



# Soft Landing Mattress Recycling Scheme Code of Conduct

The Soft Landing Mattress Product Stewardship Scheme (the Scheme) and its members are committed to demonstrating leadership in the responsible and ethical management of mattresses and bedding products throughout their lifecycle. Compliance with this Code is a condition of membership of the Scheme.

## 1. Application

This Code of Conduct applies to all members of the Scheme including, but not limited to, manufacturers, upstream and downstream suppliers, retailers and recyclers. It aims to encourage, support and, where appropriate, mandate requirements that will assist the Scheme to responsibly manage end-of-life mattresses.

## 2. Objectives of the Code

- 2.1. To support the Scheme in delivering a range of benefits to the environment, to human health and safety, the community as a whole, and to industry participants
- 2.2. To ensure members act in the best interests of the Scheme by at all times acting ethically, with integrity, and honesty
- 2.3. To promote understanding of and compliance with the Code by appropriate employees and supply chain
- 2.4. To give confidence to consumers and stakeholders that the Scheme and its participants are responsible corporate citizens

## 3. Requirements for all members

Members are expected to:

- Actively support and promote the Scheme's purposes as set out in the Scheme Guidelines
- Provide leadership for all sectors of the bedding supply chain and customer base to foster high ethical standards
- Participate in a range of stewardship activities
- Foster openness and transparency in the implementation of the Scheme's activities
- Ensure relevant company personnel are familiar with the provisions of this Code
- Provide accurate information and data as set out in the Scheme Guidelines or as agreed by the Executive Committee
- Act with courtesy and respect to fellow members, the Executive Committee, Scheme administrator and other stakeholders
- Act to enhance the profile of the Scheme and the resource recovery industry
- Comply with Scheme brand guidelines
- Promote/encourage recycling of mattresses according to the Scheme Guidelines
- Keep confidential any information about the operation of the Scheme, other Scheme members and Community Resources obtained as a result of membership of the Scheme that



has not been made public by the subject of the Scheme Management or the subject of the information

#### *4. Requirements for Manufacturers*

In addition to 3 above,

- To encourage customers (retailers, commercial) to participate in the Scheme to recycle all mattresses sold

#### *5. Requirements for Retailers (including Charity and Second-Hand shops)*

In addition to 3 above,

- To sell only new mattresses
- To not support improper use of manufacturer IP such as reskinning or refurbishing
- To prevent mattresses being available for potential reskinning or refurbishing

#### *6. Requirements for Recyclers*

In addition to 3 above,

- Collectors and recyclers must comply with all relevant legal requirements, and as a minimum those set out in the *Soft Landing Mattress Product Stewardship Guidelines* v2.1 or later.
- Recyclers must not reskin, support reskinning or provide materials to others that could result in the reskinning of mattresses unless approved by the Scheme's Executive Committee
- Where possible recyclers must support the employment of those who experience barriers to employment
- Collectors and Recyclers must ensure safe and environmentally responsible collection, storage and recycling of materials salvaged from end-of-life mattresses
- Recyclers must comply with the recycling targets set out in the Scheme Guidelines
- Collectors and recyclers are encouraged to seek third party accreditation to indicate compliance with best practice standards including:
  - AS/NZS 14001 series, Environment management system;
  - ISO 9001:2008 Quality management system

#### *7. Deemed Obligation*

All members of the Scheme will sign this Code of Conduct on joining the Scheme, and will, by their continuing membership, be deemed to have given an undertaking to continue to abide by this Code of Conduct.

#### *8. Complaints and Dispute Procedures*

Any person may refer a complaint against a signatory to this Code to the Code Administrator. The complaint shall be in writing and shall be addressed to the Code Administrator.

The Code Administrator will seek resolution of any complaint. If the complaint is not resolved in a manner acceptable to the Complainant, the Code Administrator shall:



- refer the complaint to the Executive Committee of The Scheme with a summary of the nature of the complaint and, where appropriate, general reasons for that outcome.
- inform the Complainant that the matter has been referred to the Executive Committee and advise generally of the procedure that will follow in accordance with the rules of the Association.

All complaints will be reported by the Code Administrator to the Executive Committee and be available to all signatories on request.

Failure of a member to rectify a complaint in accordance with The Code Administrator and Executive Committee requirements may result in expulsion of the member from the Scheme, and withdrawal of any permission to use the Scheme's logo and branding.

#### *9. Monitoring, Review and Amendments*

This Code of Conduct may be amended by The Scheme Administrator at a general meeting. Any interested party may refer comments and proposals for amendment to this code to the Code Administrator.

#### *10. Code Administrator*

The Code Administrator is:

Scheme Manager

Soft Landing Mattress Product Stewardship Scheme

[jwallace@recyclemymattress.com.au](mailto:jwallace@recyclemymattress.com.au)

0414 313 157

1300 813 900

..... (Company name) agrees to be bound by the Soft Landing Mattress Recycling Scheme Code of Conduct for the duration of our membership of the Scheme.

..... (signature of authorized person)

..../..../..... (date signed) ..... (signatory contact)

## MEMBERSHIP APPLICATION

### Soft Landing Product Stewardship Scheme

Community Resources (CR) is the Administrator of the Soft Landing Product Stewardship Scheme (the Scheme) also referred to as Soft Landing Mattress Recycling Scheme.

Membership is open to businesses and organisations that will contribute to the activities and outcomes of the scheme.

Being a member allows the organisation to use the Scheme branding as set out in the membership pack and may require you to commit to recycling targets (for manufacturers and retailers) and comply with the Scheme's Code of Conduct.

The members of the Scheme are assigned across two categories:

#### TIER 1

- 1.1** Australian manufacturers of mattresses
- 1.2** Importers of mattresses to the Australian market
- 1.3** Australian retailers of mattresses

#### TIER 2

- 2.1** Upstream mattress material suppliers
- 2.2** Downstream component recyclers
- 2.3** Other interested stakeholders such as waste management companies and the commercial accommodation sector.

Joining fees for TIER 1 and TIER 2 participants are set out in the Soft Landing Product Stewardship Guidelines (version 2.1 as at 1 December 2018).

To join the Scheme please complete the membership form. It must be signed by an authorised officer, who must also accept the Guidelines and Code of Conduct.

Membership is complete when the membership fees are received by Community Resources.

The Scheme cannot function without members and we encourage you to complete your application promptly.

### MEMBERSHIP APPLICATION FORM

Member Category (e.g. 1.3)

Annual turnover from bedding OR No. stores eligible (for retail) OR No. rooms (commercial)

Registered Business Name ABN and Address

Applicant's First Name

Surname

Position/title

Email

Phone

Business:

Mobile:

Website

Name and title of person who will be responsible for signing this application to participate in the Scheme

Authorised signature

Date:

check this box to give permission to the Scheme Manager and Administrator to contact you regarding membership.

check this box to give permission to the Scheme Manager to publicly acknowledge your application to join the Scheme (business name only) in media and on Recycle My Mattress/Soft Landing/CR website.

I confirm that my organisation has read and will comply with the Scheme Guidelines and the Soft Landing Product Stewardship Scheme Code of Conduct. We also agree to sign a Mutual Non-Disclosure Agreement with the Scheme Administrator, Community Resources Inc. on acceptance of our membership.

Please email your completed EOI to the Scheme General Manager, [jwallace@recyclermattress.com.au](mailto:jwallace@recyclermattress.com.au) For further details contact Janelle Wallace on 0414 313 157 or 1300 813 900.