list of recycling materials that we collect.

8. PAYMENT

- The price of the goods or service provided shall be the price ruling at the time of dispatch.
- In the case of waste disposal/skip hire, the normal hire period is three days. The Company reserves the right to charge extra for any period exceeding this. The rate shall be the daily hire charge applicable at the time.
- If any sum owed by the customer to the Company should be overdue for payment, the Company may withhold any goods or services due for dispatch to the customer under any contract without prejudice to the Company's rights and the customer's liability under such a contract.
- In the case of all goods hired to other than Account Holders with the Company the hire price will be payable upon delivery of the hired goods to the customer.
- The Company's terms of payment are full settlement within 30 days of the date of the invoice, unless specifically stated otherwise. The customer shall not be entitled to withhold payment to the Company on the grounds of a claim or counterclaim. In the event of delay in payment beyond such period the Company may at its discretion charge interest at the rate of 2% per calendar month from the date of invoice to the date of payment.
- The Company reserves the right not to collect hired goods (including in particular, waste disposal skips and containers) until full payment has been received by the Company of the hire price. In the case of delay in collection caused by failure to make full payment, further hire charges will be levied at the Company's normal daily hire rate for such goods.

No forbearance or indulgence by the Company shown or granted to the customer shall in any way affect or prejudice the rights of the Company or be taken as a waiver of the terms of this or any other clause in these conditions.