

Bin Operator Code of Conduct

This Code of Conduct outlines the minimum standards expected of all NACTR members who place, manage, or service public donation bins. Its purpose is to promote safe operations, uphold public trust, ensure compliance with regulatory requirements, and protect the reputation of the charitable textile reuse sector.

1 Identification

1.1 Each donation bin must display, in a clearly visible location, the legal name, and telephone number of the organization responsible for its placement, servicing, and removal. The charitable number also has to be indicated on the donation bin as well.

2 Site Authorization

2.1 Donation bins may be placed only with prior written consent from the property owner or authorized representative.

2.2 Operators must retain written authorization for the duration of placement and provide documentation to governing authorities upon request.

3 Bin Construction and Safety

3.1 Bins must be constructed of durable, non-porous materials and designed to withstand weather, tampering, and heavy use, consistent with industry safety best practices.

3.2 All donation bins placed by NACTR members must have written engineering approval confirming safety for public use, including safe deposit mechanisms, structural stability, and hazard prevention.

3.3 Operators must routinely inspect bins for structural integrity, signage visibility, vandalism, or safety concerns and address issues promptly.

4 Servicing, Cleanliness, and Site Maintenance

4.1 Bins must be serviced frequently enough to prevent overflow. Overflowing bins and accumulation of materials around bins are not permitted.

4.2 Operators must keep the surrounding area clean, free of litter, hazards, or illegally dumped materials.

4.3 Any issue affecting public safety or cleanliness must be addressed immediately or within an agreed-upon timeframe with the property owner.

5 **Communication, Complaint Response, and Issue Management**

5.1 Operators shall provide host properties with a reliable telephone number and monitored email address for service-related inquiries.

5.2 All complaints must be acknowledged within one business day (24 hours). A remediation plan should be communicated to the property owner and executed within a reasonable, mutually agreed timeframe.

5.3 Operators are encouraged to maintain an internal system for incident tracking, including photographs and logged responses.

5.4 Media inquiries related to a specific bin must be redirected to the responsible operator. Broader inquiries about NACTR should be directed to designated NACTR personnel.

6 **Insurance**

6.1 Operators must maintain adequate general liability insurance covering the placement and servicing of donation bins, including coverage for property damage and bodily injury.

6.2 Proof of coverage shall be supplied to the property owner upon request.

7 **Ethical Conduct and Member-to-Member Relations**

7.1 Members must operate in good faith, uphold ethical standards, and avoid deceptive or unfair practices. Failure to adhere to this Code of Conduct may result in disciplinary action, up to and including suspension of NACTR membership privileges.

7.2 No NACTR member may interfere with another member's operations. This includes moving bins without permission, relocating materials into another operator's bin, and removing or altering signage.

8 **Branding and Public Representation**

8.1 Each bin placed by a NACTR member should display the official NACTR decal to indicate adherence to national standards and verification of charitable legitimacy. Electronic copies of the decal are available in the NACTR Brand Kit, which each member receives upon membership.

9 **Removal and Site Restoration**

9.1 Operators must promptly remove bins upon request by the property owner or if the agreement is terminated.

9.2 Upon removal, the operator shall restore the site to its original condition, including cleanup of any remaining debris or damage caused by the bin.

10 Regulatory Compliance

10.1 Operators must comply with all applicable municipal bylaws, provincial statutes, and federal regulations related to waste management, charitable solicitation, signage, and bin placement.

10.2 Operators must stay informed of evolving regulations and ensure practices remain compliant.

10.3 Where municipal registration or permitting is required, operators are responsible for full compliance.

11 Reporting and Accountability

11.1 Operators are encouraged to report annually to NACTR on diversion volumes, recycling outcome, and community benefits/charitable impact.

11.2 These data support sector-wide transparency, advocacy, and best-practice development.

12 Compliance and Enforcement

12.1 Failure to adhere to this Code of Conduct may result in corrective actions, including warnings, required remediation plans, suspension, or termination of NACTR membership.

12.2 Repeated or serious violations will be reviewed by NACTR's governance body and may be publicly disclosed when required by law or policy.