

SERVICE CHARTER

IMPREGICO
SERVIZI INTEGRATI IGIENE URBANA

Municipality of Sant'Elpidio a Mare



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SECTION I - Introduction

Object and scope of application

This service charter identifies the principles, rules, and quality standards of services, to protect the needs of users in compliance with the principles of effectiveness, efficiency, and economy. The Charter outlines the commitment of Impregico S.r.l. to ensure the quality towards customers and users of services in general, i.e., Domestic Users (families), hereinafter DU and Non-Domestic Users (commercial activities), hereinafter NDU, within the standards established in the document and acts on the clarity of the relationship and on the strategies for continuous improvement of the service.

Through the charter, Impregico S.r.l. therefore aims to:

- achieve proper management of the integrated collection and transport cycle of MSW
- improve the relationship with Users
- communicate the commitment made to achieve the objectives of improvement and quality of the services provided

Customer service guides the organization in enhancing the quality of the services provided. Communication is an integral part of the management methods of Impregico S.r.l.

Validity of the service charter

The Service Charter is fully effective starting from the commencement of the service contract. Impregico S.r.l. ensures a revision of the Charter at any change and / or regulatory intervention that requires its updating.

SECTION II - Fundamental principles

In the organization and provision of services, Impregico S.r.l. respects the fundamental principles as dictated by the following laws:

- D.P.C.M. January 27, 1994 "Principles on the provision of public services"
- D.L. 12 May 1995, n. 163, converted into Law no. 273 of 11 July 1995, which defines an initial identification of the sectors for the provision of public services in order to issue reference diagrams
- D.L. July 30, 1999, No. 286, art. 11, which requires the use of the card of services provided, to ensure the protection of citizens and users and their participation, in the formation, including associative, recognized by law, in the inherent assessment and definition procedures of quality standards.

Furthermore, Impregico S.r.l. adheres to the principles of:

- A. equal treatment
- B. impartiality
- C. continuity
- D. participation
- E. effectiveness and efficiency

A. Equality of treatment

Impregico S.r.l. commits to manage its services in compliance with the principles of equal rights of Users and without discrimination of sex, race, or religion; it also guarantees equal treatment of the Users themselves, under the same conditions of the service provided in the context of homogeneous supply categories and areas.

B. Impartiality

The behavior towards users is inspired by a criterion of objectivity, justice, and impartiality. For this Impregico S.r.l. promises to have a common interpretation of the clauses of the general and specific conditions for providing the service.

C. Continuity

Impregico S.r.l. guarantees a continuous and regular service, minimizing any disservices. Should suspensions or interruptions of the service occur, Impregico S.r.l. will take, on a case-by-case basis, the necessary measures, aimed at reducing the time of any inconvenience.

D. Participation

The User has the right to request and obtain from Impregico S.r.l. information regarding the provision of services. The User can play an active role in improving the delivery of the service; in this regard, Impregico S.r.l. favors the involvement and participation of the user in the evaluation phase of the service.

E. Efficiency and effectiveness

The management policy of Impregico S.r.l. includes continuous improvement and the pursuit of efficiency and effectiveness in the provision of services, adopting technological, organizational, and procedural solutions that are increasingly functional to their purpose. Impregico S.r.l. guarantees the user a relationship based on courtesy and respect, adopting behaviors, methods, and language suitable for the situation, providing employees with appropriate instructions.

Privacy

Impregico S.r.l. undertakes to ensure that the processing of users' personal data takes place in compliance with the provisions of the General Data Protection Regulation in the initials RGPD (or GDPR in English General Data Protection Regulation), officially "Regulation (EU) n. 2016/679" and the provisions of the LEGISLATIVE DECREE 10 August 2018, n. 101. Users, at any time, can exercise their rights in accordance with the provisions of the company Privacy policy available on the website: www.impregico.it

Quality and environmental protection

Impregico S.r.l. guarantees the implementation of a management system in compliance with the UNI ISO 45001: 2018 standards (Worker health and safety management system), UNI EN ISO 14001: 2015 (environmental management standard), UNI EN ISO 9001: 2015 (quality management system). Through these management systems, the organization pursues the continuous improvement of its performance to ensure the satisfaction of the legitimate needs and expectations of users, while respecting the environment with the objectives of prevention and reduction of pollution.

Quality and protection of well-being

IMPREGICO S.R.L. has taken the decision to equip itself with a SA8000 Management System, in compliance with the standard and with the legislation required, defining and implementing a social responsibility policy that can represent a reason for pride and trust for all the Workers of the company, women and men, who work with commitment in the company, so that they are protagonists of the results with their competence, their involvement, and their passion.

IMPREGICO S.R.L. in line with the corporate values, considers as a priority:

- improving the quality of life of its employees and of the community in which it operates consistently with the concept of sustainable development, taking into account, in the definition and implementation of its strategy, the social, environmental and economic impacts deriving from its activities
- compliance with national and supranational regulations on labor protection, the national collective labor agreements of reference, and the principles of its own Code of Ethics
- ensuring its commitment to social responsibility through the application and disclosure of principles and contents of the SA8000 standard and the improvement of the working conditions of its employees
- acting constantly for the involvement, motivation, and development of the professionalism of all personnel, through training, information, and awareness-raising interventions
- activating a communication and dialogue system with all company parties interested in the issues of the SA8000 standard, in order to make the policy and procedures understood, and to detect legitimate expectations and ensure their satisfaction
- disclosing the commitments undertaken and the results achieved through the annual publication of the Sustainability Report
- selecting and evaluating its suppliers taking into consideration their commitment to comply with the requirements of the SA8000 standard.

IMPREGICO S.R.L. will assign adequate resources to achieve the objectives defined in implementation of the SA8000 policy also through the establishment of a permanent working group, with the joint participation of management and workers, with the task of monitoring compliance with the standards and suggesting to top management the actions to address the identified risks.

IMPREGICO S.R.L. guarantees the freedom of collective bargaining, the prohibition of hiring minors, the protection of young workers, and the absence of discrimination against any employee who provides information on issues and non-compliance with the company's SA8000 System.

The management recognizes as a strategic method the development of a socially responsible management system compliant with the SA8000 standard, integrated into the management system for Quality, Safety, and the Environment, and is involved in the respect and implementation of these commitments by ensuring and periodically verifying that the Policy is documented, implemented, kept active, periodically reviewed, disseminated to all personnel, and made available to the public.

SECTION III - General Part

How to access information

Access to information is a key element of the quality of the service, as it allows the acquisition of data on the service, useful for the necessary evaluations and comparisons.

Transparency on the intrinsic characteristics of the provision that is the purpose of the service, the methods of delivery, as well as the related administrative aspects, ensures the possibility of appreciating and comparing the quality of the services used.

Impregico S.r.l. provides information that is always updated and, above all, always easy to use.

In fact, in addition to the website www.impregico.it, where it is possible to find an answer service to the most frequent questions asked by users (FAQ - Frequently Asked Questions) and a form for requesting any information, a plurality of means of communication is available, such as info-point, a toll-free number also for mobile phones, brochures, communications by means of announcements on social media, and media.

User information

To guarantee the User constant information on company procedures and initiatives that may interest them, Impregico S.r.l. has defined the tools to be used, identified, in particular:

- Toll-free number 800.195314, active from Monday thru Saturday from 9.00 to 14.00
- E-mail: info@impregico.it
- Internet address: www.impregico.it, section "Sant'Elpidio a Mare", using the appropriate "CONTACTS form"
- "Differentiated S. Elpidio a Mare" application, for the municipality of Sant'Elpidio a Mare
- "Info-point", present at the headquarters of the Municipal Collection Centre
- Social Media, through Impregico's Facebook and Instagram pages

Finally, Impregico S.r.l. discloses to users the contents of the statistical surveys on the results achieved in the provision of services relating to the previous year through press releases and press conferences.

Relationship with customers

Impregico S.r.l. is careful to train its human resources so that a relationship with customers is created based on respect and courtesy, in order to respond to their needs and to facilitate them in exercising their rights. The staff, equipped with an identification card, is at the complete disposal of users.

User protection

Impregico S.r.l. ensures users the ability to file a complaint by filling in the appropriate forms attached to this Service Charter, or by presenting it directly at the Eco-desk. For this purpose, the following information is provided:

- Any violation of the principles indicated in the Charter can be reported by the user to Impregico S.r.l. through a formal complaint, through the toll-free number or sent to the email address info@impregico.it, using the appropriate "form" attached to this document
- When submitting the complaint, the user must provide all the details to their best knowledge
- Within the term of 30 days from the submission of the complaint, Impregico S.r.l. reports to the user the outcome of the investigations carried out and commits to indicating the time within which it will remove any irregularities found, thus providing relief for the unmet need

SECTION IV - Indicators and quality standards specific to the collection services of urban services and soil cleaning

Continuity and regularity of disbursement

Impregico S.r.l. provides a continuous, regular, and uninterrupted service. The lack of service can only be attributable to major catastrophic events, breakdowns or exceptional maintenance, necessary for the proper functioning of the equipment of the plants and to guarantee the quality and safety of the service, providing timely information to users. In the event of a strike, the provisions of Law 146/90 and subsequent amendments and additions are applied, which govern the exercise of this right in the services in question.

Impregico S.r.l. guarantees the regularity of the urban hygiene service, making use of an organizational structure that allows it to monitor the regular performance of the planned actions.

This organization of work makes it possible to eliminate situations of danger or particular risk, even on the recommendation of the competent authorities, intervening promptly in case of need or emergency.

In addition, minimum services are provided on holidays.

Emergency service

If, due to major catastrophic events, there should be deficiencies or suspensions of the service in the area of the work shift, where necessary, Impregico S.r.l. will activate an emergency replacement service.

First aid

The Emergency Response activity is aimed at guaranteeing all waste collection and emergency cleaning operations, arising in the event of unpredictable and / or urgent phenomena, such as flooding, fires, etc., which produce or risk producing potential damage to people or property, deterioration of the structures or any part of the assets, and/or inconvenience to the performance of the normal activities of the structures. The management of the emergency service is activated by telephone, fax, e-mail, or text message. At the time of reporting the incidence, the specially trained reception service operator carefully evaluates the report, based on certain elements (urgency, type of intervention, extent of intervention, etc.), and then transmits it to the emergency response team identified. The fundamental characteristics of the emergency service that Impregico S.r.l. makes available for the order are:

- receipt of reports 24 hours a day, 365 days a year, by means of an operator or automatic responder
- execution of the interventions entrusted to highly qualified personnel
- ability to intervene in short periods of time

The emergency service is performed by a team made up of qualified operators (1 driver, with related vehicles and 2 operators). The emergency response team is managed by the Project Manager who deals with:

- organization and logistically planning the intervention
- preparing the resources (means and manpower) necessary and required by the intervention
- ensuring that the team's personnel work quickly and correctly
- carrying out inspections also with statistical methods on the work of the team

The operators of the Emergency Response Team are specially trained on the most appropriate techniques for intervening in an emergency

SECTION V - Urban Hygiene Service

LIST OF SERVICES IMPREGICO s.r.l.

Collection and transport of the undifferentiated dry fraction, the organic fraction, paper and cardboard, paper and cardboard packaging, glass and metals, and plastic from domestic and non-domestic users

Road collection and transport of urban waste consisting of batteries, expired drugs and T and / or F

Collection and transport of dead waste

Collection of used vegetable oils from domestic and non-domestic users

Used clothes collection

Collection of wooden boxes at fruit and vegetable shops

Sanitary textile collection and transport service (nappies and diapers)

Bulky waste collection and transport service and R.A.E.E.

Mowing and pruning collection service (green waste)

Spontaneous grass removal service from streets and sidewalks (inhabited centre weeding)

Collection and transport of abandoned waste and animal carcasses

Collection of animal excrement

Syringe collection

Sweeping, cleaning, and collection at the municipal markets

Drain cleaning and drainage service

Chewing gum removal

Removal of graffiti

Removal of posters, stickers, and playbills

Bird excrement cleaning interventions

Interventions of deterrence and removal of birds

Cleaning of public toilets

Street washing service

Snow clearing service

Washing, cleaning, and disinfecting service connected to sweeping activities

Street washing services of quality pavement

Environmental surveillance service

Management of the C.A.M. (mobile environmental centre)

Front-office and call centre (TOLL-FREE NUMBER)

Waste reduction plan

Method of collection service

The organization of the collection is carried out according to the contractual requirements. The collection service is divided into two phases:

- start-up phase (lasting 2 months from the start of the service)
- fully operational phase (start after 2 months from the start of the service)

In the start-up phase, the service is provided with the same existing collection methods, i.e., door to door.

In the fully operational phase, the collection frequency for the undifferentiated residual fraction is reduced and is carried out only on Tuesdays, moving paper collection to Friday. Glass collection is also reduced to a of collection every two weeks, with different days depending on the area. Glass collection is increased for non-domestic users.

Impregico S.r.l. carries out the ordinary separate collection service of municipal solid waste through containers and with a door-to-door home system and bins. The containers already owned by the users are equipped with an RFID tag aligned with the unique code assigned to each user.

The volume and number of containers, per waste fraction, are proportional to the population served. For collection, "anti-stray tubs" are used, which must be displayed on the days of conferment, as per the "Trade Union Ordinance" from 22.00 to 4.00, by users on public spaces and roads and / or on the sidewalk (in a manner such as not to constitute an obstacle for public transit), in the immediate vicinity of the private access. In addition, the tubs are of the stackable type, to be able to position those of the various fractions one on top of the other in the house, in the garage or on the balcony of the utilities, thus limiting the space taken on the ground.

The management of the Collector is daily, according to the calendar schedule that is provided to each user.

Impregico S.r.l. organizes its activities and services in compliance with the objectives for separate collection (art.205 TU 152/2006), ensuring the collection service by categories:

- humid (putrescible organic fraction)
- greens and twigs
- paper and cardboard
- glass and metals
- plastic
- dry residue
- bulky waste
- hazardous urban waste
- waste of electrical and electronic equipment (WEEE)
- other differentiated collections (textiles, used vegetable, and mineral oils)

The following are the calendars relating to the collection in the Municipality of Sant'Elpidio a Mare:

HOUSEHOLD WASTE COLLECTION CALENDAR

Historic Centre / Suburbs / Hamlets:

FRACTION	FREQUENCY	COLLECTION MODALITY
Organic	3/7	Door to door
Paper and cardboard	1/7	Door to door
Plastic	1/7	Door to door
Glass and metals	1/15	Door to door
Undifferentiated Dry	1/7	Door to door
Diapers and pads	6/7	Door to door
Bulky and WEEE	1/7	Door to door, upon booking
Moving	1/7 only in the period between May 1 st and October 31 st	Door to door, upon booking

NON-HOUSEHOLD WASTE COLLECTION CALENDAR

Historic centre:

FRACTION	FREQUENCY	COLLECTION MODALITY
Organic	4/7	Door to door
Paper	1/7	Door to door
Cardboard	2/7	Door to door
Plastic	1/7	Door to door
Glass and metals	1/7	Door to door
Undifferentiated dry	1/7	Door to door

Suburbs / Hamlets:

FRACTION	FREQUENCY	COLLECTION MODALITY
Organic	3/7	Door to door
Paper e Cardboard	1/7	Door to door
Plastic	1/7	Door to door
Glass and metals	1/15	Door to door
Undifferentiated dry	1/7	Door to door

Collection of the organic waste fraction

By organic fraction we mean food and kitchen waste produced by households, restaurants, catering services, and retail outlets, collected separately, consisting of: remains of fruit, vegetables, meat, fish, egg shells, spoiled food, coffee or tea grounds, bread, pasta, rice, raw or cooked food, wet handkerchiefs or handkerchiefs soiled with organic substances, residues from maintenance of domestic greenery, etc.

The following waste, on the other hand, while having organic properties, must be excluded from the collection of wet waste: pet litter and excrement, handkerchiefs soiled with detergents or chemicals, shellfish shells, and dirty diapers.

Collection from large users (canteens, restaurants, bars, etc.) is carried out with the use of one or more dedicated containers (typically 120 - 240-liter wheeled bins, where necessary with a lid lifting pedal to comply with HAACP standards).

For wheeled bins for collection from large users, the user can provide for the use of compostable material liners.

Impregico S.r.l. ensures the separate collection of the organic fraction with a door-to-door home system.

The containers used for the collection of this fraction are equipped with a transponder and have a brown lid.

Composting containers are provided on loan for free use in order to encourage the practice of home composting, mainly in extra-urban and rural areas. The initiative intends to raise awareness and facilitate the propensity of citizens to separate waste.

Those who use the composter cannot give organic waste to the door-to-door service.

Collection of paper, cardboard, and cardboard packaging

The paper, cardboard, and cardboard packaging fraction includes all paper materials, consisting of mainly vegetable fibrous raw materials, collected separately and delivered clean, i.e. not contaminated by organic substances, such as: newspapers, magazines, notebooks, wrapping paper, clean bread paper, corrugated cardboard, clean pizza boxes, cardboard boxes for fruit, cardboard boxes, cardboard containers for salt and sugar, boxes for detergents [drum], boxes for shoes, books (without laminated cover), calendars (remove the parts that are not paper), office folders without rings, brochures, advertising sheets and flyers if not plasticized, cardboard packaging, tetrapak (jug of milk and other beverages such as fruit juices, tomato purée and wine), various sheets and envelopes (removing adhesive parts, in plastic or metal), folded Cardboards, food boxes, cardboard for drinks (unless otherwise indicated by the collection service manager), packets of cigarettes (eliminating the external plastic film and the internal aluminum film), etc.

The materials that, while having paper properties, must be excluded from the collection are the following: greaseproof paper for food, baking paper, carbon paper, sandpaper, plasticized paper, glossy drawing paper, parchment, paper soiled with detergents or other chemical substances, etc.

Impregico s.r.l. ensures the separate collection of the paper and cardboard fraction and cardboard packaging with a door-to-door home system or by transferring it to the Municipal Collection Centre (CCR). The anti-stray tubs and / or bins and / or rollers are displayed on collection days by users on public spaces and roads and / or on the sidewalk (in such a way as not to constitute an obstacle for public transit), in the immediate vicinity of the private access on set days and times.

The containers used for the collection of this fraction are equipped with a transponder and have a blue lid.

Collection of glass and metals

The glass fraction includes all glass packaging commonly used in commerce to contain liquids or foods. In the municipality of Sant'Elpidio a Mare, glass is currently collected together with metal packaging, meaning aluminium, steel, and tinplate containers.

The glass packaging that can be delivered are the following: bottles commonly used in the trade to contain drinks and

jars for food. The commonly used materials which, although having similar properties, must be excluded from the collection are the following: wired glass, opal glass (normally used for perfume bottles), glasses, ceramics, crystals, pyrex, light bulbs, mirrors, etc.

Impregico S.r.l. ensures the differentiated collection of glass and metals through door-to-door home collection or by transfer to the Municipal Collection Centre.

The anti-stray tubs and / or bins are displayed on collection days by user care on public spaces and roads and / or on the sidewalk (in such a way as not to constitute an obstacle to public transit), in the immediate vicinity of private access on the days and times set.

The containers used for the collection of this fraction are equipped with a transponder and have a green lid.

Collection of plastic

The multi-material fraction of plastic and metal packaging includes packaging material and in general the plastic materials used on the market to contain drinks, food, and detergents, collected in a differentiated way, as well as ferrous and non-ferrous materials.

The plastics that can be supplied are the following:

- PET, polyethylene terephthalate (e.g., beverage bottles)
- PE, polyethylene (e.g., bags, bottles for detergents, toys, and other packaging)
- PP, polypropylene (food containers, bottles for detergents and detergents)
- PVC, polyvinyl chloride (egg trays, pipes)
- PS, polystyrene or polystyrene (food trays, caps)

For domestic users Impregico S.r.l. ensures the separate collection of plastic packaging by means of a door-to-door home service or direct transfer of users to the Municipal Collection Centre.

Users must deposit the plastic packaging inside the semi-transparent bags, placing them at the entrance of their home, on public spaces and roads and / or on the sidewalk (in such a way as not to constitute a hindrance for public transit), on days and in the fixed time slots.

The collection of this fraction involves the use of yellow tubs with RFID tags.

Collection of residual dry waste

The undifferentiated waste is all that material that cannot be collected separately: vacuum cleaner bags and sweeping residues, rubber materials, dirty paper handkerchiefs, and plastic cutlery, brushes and toothbrushes, CD / DVD / VHS and audio cassettes, Pyrex, ceramic and crystal, diapers and sanitary napkins, paper handkerchiefs and absorbent paper, rags and sponges, etc.

The collection of the dry residue takes place through a door-to-door home service in the immediate vicinity of the private access on the days and times set, it is forbidden to give this waste to the Municipal Collection Centre.

The containers used for the collection of this fraction are equipped with RFID tags and have a grey lid.

Collection of greenery and twigs

By green fraction we mean the residue from the maintenance of private green areas, consisting of mowing waste, leaves, prunings, plants, soil, straw, bark, sawdust, twigs, and stumps, etc., collected in a differentiated way.

Impregico S.r.l. ensures the differentiated collection of mowing and pruning through a home service, with booking on call, or transfer by the user to the Municipal Collection Centre. The home service will be performed upon provision, by the citizens who request it, that of twigs in bundles and of cuttings in transparent and biodegradable bags.

The following service will be provided in the period from May 1st to October 31st.

Collection of bulky waste

The service is carried out in the following ways:

- carry out - upon request - a free home service for the collection of durable goods, such as furniture, furnishings, etc., with display on public land facing one's home. The collection of bulky waste is provided for a maximum of 3 pieces per pickup for each user
- delivery by owners of bulky material to the Municipal Collection Centre, on open days and times

Hazardous urban waste collection

Impregico S.r.l. ensures a collection service for hazardous urban waste of domestic origin (WEEE, used batteries, batteries and accumulators, used vegetable oils, C / T / F / X containers (e.g., cans and cans containing enamels and paints, neon lamps, expired drugs) by transfer to the Municipal Collection Centre or in dedicated containers located in the area near the relative commercial establishments, entrusted to them in custody, or by call service (large WEEE).

- the collection of expired drugs must be carried out by placing them in special containers located at pharmacies and health facilities
- the collection of used batteries must be carried out by placing them in special containers located in supermarkets, tobacconists and schools
- The delivery of WEEE is carried out in the Municipal Collection Centre

In addition to the transfer to the CCR, for the collection of waste electrical and electronic equipment (WEEE), Impregico s.r.l. has activated a free home collection service, which can be requested through the special toll-free telephone number.

Municipal Collection Centre

The Municipal Collection Centre is a key element of the new integrated collection services, since this structure is entrusted with the task of expanding the range of services offered to users (collection of pruning cuttings, aggregates, textiles, edible oil, etc.) , allowing the giving of fractions that the user cannot deliver through the home collection service (e.g. aggregates, tires, etc.), together with others that are not subject to specific collections or that are the subject of on-call collection services (e.g. large and bulky WEEE), which involve waiting times that the user prefers to avoid.

Users residing in the area of Sant'Elpidio a Mare have the opportunity to deliver the waste produced to the Municipal Collection Centres located in via Galilea and Brancadoro area.

Below is the complete list of municipal solid waste and similar special waste pursuant to art. 1 of the D.M.A. 08.04.2008 and subsequent amendments conferred to a Municipal Collection Centre, referring to the decisions taken in the communication pursuant to art. 2 c.1 of the aforementioned decree where those effectively withdrawn are defined:

1	Waste printing toner other than those mentioned in item 080317 * (from households)	08 03 18
2	Paper and cardboard packaging	15 01 01
3	Plastic packaging	15 01 02
4	Wood other than that mentioned in 20 01 37	20 01 38
5	Metal packaging	15 01 04
6	Composite material packaging	15 01 05
7	Mixed material packaging	15 01 06
8	Glass packaging	15 01 07
9	Textile Imballaggi in materiale tessile	15 01 09
10	T/FC containers	15 01 10* e 15 01 11*
11	End of life tires (only if delivered by household users)	16 01 03
12	Oil filters (only if delivered by household users)	16 01 07*
13	Components removed from discarded equipment other than those mentioned in item 160215 * (limited to toner and print cartridges from households)	16 02 16

14	Gas in pressure containers (limited to fire extinguishers and aerosols for household use)	16 05 04* e 16 05 05
15	Mixtures or slags of cement, bricks, tiles, ceramics, other than those referred to in item 170106 * (only from small removal operations carried out directly by the tenant of the residential building)	17 01 07
16	Mixed waste from construction and demolition activities, other than those referred to in items 170901*, 170902* and 170903* (only from small removal interventions carried out directly by the tenant of the residential building)	17 09 04
17	Paper and cardboard waste	20 01 01
18	Glass waste	20 01 02
19	Clothes and textile products	20 01 10 e 20 01 11
20	Solvents	20 01 13*
21	Acids	20 01 14*
22	Alkaline substances	20 01 15*
23	Fluorescent tubes and other mercury-containing waste	20 01 21* e 20 01 23*
24	Waste electrical and electronic equipment	20 01 35* e 20 01 36
25	Edible oils and fats	20 01 25
26	Oils and greases other than 200125, for example used mineral oils	20 01 26*
27	Paints, inks, adhesives and resins	20 01 27* e 20 01 28
28	Detergents containing dangerous substances	20 01 29*
29	Detergents other than those in the previous point	20 01 30
30	Pharmaceuticals	20 01 31* e 20 01 32
31	Batteries and accumulators referred to in items 160601*, 160602* and 160603* (from households)	20 01 33*

32	Batteries and accumulators other than those mentioned in item 200133*	20 01 34
33	Wooden waste	20 01 37* e 20 01 38
34	Plastic waste	20 01 39
35	Metallic waste	20 01 40
36	Mowing and pruning	20 02 01
37	Bulky waste	20 03 07

Reuse Centre

The Reuse Centre will be activated in the area adjacent to the recycling centre in via Galilea, for the collection and free exchange of goods that are still usable. This initiative is aimed at an increasingly careful, responsible, and virtuous management of household waste. In fact, those who have a used asset at home but still in good condition and reusable can hand it over to the operators of the Centre, who check its conditions and take it into custody before sending it to reuse. The deposited assets will be made available to other citizens, who will be able to view them and decide to take them away with them.

Through the Reuse Centre, it will be possible to sell or request free of charge: clothing and linen for the home, items for children, tools for housework, gardening and DIY, sports equipment, toys, home furnishings, crockery and household items, furniture, which, instead of being destined for premature scrapping, can have a second life.

The Reuse Centre will be reserved only for citizens registered in the Tari database of the Municipality of Sant'Elpidio a Mare, who can use it by going personally to the Centre. Alternatively, when booking the free collection of bulky items at home, the user can decide whether to activate the request as a waste collection or as a collection of reusable goods. In the latter case, the operators of the Reuse Centre will assess the state of the material and may refuse to provide it if the asset is not in good condition.

Data collection and tracking of recycling

On a monthly basis, the quantities of waste collected are communicated to the entity, specifying the fractions sent for recovery and the quantities collected for each fraction.

Methods of soil cleaning service, general principles: street sweeping and washing of public land

The mechanized, manual combined sweeping and washing of public land are carried out according to specific programs defined in the service contract.

The service is carried out with the following frequencies:

a) Manual sweeping

- Historic Centre: according to the area, as per calendar
- Centre suburbs: 1 day out of 7
- Casette d'Ete: according to the area, as per calendar
- Cascinare: 3 days a week
- Castellano: according to the area, as per calendar

b) Mechanical sweeping

- Centre suburbs: according to the area, as per calendar

c) Combined sweeping

- Historic Centre: 2 days a week
- Centre suburbs: 3 days a week

The same manual sweeping staff also takes care of the small maintenance of the territory, uprooting the spontaneous grass that germinates between the sections/cracks of the pavement, as well as monitoring and checking the operation of the grids and drains for the outflow of rainwater present in the various assigned areas.

Municipal waste lying on:

- streets and squares (including arcades, sidewalks, traffic divider beds, road trees) classified as municipal
- private roads in any case subject to public use, provided they are open to public transit, without any limitation if they are equipped with adequate pavement of the carriageway and sidewalks
- areas of municipal relevance



COMPLAINT FORM

I undersigned Name _____ Surname _____

Telephone nr _____

Present the following complaint:

I request that the response to this complaint be sent to the following address:

tick option chosen

by fax to the following number: _____

via e-mail to the following address: _____

via letter to the following address: _____

Date _____ Signature _____

I declare that I am informed, pursuant to and for the purposes of Article 13 of Legislative Decree 196/03, that the personal data collected will be processed, also through IT tools, exclusively in the context of the procedure for which this declaration is made.

Date _____ Signature _____