



# Good Environmental Choice Australia Environmental Performance Standard

## Waste Collection Services



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



*Proudly  
Supported  
by the  
City of Sydney*



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by the NSW Government  
through its Office of  
Environment & Heritage*

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## USE OF GECA STANDARDS

This standard identifies environmental, quality, regulatory and social criteria that the top environmentally performing 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-approved assurance providers 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 assessed 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 analysis 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, 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

## DOCUMENT HISTORY

**Status:** Current  
**Current Version:** 1.0i  
**Date Published:** 21/06/2019

Versions	Date Published	Summary of Changes
1.0	07/02/2018	New standard
1.0i	21/06/2019	Update: Expanding to national level, Change of GECA address, change of text in "USE OF GECA STANDARDS", change of text in "HOW to APPLY FOR GECA CERTIFICATION", change of DOCUMENT HISTORY, replacing OHSAS18001 by ISO45001:2018 in DoC 23.3, change of link to non-compliant organisations list regarding workplace gender equality, change of audit, auditor and auditing body to assessment, assessor and assurance provider, respectively. adding the definitions of above terminologies, change of wording in Crit 17 regarding internal training.

## 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 complete the enquiry form on our website <http://www.geca.eco/contact-us/> or contact GECA via email [info@geca.org.au](mailto:info@geca.org.au) and GECA will forward you an application form.

The completed application form is to be sent to GECA by email.

After receiving the completed application form and the application fee, GECA refers the verification process to an approved assurance provider. The assurance provider 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 assessor/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

**Assessment:** Process performed by the assessor to determine if the product conforms with the applicable GECA Standard

**Assessment report:** Full document composed by the assurance provider that states how the nominated product conforms or fails to conform to GECA standards. This report shall include appropriate and substantial evidence to justify conformance decision.

**Assessor:** The individual performing the assessment as an employee or contractor of the Assurance Provider.

**Assurance provider:** Person or organisation accredited by the Independent Appointment Panel performing the conformance assessment

**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>). Please note, definitions in other states may vary. Please refer to the relevant Environmental Protection Authority for further details.

**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>)

**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>)

**GECA Approved Assessor/s:** An Assessor that has been accredited to assess against GECA Scheme Rules.

**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>)

**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. Please note, definitions in other states may vary. Please refer to the relevant Environmental Protection Authority for further details.

**National Measurement Institute (NMI):** The government body that regulates the use of on-vehicle scales. (Ref: <http://www.measurement.gov.au/Industry/business/Pages/Transport-and-Delivery-Services.aspx>)

**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>) Please note, definitions in other states may vary. Please refer to the relevant Environmental Protection Authority for further details.

**EPA:** 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.

**Owners of waste:** See section 143 of the Protection of the Environment Operations Act. (Ref: [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/poteoa1997455/s143.html](http://www.austlii.edu.au/au/legis/nsw/consol_act/poteoa1997455/s143.html) ).

**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>).

Please note, the national definition refers to organic wastes capable of decomposition by micro-organisms (e.g. manure, disposable nappies, sanitary napkins, food waste, animal waste).

<https://www.environment.gov.au/system/files/resources/f3403579-8378-418d-8410-6578749189c6/files/australian-waste-definitions.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.

**Secure Paper:** Confidential paper/document destruction.

**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/m<sup>3</sup>, cardboard waste in a 240 l bin = 55 kg/m<sup>3</sup>)

**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.

**Waste Management Plan:** As defined by the Better Building Partnership, an operational Waste Management Plan (WMP) is a document that sets out the process by which contractors and cleaners transport and dispose of all waste material generated at the building, as required by the building owner/ tenants and environmental law. Importantly, the WMP is also the document that sets out how building management will manage waste and the roles and responsibilities of all parties involved in the generation, management and final recovery/ disposal of waste. It is reviewed annually. (Ref: [http://cdn.sydneybetterbuildings.com.au/assets/2015/11/BBP-Operational-Waste-Guidelines\\_Downloadable.pdf](http://cdn.sydneybetterbuildings.com.au/assets/2015/11/BBP-Operational-Waste-Guidelines_Downloadable.pdf)).



## BACKGROUND

Good Environmental Choice Australia (GECA) is a not-for-profit organisation running an independently assessed 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 CH<sub>4</sub> 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

*This standard is expanded to national level, therefore waste collection services from all Australian states and territories can apply for GECA Certification using this standard. There are some references to NSW terms and regulations in the standard body to help with understanding and for clarification purpose. However, waste collection service providers should comply with regulations applicable to their own states or territories if it stands at a higher level than NSW regulations. If the policies and targets required by this standard differ in states and territories, targets set at a higher level will be required to be met by applicants.*





## Standard Category Scope

**Criterion 1:** This standard applies to waste collection services, operating in Australia, 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 assessment 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 is crucial to maximising resource recovery and minimising waste generation. A key component of a waste management plan is developing a collaborative relationship between the contracted waste collection provider, the waste generator, the property cleaners and other relevant stakeholders. The waste management plan shall be reviewed annually (at a minimum). The waste collection provider shall comply with the waste generator's waste management plan.

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 assessment.

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;

Bin density (kg/m<sup>3</sup>) = net weight of waste bin (kg) / bin volume (m<sup>3</sup>)

#### **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 assessments\* 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 assessment 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 assessments will be conducted to ensure the GECA scheme remains robust and credible by examining service delivery using the most recent full assessment report in order to determine if there are any changes or discrepancies compared to the time of certification.

\*Waste assessments will only be conducted at waste generator sites that have requested GECA certified waste collection services. At least two different sites will be assessed. If a random unannounced assessment 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 assessment report covering the above items; or

**DoC 10.2:** Third party assessment 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.*

Please refer to the POEO Act 1997 for further details on the 'owner of waste'. (Ref: [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/poteoa1997455/](http://www.austlii.edu.au/au/legis/nsw/consol_act/poteoa1997455/))

**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 3<sup>rd</sup> party assessor has completed a contamination assessment within the last year, and the assurance provider 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 (R2017)/Amdt 1-2008 cover the dimensions and designs of various waste collection bin sizes; performance requirements; health and safety; and colours and markings;
- 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 ISO45001:2018 (former OHSAS 18001 certification), or meet the requirements within these ISO standards; and
- Have an ethical waste disposal policy. This policy shall outline:
  - The name, location and relevant operating licence of the overseas waste facility;
  - Compliance with that nation's environmental, health and safety regulations;
  - That no illegal, environmentally harmful dumping of waste is taking place; and
  - 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 ISO45001:2018 (former 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 or your relevant state or territory of application, whichever is higher. 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 or your relevant state or territory of application, whichever is higher. 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 or internal 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 CO<sub>2</sub> 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 ISO45001 (former 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 assessor shall verify that the company does not appear on the following list:  
<https://www.wgea.gov.au/sites/default/files/Non-compliant-lists.pdf>

## 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 approved assurance provider 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

Criterion Number	Criterion Content	Demonstration of Conformance See standard body for details	Evidence Attached	Complies Y/ N or NA
<b>Category Scope (all categories)</b>				
Criterion 1	Waste materials included in the standard	Description of waste services as it applies to the scope of this standard	<input type="checkbox"/>	
<b>Fitness For Purpose</b>				
Criterion 2	Demonstrate the service is fit for its intended purpose	Signed declaration from an Executive Officer and records of customer complaints	<input type="checkbox"/>	
		Records of customer feedback or complaints	<input type="checkbox"/>	
		Independent assessment/test reports	<input type="checkbox"/>	
		Reports from an independent organisation or case studies of existing practices that demonstrate fitness for purpose, market acceptance, suitability or quality	<input type="checkbox"/>	
<b>Operational Requirements</b>				
Criterion 3	Policy commitment to improve waste management	Policy document addressing all the criterion's requirements	<input type="checkbox"/>	
Criterion 4	Waste Management Plan (WMP)	Signed declaration from an Executive Officer	<input type="checkbox"/>	
		The previous year's WMP	<input type="checkbox"/>	
		Records of the waste collection provider discussing the contents of criterion 4 with the waste generator	<input type="checkbox"/>	
Criterion 5	Standard Operating Procedure	A document outlining the organisational roles including details of the nominated individual	<input type="checkbox"/>	
		A document outlining the waste collection provider's process for informing GECA if nominated individual changes	<input type="checkbox"/>	
Criterion 6	Guidelines that define standard operating procedures on equipment, communication, training, quality assurance and accurate record keeping	Quality assurance document	<input type="checkbox"/>	



Criterion 7	Waste transport	Log book of trucks maintenance records	<input type="checkbox"/>	
		Manufacturer's maintenance manual	<input type="checkbox"/>	
		Planned routes & GPS data	<input type="checkbox"/>	
Criterion 8	Waste collection service reviews	Signed declaration of compliance from an Executive Officer of the organisation	<input type="checkbox"/>	
		The results of the previous two reviews, if available, addressing the criterion's requirements	<input type="checkbox"/>	
Criterion 9	Assigning weights to each collected bin	NMI certificate of approval	<input type="checkbox"/>	
		On truck scale calibration schedule	<input type="checkbox"/>	
		Recorded waste weights	<input type="checkbox"/>	
		Volume-to-weight calculations	<input type="checkbox"/>	
Criterion 10	Waste assessments	Waste Assessment report	<input type="checkbox"/>	
		Third party assessment reports from GECA approved organisations	<input type="checkbox"/>	
Criterion 11	Segregation and contamination	Copy of material that clearly defines contamination for each waste stream	<input type="checkbox"/>	
		Manual or document detailing the procedure to correctly collect segregated waste	<input type="checkbox"/>	
		Documents that the waste collection provider operates within the maximum contamination rate	<input type="checkbox"/>	
		Documented Standard Operating Procedure for reporting contaminated waste	<input type="checkbox"/>	
		Summary of the previous year of quarterly, visual contamination checks o recycling bins presented at quarterly meetings	<input type="checkbox"/>	
Criterion 12	Containers and containment	External verification of compliance with relevant standard AS 4123 standard series	<input type="checkbox"/>	
		Document outlining maintenance schedules and inspection according to the manufacturer or HSE requirements	<input type="checkbox"/>	
		Document detailing correct use of containers to prevent release of substances	<input type="checkbox"/>	



		Document detailing the Standard Operating Procedure for spillage	<input type="checkbox"/>	
<b>Downstream processors</b>				
Criterion 13	Chain of responsibility	Appropriate state licences, or an explanation why a state licence is not required	<input type="checkbox"/>	
		Waste collection trucks GPS data	<input type="checkbox"/>	
		Photographic or video recordings of waste collection and disposal	<input type="checkbox"/>	
		Document outlining the amounts and origin of incoming waste and the destination of outgoing waste	<input type="checkbox"/>	
		Document outlining the reporting and notification procedure of waste taken to an alternative facility	<input type="checkbox"/>	
		Relevant weigh bridge data	<input type="checkbox"/>	
		Current contracts with relevant licences of downstream contractors	<input type="checkbox"/>	
Criterion 14	Overseas transport of waste	Documentation listing the name, location and relevant operating licence	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
		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	<input type="checkbox"/>	
Criterion 15	Highest resource recovery outcomes and lowest environmental impact	A written statement of compliance, signed by an Executive Officer of the company	<input type="checkbox"/>	
		Document listing the criteria used to choose the final lawful processing or disposal facility that results in better resource recovery outcomes	<input type="checkbox"/>	
		Outcomes based report	<input type="checkbox"/>	
		Documentation explaining how the chosen waste facility results in the lowest environmental impact	<input type="checkbox"/>	
Criterion 16	EPA's Proximity	Documentation of compliance with the NSW EPA regulations or relevant state or territory of	<input type="checkbox"/>	





	Principle	application, whichever is higher, with distances between point of collection and point of disposal.		
		Photographic, time stamped documentation of the final landfill facility	<input type="checkbox"/>	
<b>Staff and contractor training</b>				
Criterion 17	Staff and contractor training	TAFE certifications and/or proof of employees' enrolment in waste management related TAFE training or internal training;	<input type="checkbox"/>	
		Schedule of training, competency check and training	<input type="checkbox"/>	
<b>Waste Recording and Reporting</b>				
Criterion 18	Waste recording	Document with previous year's recorded waste data on the criterion's items.	<input type="checkbox"/>	
		At least the previous year's weight based quarterly reports that address the criterion's requirements	<input type="checkbox"/>	
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	<input type="checkbox"/>	
		List of attendees and minutes associated with the monthly meetings	<input type="checkbox"/>	
<b>Environmental Management Systems</b>				
Criterion 20	Management systems	Certification to ISO14001	<input type="checkbox"/>	
		EMS based on ISO 14001.	<input type="checkbox"/>	



Social and Legal Compliance				
Criterion 21	Environmental legislation	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	<input type="checkbox"/>	
		Any relevant permits granted by the EPA or an equivalent national body	<input type="checkbox"/>	
		Evidence of corrective action following a guilty verdict, if applicable	<input type="checkbox"/>	
Criterion 22	Fair pay	Signed declaration of compliance from an Executive Officer of the organisation	<input type="checkbox"/>	
		Text or template of a typical workplace agreement offered to employees of the company	<input type="checkbox"/>	
		Sample payslips	<input type="checkbox"/>	
Criterion 23	Workplace safety	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	<input type="checkbox"/>	
		Copy of the company Workplace H&S policy and procedures	<input type="checkbox"/>	
		Copy of employee induction records, training records, meeting records and risk assessments; or current ISO 45001 (former 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	<input type="checkbox"/>	
		Evidence of corrective action following a guilty verdict, if applicable	<input type="checkbox"/>	
Criterion 24	Equal opportunity	Signed declaration of compliance from an Executive Officer of the organisation	<input type="checkbox"/>	
		Copy of relevant company policies and procedures	<input type="checkbox"/>	
		Evidence of corrective action following a guilty verdict, if applicable	<input type="checkbox"/>	
		The assessor shall verify that the company does not appear on the following list:	<input type="checkbox"/>	



		<a href="http://www.wgea.gov.au/report/compliance">www.wgea.gov.au/report/compliance</a>		
Criterion 25	Lawful conduct	Signed declaration from an Executive Officer of the organisation	<input type="checkbox"/>	
		Evidence of corrective action following a guilty verdict, if applicable	<input type="checkbox"/>	