Good Environmental Choice Australia
Environmental Performance Standard

Waste Collection Services

Good Environmental Choice Australia Ltd
Australian Ecolabelling in accordance with ISO 14024

Issued: 07/02/2018

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Environmental Performance Standard

Waste Collection Services

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USE OF GECA STANDARDS

This standard identifies environmental, quality, regulatory and social criteria that the top services sold in the Australian marketplace can meet in order to be recognised by GECA as “environmentally preferable”.

This standard seeks to set the benchmark for environmentally preferable services. The Australian Ecolabel Program is based on the international standard ISO 14024: “Environmental Labels and Declarations - Guiding Principles” which requires environmental labelling specifications to include criteria that are objective, reasonable and verifiable.

This standard may be used by GECA appointed conformity assessment bodies to verify whether a service fully conforms to the criteria set by this standard. Where a service is certified under the Australian Ecolabel Program, it may display the GECA ecolabel (the “Good Environmental Choice Australia Mark”) to show that the service has been independently audited and demonstrates conformance with the environmental and social criteria detailed in this standard.

The purpose of voluntary environmental labels and declarations is the communication of verifiable and accurate information for the numerous environmental aspects of goods and services. As required by the Trade Practices Act the information cannot be misleading. Such information encourages the demand for, and supply of, those services that cause less harm to the environment, thereby stimulating the potential for market-driven continuous environmental improvement. Where a company has a service certified as conforming to this standard, it may gain a marketing advantage in government and business procurement programs, as well as greater market recognition in general because of its independently verified environmental attributes.

The principles of life cycle management have been used to set criteria to address relevant environmental loads typical in a service industry. As such, this standard may also offer guidance for Australian service providers to reduce the environmentally harmful impacts of their service(s). Service providers may use the operational criteria in this standard to design and refine the delivery of their service(s). In addition service providers may find other environmental issues and more measures associated with providing a service, which are beyond the content of this standard. Service providers are encouraged to include and adapt improvements in their environment programs and designs to aim for even better environmental results where technically possible. GECA welcomes feedback where this has been achieved.

While all GECA ecolabelling standards are voluntary, nevertheless they contain criteria that address compliance with specific laws. In addition, a GECA standard may recognise specific Australian Standards. A prerequisite for certification under the GECA ecolabel is to satisfy the relevant Australian or International Standard, where it is required by law. However, Australian Standards typically define “fit-for-purpose” criteria and usually do not provide assurance of environmental preferability. GECA ecolabelling standards go beyond Australian Standards and define an environmental benchmark for the service category.

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Waste Collection Services

HOW TO APPLY FOR GECA CERTIFICATION

Manufacturers or service suppliers interested in GECA certification using the Environmental Choice Australia Ecolabel are encouraged to read carefully through the entire standard and to evaluate whether their products are likely to conform to the standard and to pass the assessment process.

To launch an application, please contact GECA by phone, email or via the GECA website (www.geca.org.au). The completed application form can be sent to GECA either by mail, fax or email.

After receiving the completed application form and the application fee, GECA refers the verification process to an appointed auditing body. The auditing body contacts the applicant and gives a clear overview of the steps needed to achieve certification for their particular product type.

Note: GECA reserves the right to refuse, suspend or postpone an application if (a) the organisation does not meet minimum compliance with Environmental Law, Labour Law, Fair Pay, Work, Health and Safety, Lawful behaviour (e.g. pending or ongoing lawsuits) (b) the organisation does not have transparent reporting that is available/accessible on request (c) the core mission of the organisation and/or product is in conflict with GECA’s mission and/or is perceived by GECA to pose a risk to the GECA brand or reputation.

STRUCTURE OF THE STANDARD

Each section within this standard contains criteria and Demonstration of Conformance (DoC). The criteria state the requirements for the service and applicant company with respect to its environmental performance. The DoCs list the information required to verify compliance to the criteria. Selected sections also contain introductory text which outlines the purpose behind the criteria or the reason for its inclusion in the standard.

REQUESTING ADDITIONAL EVIDENCE

Demonstration of Conformance items are listed for each criterion. The GECA approved auditor/s will request additional information to ensure conformance on a case by case basis. Hence, the conformance items listed below are considered a guide to the minimum Demonstration of Conformance items that will be required from the applicant company.
DEFINITIONS & ACRONYMS

**C&I waste**: Commercial and Industrial waste (C&I waste) is solid waste generated by businesses, industries (including shopping centres, restaurants and offices) and institutions (such as schools, hospitals and government offices), but not Construction & Demolition waste or Municipal Solid Waste. (Ref: NSW EPA, NSW Waste Avoidance and Resource Recovery Strategy 2014–21; [https://www.epa.nsw.gov.au/publications/wastestrategy/140876-warr-strategy-14-21](https://www.epa.nsw.gov.au/publications/wastestrategy/140876-warr-strategy-14-21))

**Downstream processors**: An entity between waste collection and final lawful processing or disposal that receives waste material from the certified waste collection service for processing, storage, or transportation. Downstream processors shall comply with the relevant environmental legislation and licences, or explain why a license is not necessary. (Ref: [http://www.epa.nsw.gov.au/wasteregulation/licensing.htm](http://www.epa.nsw.gov.au/wasteregulation/licensing.htm))

**Final lawful processing point**: The point at which waste can no longer undergo further processing or treatment and is either converted to energy, repurposed, recycled, incinerated, or sent to landfill at a licensed facility. (Ref: [http://www.epa.nsw.gov.au/wasteregulation/licensing.htm](http://www.epa.nsw.gov.au/wasteregulation/licensing.htm))

**General waste (wet and dry)**: Also known as landfill, mixed or residual waste, has not been source separated.

**Hazardous waste**: Waste that is hazardous or potentially harmful to human health or the environment according to the Hazardous Waste Act 1989. (Ref: [http://www.environment.gov.au/protection/hazardous-waste/about](http://www.environment.gov.au/protection/hazardous-waste/about))

**Lawful processing facility**: A licensed facility that receives, stores and processes off site putrescible and non-putrescible waste. This includes transfer stations, Alternative Waste Treatment facilities (AWT) and other waste management facilities operating between the point of waste generation and the final lawful processing or disposal point.

**Mixed recycling**: A waste stream that includes multiple recyclable materials. Mixed recycling is also known as commingled recycling.


**Non-Putrescible waste**: General Solid Waste (non-putrescible) is a waste category classified under the NSW EPA Waste Classification Guidelines including wastes such as glass, plastic, rubber, ceramics, paper, cardboard, garden waste, wood waste, concrete waste. For the complete list of wastes classified as “Non-putrescible waste”, see the NSW EPA’s Waste Classification Guidelines Part 1: Classifying waste. (Ref: [http://www.epa.nsw.gov.au/resources/wasteregulation/140796-classify-waste.pdf](http://www.epa.nsw.gov.au/resources/wasteregulation/140796-classify-waste.pdf))

**NSW EPA**: New South Wales Environment Protection Authority.

**Service efficiency**: Waste service provider regularly reviews waste streams, bin sizes, onsite equipment, number of bins and collection frequency required to meet the site’s generated waste volumes.

**Organics**: Materials such as food waste, garden and lawn clippings, or animal and plant based materials.

**Outcomes Based Reporting**: Shifts the focus of waste management reporting from the point of waste generation and collation to the destination and end use of waste. Outcome based waste reporting should, where possible, include waste diverted from landfill over time (including contamination within recycling streams), recovery grades of waste facilities used and accurate weights of collected waste.

Putrescible waste: General Solid Waste (putrescible) is a waste category classified under the NSW EPA Waste Classification Guidelines including wastes such as household waste that contains putrescible organics, manure, disposable nappies, sanitary napkins, food waste, animal waste. For the complete list of wastes classified as “putrescible waste”, see the NSW EPA’s Waste Classification Guidelines Part 1: Classifying waste. (Ref: http://www.epa.nsw.gov.au/resources/wasteregulation/140796-classify-waste.pdf)

Safety Data Sheet (SDS): Contains information relating to the composition, classification and risk assessment of the product. To qualify as suitable, the SDS and information therein must not be more than five years old.


Site specific bin densities per stream: Densities will be assigned to different size waste containers within each waste stream at each waste generator site. These site specific bin densities will be verified, with actual weights, on a quarterly basis which will then create a rolling average of weight used, subject to the differential across the quarterly weigh offs. These verified site specific densities will be used to estimate the weight of each collect waste container. (E.g. cardboard waste in a compactor = 250 kg/m³, cardboard waste in a 240 l bin = 55 kg/m³)

Waste generator: A property or person that produces waste.

Waste collection provider: An organisation contracted to collect waste from the point of collation for collection. Where the waste collection provider sub-contracts out any services referenced within this document, responsibility for compliance remains with the certified waste collection provider and the obligations shall be passed through to any sub-contracted entity.

Weight based billing: Using NMI approved scales; waste is weighed at the point of collection by the waste collection organisation and used to calculate the cost of collecting this waste.

Weight based reporting: The waste collection provider will assign a weight to each container of waste and use this information to provide regular weight based waste reports. This can occur independently from the billing arrangement, which may still be based on volume/bin lifts.


BACKGROUND

Good Environmental Choice Australia (GECA) is a not-for-profit organisation running an independently audited green certification program. GECA develops standards against which environmentally preferable services can get certified. These standards are designed to reward top performing products and services. This particular standard seeks to set an environmental benchmark for waste collection services collecting waste from the point of collation and collection to a lawful processing or disposal facility.

Waste generation in Australia has increased significantly during recent years, and some waste is still poorly managed leading to significant impacts on health, local and global environments and the economy. The environmental consequences of waste production can be significant and major environmental loads, such as the production and release of CH₄ into the atmosphere and landfill leachate that can pollute waterways or stem from waste sent to landfill that could have been reused or recycled. Increasingly, waste generators and waste collection services acknowledge the risk of poor waste management and are shifting toward best practice waste collection. Improved waste collection data will assist waste generators and collection services to better manage waste and improve their environmental performance.

GECA aims to reward waste collection companies for implementing best practice waste collection. Recent sustainable initiatives are aiming at improving waste management, and reducing its environmental impact. This GECA standard is the first in a suite of waste standards GECA aims to develop in order to promote and reward best practice waste management.

This project is a NSW EPA Waste Less Recycle More Initiative funded from the Waste Levy

We would also like to acknowledge the funding and support for the development of this standard including:

NSW EPA
City of Sydney
Office of Environment and Heritage / NABERS
STANDARD CATEGORY SCOPE

Criterion 1: This standard applies to waste collection services, operating in New South Wales, collecting and transporting waste from the point of collection to a lawful processing facility.

The scope of this standard shall include, but is not limited to, the following waste materials:

- General waste (wet and dry)
- Mixed recycling (cardboard / paper / hard plastics / metals / glass)
- Paper
- Cardboard
- Organics
- Secure paper
- Cooking oil

Notes
To be licensed to use the GECA label, waste collection services shall meet all of the criteria set out in this standard.

Other waste that does not directly fit into the above types may be considered for certification provided that waste collection and disposal fulfils the requirements of this standard. Other types of waste services may be added to the scope at a later date.

Exclusions
This standard does not include hazardous waste as defined by state guidelines and the Hazardous Waste Act 1989 (http://www.environment.gov.au/protection/hazardous-waste/about).

Demonstration of Conformance
DoC 1.1: A brief description of the waste collection service as it applies to the scope of this standard.

FITNESS FOR PURPOSE

To be certified, the waste collection service shall be fit to perform its intended purpose. A minimum level of quality is implicit before the GECA ecolabel can be displayed for a service. The applicant shall ensure that the service is fit for its intended purpose.

Criterion 2: The waste collection service shall be fit for its intended and advertised purpose.

Demonstration of Conformance
DoC 2.1: Signed declaration from an Executive Officer detailing compliance with the Fitness for Purpose criteria; and
DoC 2.2: Records of customer feedback or complaints; and/or
DoC 2.3: Independent audit and test reports; and/or
DoC 2.4: Reports from an independent organisation (or independent engineer's report) or case studies of existing practices that demonstrate fitness for purpose, market acceptance, suitability or quality.
OPERATIONAL REQUIREMENTS

Waste collection and disposal can involve numerous facilities owned and operated by different companies to safely collect, process, transport, recover and dispose of waste. Waste tracking, recording and reporting has proven difficult under these circumstances, which can lead to unlawful disposal of waste, environmental degradation and a significant reduction in resource recovery potential. The criteria in this section are intended to improve the accuracy and management of waste collection data toward best practice by recognising those waste collection providers collecting accurate waste data using NMI approved scales, calibrated non NMI scales and site specific bin densities, instead of relying on the number of bin lifts or industry densities to collect waste data. By improving waste collection data, waste generators and waste collection providers can better manage their waste, thereby reducing the environmental impact of waste collection, management and disposal.

Note: In this document the preferred waste measurement hierarchy is actual weights with NMI approved scales, actual weights with regularly calibrated scales, site specific densities per stream, industry densities and finally bin lifts.

Commitments to improve waste management

Compliance with the following commitments are crucial to signify that the licensees are committed to, and working toward best practice waste collection.

Policy commitments

Criterion 3: The waste collection provider shall have a policy that includes commitments on the following matters:

- Actively work toward verified weight based reporting;
- Billing based on estimated site specific bin density to replace billing based on volume or bin lift tallies;
- Assisting the waste generator to meet, at a minimum, the NSW EPA's 2021 waste targets. The NSW EPA's targets are 75% of waste is diverted from landfill and 70% of C&I waste is recycled. If an organisation has specific waste targets then the higher targets will be the agreed upon targets;
- Tracking the number of waste containers serviced per waste stream;
- Measuring and reporting the weight of collected waste containers;
- Prioritising reuse and recycling;
- Informing waste generators of bin fullness, contamination and waste container overloads;
- Eliminating the release of hazardous substances, if they are present, to the environment by reporting the presence of hazardous materials back to the waste generator within 24 hours; Providing quality-assured services that meet the waste generator's requirements and specified targets;
- Having the financial, managerial and technical ability to perform their operations to best practice standards;
- Only working with companies operating downstream in the reuse and recycling chain that provide necessary assurances about recycling outcomes and a commitment to eliminating harmful environmental and social waste management practices.
- Resolving emerging issues by working with the waste generators and other relevant parties.

Demonstration of Conformance

DoC 3.1: Policy commitment document addressing the above matters.
Waste Management Plan

**Criterion 4:** A waste generator’s Operational Waste Management Plan (WMP) is crucial to maximising resource recovery and minimising waste generation. A key component of a WMP is developing a collaborative relationship between the contracted waste collection provider, the waste generator, the property cleaners and other relevant stakeholders. The WMP shall be reviewed annually (at a minimum). The waste collection provider shall comply with the waste generator’s WMP.

The WMP should include:

- Verified waste records of interim and final processing or disposal facilities;
- Quarterly operational waste management reports (see criterion 18 for details);
- Current waste management systems in place to collect and process waste including:
  - What waste streams are collected, the number and size of the bin/compactor used to store waste for collection and collection frequency.
- Acceptance criteria for interim and final processing waste facilities. For example, the facilities’ acceptable materials and contamination limits; and
- Clearly defined roles and responsibilities of all stakeholders involved in waste generation, consolidation and collection.

**Note:** If the waste collection provider finds that the waste generator’s WMP does not include the points in this criterion, then evidence that the waste collection provider has engaged with the waste generator to improve their WMP shall be provided.

**Demonstration of Conformance**

DoC 4.1: A signed declaration from an Executive Officer of compliance with the WMP; and

DoC 4.2: The previous year’s WMP; and/or

DoC 4.3: Records of the waste collection provider discussing the contents of criterion 4 with the waste generator.

Standard Operating Procedures

**Criterion 5:** A nominated individual within the waste collection company shall be responsible for the waste collection certification process. GECA shall be notified if this individual changes during the certification period.

**Demonstration of Conformance**

DoC 5.1: A document clearly outlining the organisational roles and responsibilities including details of the nominated individual responsible for waste collection certification; and

DoC 5.2: A document outlining the process to inform GECA if this nominated individual changes.

**Criterion 6:** The certified waste collection provider shall have in place written guidelines that define standard operating procedures. These shall, as a minimum, include suitable directions on:

- Equipment inspection and maintenance;
- Communication protocols;
- Training requirements (see criterion 17 including required service specific / waste generators’ inductions and HSE requirements);
- Quality assurance procedures including:
Identifying customer requirements;
Demonstrating how compliance is monitored and maintained;
• Accurate record keeping & reporting;
• Preventative maintenance schedules and reports.

Demonstration of Conformance
DoC 6.1: Quality assurance document covering all the above, at a minimum, either in one or more documents.

Waste transport

Criterion 7: Waste collection and transport vehicles shall be regularly maintained, according to the manufacturer’s instructions, to ensure efficient fuel use. The applicant shall also provide planning for routes to minimise fuel consumption and secondary transport requirements.

Demonstration of Conformance
DoC 7.1: Log book of trucks maintenance records; and
DoC 7.2: Manufacturer’s maintenance manual; and
DoC 7.3: Document outlining the planned routes and GPS data confirming that waste collection trucks followed these routes.

Collection of waste

Currently, best practice waste collection involves weighing waste, either at the point of collection or weighing compactors at a weigh bridge. However, this approach is not widespread and will take considerable resources to introduce into Australia’s waste management industry. Estimating site specific bin density or density-to-weight calculations are an interim method of weight based collection and reporting that will help shift the waste industry toward best practice waste collection.

Criterion 8: The waste collection provider shall ensure that waste collection service reviews are carried out periodically, at least twice a year, and as necessary to maintain:

• Service efficiency (appropriate number and size of bins, skips and compactors);
• Collection frequency of all on-site bins offers efficiencies and value;
• Odour free environment; and
• Hygienic environment;

Demonstration of Conformance
DoC 8.1: Signed declaration of compliance from an Executive Officer of the organisation; and
DoC 8.2: The results of the previous two reviews addressing the above requirements.

Criterion 9: Collected waste shall have weights attributed to each container. This weight should be calculated using: a certified and verified National Measurement Institute on-vehicle scale; an on-truck scale that is regularly calibrated; or a density-to-weight conversion formula calculated from quarterly bin weights. For those organisations using the
density-to-weight calculation to assign weights to collected bins, quarterly site specific bin density assessments shall be verified during an annual independent audit.

If the certified waste collection provider uses weight based billing, they shall use NMI approved scales, calibrated according to the manufacturer's instructions with at least 95% of waste generated at the site weighed by NMI approved scales. (If on-truck scales are broken, then an average of the past 6 months of weights shall be used to invoice the waste generator.)

Or

If the certified waste collection provider uses site specific bin densities to estimate the weight, then they shall be calculated quarterly as follows:

\[
\text{Bin density (kg/m}^3\text{)} = \frac{\text{net weight of waste bin (kg)}}{\text{bin volume (m}^3\text{)}}
\]

**Demonstration of Conformance**

*DoC 9.1:* NMI certificate of approval; or

*DoC 9.2:* On truck scale calibration schedule; and

*DoC 9.3:* Recorded waste weights; and

*DoC 9.4:* Volume-to-weight calculations.

**Criterion 10:** Waste audits* shall be conducted annually over the course of 1 day, in order to verify;

- Bin weights compared to the previous year’s data;
- Total waste quantities compared to the previous year’s data;
- A compositional audit of the entire recycling stream including mixed recycling, organics, paper and cardboard;
- The site specific bin density used to assign weights to each collected waste container; and
- Procedure to prevent empty bins from being serviced. (Current waste collection charges are based on the number of bin lifts, regardless of the amount of waste they contain).

**Note:** As per GECA scheme rules, random, unannounced audits will be conducted to ensure the GECA scheme remains robust and credible by examining service delivery using the most recent full audit report in order to determine if there are any changes or discrepancies compared to the time of certification.

*Waste audits will only be conducted at waste generator sites that have requested GECA certified waste collection services. At least two different sites will be audited. If a random unannounced audit is required as per the discretion of GECA, the building owner will be notified in advance to ensure security and safety measures are in place.

**Demonstration of Conformance**

*DoC 10.1:* Waste audit report covering the above items; or

*DoC 10.2:* Third party audit reports that cover all the above requirements produced in the last 12 months shall require approval from GECA.
Segregation and contamination

The management of contamination should occur at two or more points in the collection and disposal process. Owners of waste have an obligation under section 143 of the Protection of the Environment Operations Act (POEO Act), such that contamination, within the recycling stream, may lead to a breach of compliance by both the facility and the owner of the waste. This assessment for contamination will apply to all bins presented for collection.


Criterion 11: Procedures shall be in place and effectively implemented to ensure that the waste collection provider:

- Provides clear explanation and definitions of contamination for each waste stream;
- Identifies contaminated mixed recycling, paper, cardboard, organics and glass bins (according to waste collection provider guidelines) with ‘do not collect’ stickers and informs the relevant nominated individual (see criterion 5) of contamination within 24 hours (including photos, details and times of collection etc.);
- Operates well within the maximum contamination rate accepted by the nominated lawful processing facility to minimise load rejection at the licensed facility;
- Records load rejection at a facility due to contamination. The waste collection provider shall record the type of contamination, with photographic evidence, and report load rejection to the waste generator within 24 hours.
- Using photographs or videos, record contamination events that do not result in load rejection. Contamination within the nominated facilities acceptance rate shall be reported back to the waste generator during quarterly meetings; and
- Conducts random, visual contamination checks at least every quarter.

Note: This criterion can be met, if a 3rd party auditor has completed a contamination audit within the last year, and the auditing body has been approved by GECA.

Demonstration of Conformance

DoC 11.1: Copy of material that clearly explains and defines contamination for each waste stream; and

DoC 11.2: Manual or document detailing the procedure to correctly collect segregated waste; and

DoC 11.3: Documents that the waste collection provider operates within the maximum contamination rate; and

DoC 11.4: Documented Standard Operating Procedure for reporting contaminated waste; and

DoC 11.5: Summary of the previous year of quarterly, visual contamination checks of recycling bins presented at quarterly meetings.

Containers and containment

Criterion 12: Procedures shall be in place and effectively implemented to ensure that:

- The waste collection provider supplies equipment (bins, signage/stickers etc.) in accordance with the relevant Australian Standard 4123 series of standards. Standards AS4123.1-2008 to AS 4123.7-2006
Collection containers are appropriate to prevent any release of substances to the environment during collection, and delivery/deposit at the interim, processing, or disposal location/facility; and

Provision is made for appropriate equipment for spillage control and clean up.

**Demonstration of Conformance**

**DoC 12.1:** Documented external verification of compliance with the relevant standards in the Australian Standard 4123 series; and

**DoC 12.2:** Document outlining maintenance schedules and inspection according to the manufacturer or HSE requirements; and

**DoC 12.3:** Document detailing correct use of containers to prevent release of substances; and

**DoC 12.4:** Document detailing the Standard Operating Procedure for spillage.

**DOWNSTREAM PROCESSORS**

*This section addresses the downstream components of waste management after the waste collection provider has disposed of the waste at a lawful processing facility. Compliance with the criteria in this section will result in more accurate and transparent waste collection and processing data.*

**Chain of responsibility**

**Criterion 13:** The waste collection provider shall provide the name and location of downstream processors associated with all waste disposed of within Australia, through to the final lawful processing or disposal facility. This should, where possible, include keeping records about how the destination facilities process the materials they receive. Chain of responsibility documents include:

- Interim and final facilities license to receive/store/transport/process waste;
  - If the interim or final processing facilities do not have a licence to process waste, an explanation shall be provided outlining why a relevant licence is not required.
- Waste collection/transportation trucks GPS data;
- Photographic or video recordings of waste collection, transport and processing;
- Interim facility's mass balance information;
- Information on the process of notification if an alternative facility is used; and
- Weigh bridge data (compactor & skips only).

Where the waste collection provider sub-contracts out any services referenced within this document, responsibility for compliance remains with the certified waste collection provider and the obligations shall be passed through to any sub-contracted entity.

**Demonstration of Conformance**

**DoC 13.1:** Appropriate state licences, or an explanation why a licence is not required; and
DoC 13.2: Waste collection trucks GPS data: and
DoC 13.3: Photographic or video recordings of waste collection and disposal; and
DoC 13.4: Document outlining the amounts and origin of incoming waste and the destination of outgoing waste; and
DoC 13.5: Document outlining the reporting and notification procedure of waste taken to an alternative facility; and
DoC 13.6: Relevant weigh bridge data; and
DoC 13.7: Current contracts with relevant licences of downstream contractors.

Criterion 14: When waste generated in Australia is shipped to an overseas processing facility, that facility shall comply with the following requirements;
   - Have ISO 14001 and OHSAS 18001 certification, or meet the requirements within these ISO standards; and
   - Have an ethical waste disposal policy. This policy shall outline:
     o The name, location and relevant operating licence of the overseas waste facility;
     o Compliance with that nation’s environmental, health and safety regulations;
     o That no illegal, environmentally harmful dumping of waste is taking place; and
     o No child or slave labour is used at the waste facility.

Demonstration of Conformance
DoC 14.1: Documentation listing the name, location and relevant operating licence; and
DoC 14.2: Documentation showing ISO 14001 and ISO 18001 certification; or
DoC 14.3: Documentation of an Environmental Management System based on ISO 14001 and an Occupational Health and Safety Management Systems based on ISO 18001 are in place; and
DoC 14.4: A written statement of compliance, signed by an Executive Officer from the overseas waste service provider that all requirements within the ethical waste disposal policy have been met to the best of their ability.

Criterion 15: The waste collection provider shall illustrate that the highest resource recovery outcomes have been achieved by processing waste at a chosen lawful processing or disposal facility that results in the lowest environmental impact.

Demonstration of Conformance
DoC 15.1: A written statement of compliance, signed by an Executive Officer of the company; and
DoC 15.2: Document listing the criteria used to choose the lawful processing or disposal facility that results in the highest resource recovery outcomes; or
DoC 15.3: Outcomes based report; and
DoC 15.4: Documentation explaining how the chosen waste facility results in the lowest environmental impact.
Criterion 16: The waste collection provider shall comply with the current NSW EPA’s regulations. The waste collection provider shall also provide evidence that waste is disposed of within the state of generation and as per the other expected requirements such as vehicle access hours, operating hours and/or additional local government requirements.

Demonstration of Conformance
DoC 16.1: Documentation of compliance with the NSW EPA regulations. This information shall include GPS data documenting the distance between the point of waste collection and point of waste processing; and
DoC 16.2: Photographic, time stamped documentation of the final processing or landfill facility.

STAFF AND CONTRACTOR TRAINING AND COMPETENCE

For best practice waste collection and data management, staff and contractors need to receive appropriate training in order to help facilitate a shift toward better waste management practices.

Staff and contractor training

Criterion 17: The waste collection provider shall ensure training programmes for staff and contractors are conducted annually at a minimum. Based on this training, staff and contractor competence shall be evaluated on topics including:

- Current best practice resource management outcomes;
- Identification, management and communication of contamination in waste streams;
- Material and equipment handling;
- Acceptance criteria for the relevant interim or final processing waste facility;
- Controlling releases of hazardous substances; and
- HSE safety and emergency procedures.

Training plans and materials shall:
- Provide links to formal management systems and risk assessments; and
- Include Safety Data Sheet information for those involved in collecting, transporting or storing/depositing or handling equipment that could contain hazardous substances.

Demonstration of Conformance
DoC 17.1: TAFE certifications and/or proof of employees’ enrolment in waste management related TAFE training; and
DoC 17.2: Schedule of training, competency check and training materials used.
WASTE RECORDING AND REPORTING

Waste recording

**Criterion 18:** The following minimum information shall be included in the recording of waste in order to provide accurate and verifiable waste data.

- Waste diversion from landfill over time (by weight);
- Pick up date and time;
- Address/ facility name/ dock number;
- Driver’s details and vehicle registration;
- Waste type;
- Weight collected (kg) using NMI approved scales, calibrate scales, or estimated site specific bin densities;
- Data type (actual weights or estimated site specific bin densities);
- Number of bins;
- Size of bins;
- Equipment used;
- Processing facility sent to; and
- Bins rejected due to contamination.

**Demonstration of Conformance**

**DoC 18.1:** Document with previous year’s recorded waste data on the above items; and

**DoC 18.2:** At least the previous year’s weight based quarterly reports that address the above requirements.

**Criterion 19:** The waste collection provider should meet monthly to discuss and report on the collected waste streams, but shall meet quarterly with the facilities manager, cleaning company and any other relevant stakeholders.

- Monthly/quarterly meetings shall include at a minimum all categories mentioned in criterion 18; and
- Progress toward tracking waste via interim facilities to a final processing/disposal location.

**Demonstration of Conformance**

**DoC 19.1:** Copy of quarterly reports that address the above requirements and include the steps taken toward tracking waste to final lawful processing/disposal facility; and

**DoC 19.2:** List of attendees, minutes and actions associated with the monthly meetings.
ENVIRONMENTAL MANAGEMENT SYSTEMS

An Environmental Management System (EMS) integrates procedures and processes for training of personnel, monitoring and reporting of environmental performance information to stakeholders of an organisation.

Management systems

Criterion 20: The waste collection provider shall have and implement a formal environmental management system, based on ISO 14001 that covers all of the requirements in this specification and must include energy management and CO₂ emissions related to service delivery.

Demonstration of Conformance

DoC 20.1: Certification to ISO 14001; or

DoC 20.2: EMS based on ISO 14001.

SOCIAL AND LEGAL COMPLIANCE

This section addresses compliance with law and the societal attributes of the service provider. Criteria for social aspects of the product are required under the international standard on ecolabelling (ISO 14024), and this section is common to all GECA standards. Equivalent sections are included in standards of all other GEN member ecolabelling bodies around the world. The social aspect partially addresses the third dimension of sustainability - Society. This was first understood by manufacturers under the name Corporate Social Responsibility (CSR). In this standard social criteria include laws for equal opportunity, safety and protection of workers. GECA certification cannot be given to any company that illegally exploits workers or their families.

Note: In cases where there is a conflict between GECA requirements in this section and relevant legislation or regulations introduced by governments and agencies, national legislation overrides state legislation and state legislation overrides regulations and standards issued by GECA.

Environmental Legislation

Criterion 21: The certified waste collection service provider is required by law to comply with relevant environmental legislation and government orders at the Local, State and Commonwealth levels (if these have been issued). Where waste is transported to an overseas jurisdiction, it is that jurisdiction's environmental regulations that apply. Where the service provider has been found guilty of a breach of any environmental legislation or permit(s) within the last two years there shall be evidence of corrective action.

Demonstration of Conformance

DoC 21.1: Signed declaration from an Executive Officer of the organisation stating compliance to environmental legislation and government orders; as well as declaration of any breaches of environmental legislation or permits and the date of the breach. The applicant shall:

- provide a Legal Register listing applicable environmental legislation (including applicable Regulations under that legislation) in, or as an attachment to, this declaration. The Legal Register shall, for each applicable Act and Regulation listed, state whether the service provider complies; or
- have a certified ISO 14001, Eco-Management and Audit Scheme (EMAS) or equivalent environmental management system in place; and
DoC 21.2: Any relevant permits granted by the EPA or an equivalent national body; and
DoC 21.3: Evidence of corrective action following a guilty verdict, if applicable.

In this criterion, 'Regulation' means an entire regulatory instrument (for example, the Environmentally Hazardous Chemicals Regulation 2008) and not the individual sections, provisions or clauses of a regulatory instrument.

Fair Pay

Criterion 22: All employees shall be covered by a Federal or State award; a certified industrial agreement or a registered agreement as determined by the Fair Work Commission, or a State or Territory Workplace/Industrial Relations Agency; or a workplace agreement in compliance with Workplace Relations Act 1996 Part 7 - The national Employment Standard. Where a service provider is from an overseas jurisdiction, it is that jurisdiction’s equivalent regulations that apply.

Demonstration of Conformance
DoC 22.1: Signed declaration of compliance from an Executive Officer of the organisation;
DoC 22.2: Text or template of a typical workplace agreement offered to employees of the company; and
DoC 22.3: Sample payslips.

Workplace Safety

Criterion 23: A service provider shall demonstrate general compliance with the Work Health & Safety Act 2011 & Work Health and Safety Regulations Act 2011 and any specific State or Territory Legislation concerning Occupational and Workplace Health and Safety and/or the Commonwealth Safety, Rehabilitation and Compensation Act 1988, where applicable. Where waste is transported to an overseas jurisdiction, it is that jurisdiction’s equivalent regulations that apply. Where a service provider has been found guilty of a breach of relevant legislation within the last two years, there shall be evidence of corrective action.

Demonstration of Conformance
DoC 23.1: Signed declaration from an Executive Officer of the organisation stating compliance to workplace legislation and government orders, as well as declaration of any breaches of legislation and the date of the breach. Applicants shall list all applicable legislation in, or as an attachment to, this declaration;
DoC 23.2: Copy of the company Workplace H&S policy and procedures;
DoC 23.3: Copy of employee induction records, training records, meeting records and risk assessments; or current OHSAS 18001, AS/NZS 4801 or equivalent certification; or third party certification stating compliance to OH&S Act 2004 and the OH&S Regulations 2007 or equivalent jurisdiction specific legislation; and
DoC 23.4: Evidence of corrective action following a guilty verdict, if applicable.
Equal Opportunity

Criterion 24: The service provider shall demonstrate general compliance with the requirements of the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992, Equal Opportunity for Women in the Workplace Act 1999 and complementary State Legislation. The service provider cannot be in the list of 'named' or non-compliant employers under the Equal Opportunity for Women in the Workplace Act 1999. Where a waste is transported to an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a service provider has been found guilty of a breach of relevant legislation within the last two years, there shall be evidence of corrective action.

Demonstration of Conformance

DoC 24.1: Signed declaration of compliance from an Executive Officer of the organisation;

DoC 24.2: Copy of relevant company policies and procedures;

DoC 24.3: Evidence of corrective action following a guilty verdict, if applicable; and

DoC 24.4: The auditor shall verify that the company does not appear on the following list: www.wgea.gov.au/report/compliance

Lawful Conduct

Criterion 25: The service provider shall not have been convicted of any breach of criminal law, any breach of the Trade Practices Act 1974 or the Corporations Act 2001, including prosecution or de-listing by the Australian Stock Exchange (ASX) or international equivalent. Where waste is transported to an overseas jurisdiction, it is that jurisdiction's equivalent regulations that apply. Where a service provider has been found guilty of a breach of relevant legislation within the last two years, there shall be evidence of corrective action.

Demonstration of Conformance

DoC 25.1: Signed declaration from an Executive Officer of the organisation; and

DoC 25.2: Evidence of corrective action following a guilty verdict, if applicable.
EVIDENCE OF CONFORMANCE

Demonstration of Conformance (DoC)

This section lists the sources of evidence which may be considered during a conformance assessment to establish compliance with this standard. This list is provided in order to guide the applicant manufacturer through the requirements of the standard and to facilitate the preparation of an application.

The DoC requirements as specified, along with each criterion in the standard, define specific sources of evidence acceptable to GECA. Where specific standards or test methods are required, it is intended that the most recent version of the applicable standard or method are used. In cases where criteria offer several DoC requirements, it is the sole decision of the appointed auditing body to choose the appropriate option during the preliminary stage of the assessment. If any or none of the recommended DoC requirements stipulated for a particular criterion in the standard are applicable or presented for valid reasons for a product under assessment, then the appointed Conformity Assessment Body (CAB) may choose an alternative but equivalent source of evidence. In cases where alternative sources of evidence have been accepted for the verification of the product, the CAB will inform GECA by providing a report on the details as far as appropriate. GECA will use this information to continuously improve the DoC requirements stipulated by each standard.

The DoC requirements are summarised in Appendix A to assist applicants in preparing documentation for the verification process with a GECA accredited CAB.
APPENDIX A

A summary of Demonstration of Conformance (DoC) requirements

<table>
<thead>
<tr>
<th>Criterion Number</th>
<th>Criterion Content</th>
<th>Demonstration of Conformance</th>
<th>Evidence Attached</th>
<th>Complies Y/N or NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category Scope (all categories)</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Criterion 1</td>
<td>Waste materials included in the standard</td>
<td>Description of waste services as it applies to the scope of this standard</td>
<td></td>
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<tr>
<td>Fitness For Purpose</td>
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<tr>
<td>Criterion 2</td>
<td>Demonstrate the service is fit for its intended purpose</td>
<td>Signed declaration from an Executive Officer and records of customer complaints</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Records of customer feedback or complaints</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Independent audit/test reports</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Reports from an independent organisation or case studies of existing practices that demonstrate fitness for purpose, market acceptance, suitability or quality</td>
<td></td>
<td></td>
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<tr>
<td>Operational Requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criterion 3</td>
<td>Policy commitment to improve waste management</td>
<td>Policy document addressing all the criterion’s requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criterion 4</td>
<td>Waste Management Plan (WMP)</td>
<td>Signed declaration from an Executive Officer</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>The previous year’s WMP</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Records of the waste collection provider discussing the contents of criterion 4 with the waste generator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criterion 5</td>
<td>Standard Operating Procedure</td>
<td>A document outlining the organisational roles including details of the nominated individual</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>A document outlining the waste collection provider’s process for informing GECA if nominated individual changes</td>
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</tr>
<tr>
<td>Criterion</td>
<td>Description</td>
<td>Required Documentation</td>
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</tr>
<tr>
<td>6</td>
<td>Guidelines that define standard operating procedures on equipment, communication, training, quality assurance and accurate record keeping</td>
<td>Quality assurance document</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Waste transport</td>
<td>Log book of trucks maintenance records</td>
<td>☐</td>
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<tr>
<td></td>
<td></td>
<td>Manufacturer’s maintenance manual</td>
<td>☐</td>
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<tr>
<td></td>
<td></td>
<td>Planned routes &amp; GPS data</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Waste collection service reviews</td>
<td>Signed declaration of compliance from an Executive Officer of the organisation</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The results of the previous two reviews, if available, addressing the criterion’s requirements</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Assigning weights to each collected bin</td>
<td>NMI certificate of approval</td>
<td>☐</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>On truck scale calibration schedule</td>
<td>☐</td>
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<tr>
<td></td>
<td></td>
<td>Recorded waste weights</td>
<td>☐</td>
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<tr>
<td></td>
<td></td>
<td>Volume-to-weight calculations</td>
<td>☐</td>
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<tr>
<td>10</td>
<td>Waste audits</td>
<td>Waste Audit report</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Third party audit reports from GECA approved organisations</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Segregation and contamination</td>
<td>Copy of material that clearly defines contamination for each waste stream</td>
<td>☐</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Manual or document detailing the procedure to correctly collect segregated waste</td>
<td>☐</td>
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<tr>
<td></td>
<td></td>
<td>Documents that the waste collection provider operates within the maximum contamination rate</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Documented Standard Operating Procedure for reporting contaminated waste</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summary of the previous year of quarterly, visual contamination checks on recycling bins presented at quarterly meetings</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>
### Criterion 12 Containers and containment

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>External verification of compliance with relevant standard AS 4123 standard series</td>
<td>☐</td>
</tr>
<tr>
<td>Document outlining maintenance schedules and inspection according to the manufacturer or HSE requirements</td>
<td>☐</td>
</tr>
<tr>
<td>Document detailing correct use of containers to prevent release of substances</td>
<td>☐</td>
</tr>
<tr>
<td>Document detailing the Standard Operating Procedure for spillage</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Downstream processors

### Criterion 13 Chain of responsibility

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate state licences, or an explanation why a state licence is not required</td>
<td>☐</td>
</tr>
<tr>
<td>Waste collection trucks GPS data</td>
<td>☐</td>
</tr>
<tr>
<td>Photographic or video recordings of waste collection and disposal</td>
<td>☐</td>
</tr>
<tr>
<td>Document outlining the amounts and origin of incoming waste and the destination of outgoing waste</td>
<td>☐</td>
</tr>
<tr>
<td>Document outlining the reporting and notification procedure of waste taken to an alternative facility</td>
<td>☐</td>
</tr>
<tr>
<td>Relevant weigh bridge data</td>
<td>☐</td>
</tr>
<tr>
<td>Current contracts with relevant licences of downstream contractors</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Criterion 14 Overseas transport of waste

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation listing the name, location and relevant operating licence</td>
<td>☐</td>
</tr>
<tr>
<td>Documentation showing ISO 14001 and ISO 18001 certification; or Documentation of an Environmental Management System based on ISO 14001 and an Occupational Health and Safety Management Systems based on ISO 18001 are in place</td>
<td>☐</td>
</tr>
<tr>
<td>A written statement of compliance, signed by an Executive Officer from the waste collection provider that all requirements within the ethical waste disposal policy have been met</td>
<td>☐</td>
</tr>
<tr>
<td>Criterion 15</td>
<td>Highest resource recovery outcomes and lowest environmental impact</td>
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<tr>
<td>Criterion 16</td>
<td>NSW EPA's Proximity Principle</td>
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</tbody>
</table>

Staff and contractor training

| Criterion 17 | Staff and contractor training                                | TAFE certifications and/or proof of employees’ enrolment in waste management related TAFE training | ☐ |
|              |                                                               | Schedule of training, competency check and training                               | ☐ |

Waste Recording and Reporting

| Criterion 18 | Waste recording                                             | Document with previous year’s recorded waste data on the criterion’s items.        | ☐ |
|              |                                                               | At least the previous year’s weight based quarterly reports that address the criterion’s requirements | ☐ |
| Criterion 19 | Meetings                                                    | Copy of quarterly reports that address the above requirements and include the steps taken toward tracking waste to final lawful disposal point | ☐ |
|              |                                                               | List of attendees and minutes associated with the monthly meetings                | ☐ |

Environmental Management Systems

| Criterion 20 | Management systems                                          | Certification to ISO14001                                                        | ☐ |
|              |                                                               | EMS based on ISO 14001                                                           | ☐ |
### Social and Legal Compliance

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Description</th>
<th>Evidence Required</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criterion 21</strong></td>
<td>Environmental legislation</td>
<td>Signed declaration from an Executive Officer of the organisation stating compliance to environmental legislation and government orders; as well as declaration of any breaches of environmental legislation or permits and the date of the breach</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Any relevant permits granted by the EPA or an equivalent national body</td>
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<td></td>
<td></td>
<td>Evidence of corrective action following a guilty verdict, if applicable</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Criterion 22</strong></td>
<td>Fair pay</td>
<td>Signed declaration of compliance from an Executive Officer of the organisation</td>
<td>☐</td>
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<td></td>
<td></td>
<td>Text or template of a typical workplace agreement offered to employees of the company</td>
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<td></td>
<td>Sample payslips</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Criterion 23</strong></td>
<td>Workplace safety</td>
<td>Signed declaration from an Executive Officer of the organisation stating compliance to workplace legislation and government orders, as well as declaration of any breaches of legislation and the date of the breach</td>
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<tr>
<td></td>
<td></td>
<td>Copy of the company Workplace H&amp;S policy and procedures</td>
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<td></td>
<td>Copy of employee induction records, training records, meeting records and risk assessments; or current OHSAS 18001, AS/NZS 4801 or equivalent certification; or third party certification stating compliance to OH&amp;S Act 2004 and the OH&amp;S Regulations 2007 or equivalent jurisdiction specific legislation</td>
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<td></td>
<td></td>
<td>Evidence of corrective action following a guilty verdict, if applicable</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Criterion 24</strong></td>
<td>Equal opportunity</td>
<td>Signed declaration of compliance from an Executive Officer of the organisation</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Copy of relevant company policies and procedures</td>
<td>☐</td>
</tr>
<tr>
<td>Criterion 25</td>
<td>Lawful conduct</td>
<td>Signed declaration from an Executive Officer of the organisation</td>
<td>☐</td>
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<td>---------------------------------------------------------------</td>
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<tr>
<td>Evidence of corrective action following a guilty verdict, if applicable</td>
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</tr>
<tr>
<td>The auditor shall verify that the company does not appear on the following list: <a href="http://www.wgea.gov.au/report/compliance">www.wgea.gov.au/report/compliance</a></td>
<td>☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evidence of corrective action following a guilty verdict, if applicable</td>
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</tbody>
</table>