

# Re-Mark Standard

1		
Collections		
	Standard	Description
1.1	To minimise waste all items that are collected must be appropriately screened to ensure acceptability for reuse/resale.	A documented collections procedure describing the overall process, categories of goods to be collected, goods screening process including minimum condition required for acceptable goods, collection fees, authorised collection partners, and collection documentation.
		Documented evidence of collection records including schedules, logbooks, receipts, etc.
2		
Preparing Goods For Reuse		
	Standard	Description
2.1	Products are prepared for reuse in line with Re-Mark guidance.	A documented 'preparing goods for reuse' procedure that includes a process flow, visual product inspection, safety checking, testing & cleaning.
2.2	Proper records are kept to ensure traceability of goods through the system, to ensure 'fit for purpose' goods are segregated from waste, and to ensure high-risk items have been safety tested.	For furniture & bulk goods: documented evidence of inventory records for bulky items including: unique inventory number, date received, description, condition, date prepared, and actions performed to prepare item for reuse. For high volume/low value & textile: documented evidence of proper segregation of in-process goods.
		Documented evidence of product safety testing for high-risk items including: unique inventory number, safety test conducted, authorised signature, date. ( <a href="#">PAT Guidelines</a> )
2.3	Staff and volunteers responsible for preparing products for reuse are adequately skilled and trained.	Documented evidence of staff and/or volunteer training records on reuse procedures that include date trained, trainer, trainee, description of training conducted.
3		
Sale of Goods		
	Standard	Description
3.1	Goods are clearly priced, either individually or in bulk with a clear pricing structure displayed.	Individually priced items: Price tickets are clearly written/printed and attached to the item in a visible place. Bulk priced items: Price signs are clearly written/printed and posted in the area in a visible place.

3.2	Customers are made aware of terms of sale (reservations, deposits, delivery, returns) at the point of purchase.	A documented 'terms of sale' policy (reservations, deposits, delivery, and returns) with supporting detailed procedures.
		Documented evidence of detailed records associated with terms of sale procedures.
		Sales staff/volunteers have been briefed on terms of sale policies and are able to communicate them when asked.
		Clearly printed and branded signage near the till that provides customer awareness of terms of sale.
3.3	Information about discounts or donations to target groups is documented, consistently applied, and clearly communicated to relevant staff, volunteers, and referring organisations.	A documented discount policy for target groups (if applicable) with supporting detailed procedures.
		Documented evidence of detailed records associated with the target group discount policy.
		Sales staff/volunteers have been briefed on discount policy and are able to communicate them when asked.
3.4	The organisation ensures sale transactions are properly documented and sale proceeds are properly secured.	A documented cash handling policy with supporting detailed procedures that explains how sale transactions are recorded and proceeds are secured.
		Documented evidence of relevant staff training and detailed records kept in accordance with the cash handling policy.
<b>4</b>	<b>Customer Service</b>	
	<b>Standard</b>	<b>Description</b>
4.1	The organisation complies with applicable <a href="#">EU consumer protection laws</a> .	A documented customer service policy with supporting detailed procedures.
		Sales staff/volunteers have been briefed on customer service policy and are able to communicate it.
4.2	The organisation encourages customer feedback, utilising it to ensure customer	A detailed customer feedback procedure with supporting records describing the how feedback was incorporated into the organisation to improve customer satisfaction over time.

	satisfaction.	
4.3	The organisation handles complaints effectively and consistently to ensure customer satisfaction.	Documented evidence of complaint records and monitored complaint trends and mitigation activities.
<b>5</b>	<b>Data Protection</b>	
	<b>Standard</b>	<b>Description</b>
5.1	The organisation has systems in place to ensure compliance with EU data protection laws and <a href="#">DPC best practices</a> .	A documented data protection policy with supporting detailed procedures outlining the organisation's role and requirements regarding data protection.
		Documented evidence of data protection records as applicable (i.e. breach notifications).
		Relevant staff/volunteers have been briefed on data protection policy and are able to communicate it.
		CCTV monitoring signs are posted in areas where monitoring is conducted.
<b>6</b>	<b>Resource Management</b>	
	<b>Standard</b>	<b>Description</b>
6.1	The organisation has obtained appropriate waste licenses and/or exemptions.	Documented evidence of appropriate waste licenses/permits/exemptions issued by the relevant legal authority for waste processors (recyclers).
		The organisation files annual waste reports to the relevant legal authority.
6.2	The organisation uses only appropriately licensed companies for waste management and recycling.	Documented evidence from the waste management and/or recycling company of appropriate licenses.
		In the case of a waste management/recycling company registered outside of the Republic of Ireland, evidence of records maintained for each export transaction.
6.3	The organisation is aware of and fully compliant with transfrontier shipment laws (as applicable).	Evidence of the appropriate export licenses from the relevant legal authority and records that demonstrate compliance for each export transaction.
<b>7.0</b>	<b>Governance</b>	
	<b>Standard</b>	<b>Description</b>
7.1	The organisation is either a social enterprise, charity or business registered as a Limited Company or Sole	Evidence of the existence of the entity as a trading operation by website, social media accounts, physical premises, etc.

	Trader or is a recognised project within the legal entity of a larger parent organisation.	
7.2	The organisation (or parent entity) is registered with appropriate governing bodies and trading at normal status.	Evidence that the organisation or parent legal entity are registered with Revenue and CRO and 'Normal' CRO status with up to date filings.
		If applicable, evidence of registration with the Charities Regulator.
		<a href="#">If applicable</a> , evidence VAT exemption from Revenue, or VAT registration and up to date filings.
7.3	The organisation has up to date and relevant policies and a governance structure in place.	Evidence of documentation that outlines the aims, ethos, rules and roles of the organisation.
		Evidence of sector specific <a href="#">governance policies in place</a> (as applicable) eg: volunteer management, child protection, vulnerable adult policy, fundraising, conflict of interest/loyalty.
		Evidence of sound fiscal practices including overall financial management policies, up to date management accounts and (if applicable) regular financial audits.
		Evidence of volunteer/staff/work placement inductions that provide new team members information and insight into the mission and ethos of the organisation.
<b>8.0</b>	<b>Insurance Cover</b>	
	<b>Standard</b>	<b>Description</b>
8.1	The organisation complies with legal requirements for insurance to protect staff, volunteers, the general public, and the entity itself against liability.	Evidence of the following insurance coverage: <ul style="list-style-type: none"> <li>• Employers liability (€13M)</li> <li>• At a minimum, 3<sup>rd</sup> party vehicle (if applicable)</li> <li>• Public and product liability (€6.5M recommended)</li> <li>• Other insurance (risk dependent)</li> </ul>
8.2	The organisation uses only appropriately licensed companies for insurance.	Evidence that the insurer is registered with the Central Bank of Ireland regulatory authority.
<b>9.0</b>	<b>Employment</b>	
	<b>Standard</b>	<b>Description</b>

9.1	The organisation recognises statutory employment rights. i.e.:	Evidence that all staff are employed under current and written contracts which set out the terms and conditions of employment. Contracts should comply, at a minimum, with legal requirements outlined in <a href="#">IBEC guidance</a> .
9.2	Staff are not paid less than the statutory minimum wage rates and receive a written statement of pay.	A documented pay policy that specifies the legal requirements and outlines the organisation's compliance with same.
9.3	Staff are not required to work longer than the maximum working week requirements and are provided breaks and rest periods during working hours and annual leave.	A documented working hours policy that specifies the legal requirements and outlines the organisation's compliance with same.
9.4	The organisation has an escalating disciplinary policy in place, and staff are given the legally required minimum notice before termination of employment.	A documented policy with a detailed informal to formal disciplinary procedure that specifies how the organisation manages the disciplinary process efficiently and fairly while simultaneously protecting both the organisation and employee rights (i.e. recognition of representation).
9.5	The organisation maintains adequate records in relation to staff and their entitlements.	Evidence of HR files maintained for staff that include contracts, pension arrangements, job descriptions, training provided, timekeeping, salary payments, and policy enforcement.
<b>10.0</b>	<b>HR Policies &amp; Training</b>	
	<b>Standard</b>	<b>Description</b>
10.1	The organisation has policies and procedures in place to recruit and retain staff and volunteers that are capable, competent, and qualified for the role.	Evidence of organisational planning (organisation charts, key roles identified, etc.) and a recruitment policy with detailed procedure explaining the recruitment process and providing templates for required forms.
		Evidence of job descriptions for key staff and voluntary roles.
		Evidence of a documented performance management policy and detailed procedure outlining the performance management process. Evidence of performance management records that include individual goal setting and progress toward goals in performance discussions.
10.2	Staff and volunteers are provided with an initial induction to the	Evidence of a staff/voluntary handbook that is read and acknowledged within the first 28 days of placement that includes at minimum:

	<p>organisation and on-going training as required to ensure the successful completion of their required tasks</p>	<ul style="list-style-type: none"> <li>• Welcome and introduction.</li> <li>• Background information about the organisation.</li> <li>• Copies of all organisational policies</li> <li>• Code of conduct</li> <li>• Information regarding memberships and entitlements</li> <li>• Health and safety procedures</li> </ul>
		<p>Evidence of an induction held for all new staff and volunteers that can include:</p> <ul style="list-style-type: none"> <li>• Completing administrative paperwork (contract signing, reading and acknowledging the handbook, etc).</li> <li>• Information regarding the organisation's mission, strategy, ethos, etc.</li> <li>• Training needs analysis and/or training provision</li> <li>• Physical tour</li> <li>• Reading and acknowledging the safety statement and briefing on the emergency action plan.</li> <li>• Introductions to colleagues and other key stakeholders</li> <li>• Information regarding supporting resources and benefit programmes.</li> <li>• Equipment provision (IT, facilities, etc.)</li> </ul>
<b>11.0</b>	<b>General Health &amp; Safety</b>	
	<b>Standard</b>	<b>Description</b>
<b>11.1</b>	<p>The organisation manages <a href="#">health and safety</a> proactively and effectively to minimise risk and ensure a safe working environment.</p>	<p>Evidence of an employer <a href="#">safety statement</a> and understanding of employer/employee role in maintaining workplace safety.</p>
		<p>Evidence of annual <a href="#">risk assessments</a> completed by a competent H&amp;S resource and signed by all staff with demonstrated progress on actions to mitigate identified risks.</p>
		<p>Evidence of H&amp;S audits conducted regularly that incorporate staff and volunteer safety, fire risk, and vehicle safety with incidents noted (description, resolution, signature, date)</p>
		<p>Evidence of an emergency action plan (including fire fighting and evacuation) that has been communicated to all staff and volunteers at induction (minimum) and is provided as a reference to on site contractors or other on site service providers.</p>

11.2	The organisation is legally compliant with all fire codes and takes appropriate action to mitigate fire risk.	Evidence within the risk assessment and safety statement of fire prevention, early detection and warning, emergency escape and fire fighting.
		Evidence of compliance with building fire codes (e.g. clearly marked and accessible emergency exits, fire extinguishers, etc.)
11.3	The organisation takes appropriate action to ensure potentially hazardous substances and equipment that could pose a safety hazard are controlled and used only for intended purposes.	Evidence within the safety statement and risk assessment that all potentially hazardous materials and substances have been identified with appropriate controls established (e.g. only trained staff are given access to a locked press containing chemical furniture stripping agents).
		Evidence of sufficient training or qualification for staff required to use potentially hazardous equipment (e.g. saws).
		Evidence within the safety statement and risk assessment of access restrictions for unauthorised staff, volunteers, etc. to areas where potentially hazardous equipment and substances are contained and of appropriate signage within these areas.
<b>12.0</b>	<b>Vehicle Safety</b>	
	<b>Standard</b>	<b>Description</b>
12.1	The organisation ensures that all collections and/or delivery vehicles are fit for purpose (functional and safe).	A documented vehicle safety policy and detailed procedure that outlines the roles and responsibilities in maintaining vehicle safety. Evidence that the vehicle(s) are maintained per policy with regular vehicle safety checks.
		Evidence that all vehicles are legally compliant (insurance, NCT, and tax discs up to date and displayed accordingly).
12.2	The organisation ensures drivers are properly licensed and vetted.	Evidence of the appropriate class of license for the vehicle and a clean and current driving record for all vehicle drivers.
<b>13.0</b>	<b>Staff Safety</b>	
	<b>Standard</b>	<b>Description</b>
13.1	The organisation ensures all staff and volunteers are able to perform their required duties in a safe working environment and that accommodations are made for individual safety needs as required.	Evidence of appropriate staff and volunteer training relevant to organisational roles. Evidence of current records for both general and role-specific safety training signed by an authorised trainer.
		Evidence that all staff and volunteers are provided with PPE as outlined in the overall H&S

		procedures and risk assessment.
		Evidence of adequate staff facilities to maintain health and hygiene.
13.2	The organisation minimises safety risks to staff, volunteers, customers, etc. and is able to respond adequately in the event of an emergency.	Evidence that a first responder has been trained and that all staff and volunteers are aware of the arrangements.
		Evidence of a suitably stocked first aid kit that is regularly audited and replenished as needed.
		Evidence of a documented incident reporting policy and detailed procedure with supporting records that demonstrate successful resolution of all reported incidents and <a href="#">legal compliance</a> .
<b>14.0</b>	<b>Social &amp; Environmental Aims</b>	
	<b>Standard</b>	<b>Description</b>
14.1	The organisation's core aims contain both social and environmental elements tied to the <a href="#">circular economy</a> (i.e. "the value of products, materials and resources is maintained in the economy for as long as possible, and the generation of waste minimised.")	Evidence within the organisation's overarching planning documents of high-level strategies and supporting short-term goals (e.g.: waste diverted) aligned with social and environmental aims.
14.2	The organisation establishes environmental targets and then monitors and communicates progress on them as part of its environmental aims.	Evidence of metrics tracked and communicated to key stakeholders (e.g.: leadership, donors, government agencies, staff/volunteers, customers, etc.) in accordance with the abovementioned short-term goals.