

Infinite Textiles™

Receiver Scheme Guide



Introduction

As part of the **Infinite Textiles Standard** (clause 14a), it is a requirement for end-of-life textiles to be made available for reuse, repurpose, recycle or waste management processes through approved and certified recycler or aggregators (**Receivers**). This standard sets out the requirements for a Receiver to become certified under the **Infinite Textiles** scheme.

This scheme applies to **all** textiles to be acquired (in a commercial arrangement or free of charge) from Textile Services Association members and certified **Infinite Textiles Laundry Providers**.

Receivers will typically include:

- **Reusers** – product to remain in same format and could be networked through a charity to support someone in need e.g. Textile Multi-banks.
- **Repurposers** - designed for 12 months use e.g. bag for life or 10 rewash cycles where washing is required. All products must be recyclable or where not possible as a minimum to create Energy from Waste (EfW).
- **Aggregators** – an organisation who consolidates end-of-life textiles for forward transportation to a Certified Receiver.
- **Recyclers** – Processors of product ideally fibre to fibre, where not possible can be recycled into other products.

Forwarding textiles from certified **Infinite Textiles Laundry Providers** (Textile Services Association members) for incineration to be used for power generation (EfW) is only permitted where no other sustainable Receiver option is available.

Sending textiles to landfill (directly or indirectly) is **not permitted** by participating organisations.

The Certification Process

- a) **Application.** An application form is required to be completed to apply for certification.
- b) **Pay fees.**
- c) **Sign a Letter of Commitment.**

Note: For small scale charities where there are no commercial transactions, they would not normally be required to complete the full audit process.

- d) **Completion of the self-assessment form.** After an application is received, an audit will be arranged and applicants will be sent a self-assessment form which you are required to complete detailing how you comply with the requirements of the standard and returned to the auditor.
- e) **Clarification interview.** If required, a clarification interview will be arranged to discuss any content in the Self-assessment form requiring clarification.
- f) **Audit of evidence pack delivering compliance with standard and objectives (remote), with report produced.** You will need to provide evidence to show how you comply with requirements. Examples are given below against each requirement. Typically, this could be excerpts of documents, documents, photographs or similar. The auditor will review the evidence along with the self-assessment information and form a judgement on whether the standard is sufficiently complied with.
- g) **Certification.** A report will be produced, and a copy sent to you. There will be a recommendation for certification or further evidence requested. A certificate will be issued after compliance is confirmed.
- h) **Recertification** every two years (fee applies).

The Standard

1. Management Commitment

- a) The senior manager/director/trustees/owner shall make a formal written commitment to complying with requirements of the **Infinite Textiles Receiver Standard** by a nominated date.
- b) The commitment shall be communicated to internal and external stakeholders and be publicly available.

Example Evidence

A document or certificate stating the commitment with the date to be certificated by. Equally, there could be a statement on the website, in board reports or similar.

The commitment must be communicated internally to all employees and those working on behalf of the Receiver company and externally via the website, other social media channels in place and documents i.e. Marketing literature.

Charities

Local and national charities can benefit from the scheme by allowing a simplified access route for them to become **Infinite Textiles** Receivers subject to an approved letter of commitment. It is understood that most charities will require premium products which are more likely to be end-of-line or redundant stock. For charities to be eligible as Infinite Textiles Receivers, they must comply with the following principles:

- Donated textiles/garments must be placed into the community with no commercial transaction.
- Records must be kept of the indicative volumes, donors and an overview of the type of reuse.
- Supply the scheme administrators with the above data annually.
- An effort should be made to encourage recycling of the product at the end of its useful life in line with the Infinite Textiles scheme principles.
- All charities will be asked to compile a letter of compliance with the above principles signed by a senior representative of the charity organisation, normally the CEO or trustee. The Textile Services Association will then appoint the charity following an assessment period.
- The template letter should include the following:
 - Charity number
 - Objectives of the charity
 - Reason to request textile donations
 - Textile quality specifications and product range
 - Re-user market
 - The method of record keeping and reporting
 - Up-to-date Contact details
- Once approved, the charity commits to the principles of the Infinite Textiles scheme objectives.

2. Policy

- a) There shall be a written policy signed by the most senior person, detailing aims and objectives and legal compliance.
- b) The policy shall be displayed in public (at company premises and on company website).
- c) There shall be a documented system including processes/procedures for operational activities to comply with the **Infinite Textiles Receiver Standard**.

Example Evidence

A documented policy stating objectives to be achieved i.e. to recycle 100% of textiles acquired, to repurpose X% into Wipers etc.

The policy must be publicly available on the Receiver company's website and displayed within their premises i.e. on a wall, noticeboard in public view and for all employees.

The following is expected for Receiver groups:

- **Reusers** – product to remain in same format and could be networked through a charity to support someone in need e.g. Textile Multi-banks.
- **Repurposers** - designed for 12 months use e.g. bag for life or 10 rewash cycles where washing is required. All products must be recyclable or where not possible as a minimum to create Energy from Waste.
- **Aggregators** – an organisation who consolidates end-of-life textiles for forward transportation to a Certified Receiver.
- **Recyclers** – Processors of product ideally fibre to fibre, where not possible can be recycled into other products.

There must be an overall documented system, this could be in the form of a manual, process flowcharts, procedures etc. to cover the requirements of the standard. Where these are already in place as part of a UKAS accredited certified ISO management system i.e. ISO 9001 or 14001, these will be acceptable, but must cover the requirements of this standard.

3. Planning

- a) There shall be a documented planning process and records in place to meet targets for tonnage/volumes/pieces of textiles to be acquired and the resources required to process the planned tonnage/volumes/pieces.
- b) Top management shall ensure sufficient resources are in place to deliver the planned targets.

Example Evidence
<p>There must be a documented business plan (computer and/or paper) detailing planned targets for tonnage/volumes/pieces of textiles to be acquired and the resources required to process them. The plan should cover at least the following 12 months from time of audit.</p> <p>You will need to show how you have calculated the resources required and budgeted to meet the targets as well as providing the resources and budget.</p>

4. Supplier & Customer Agreements

- a) The receiver shall have written agreements/contracts in place with all certified **Infinite Textiles Laundry Providers**.
- b) Contracts/written agreements shall specify the quality requirements of textiles together with logistics arrangements and the extent of shared responsibilities of loading/unloading of the stock from transport vehicles. Criteria for rejection, return to provider and disposal shall be defined and agreed with providers.
- c) Receivers shall market reusability and recycling of the textiles and work with their customers to promote multiuse, recycling and repurposing of textiles.

Example Evidence
<p>Documents such as contracts or other written agreements to acquire textiles from Infinite Textiles Providers could be appropriate sources of evidence.</p> <p>Quality requirements for textiles to be acquired by Receivers must be agreed with the Provider and in writing. For example, dryness, not torn, no mould, packaging/baling including size and weight, delivery/collection details etc.</p> <p>Marketing reusability of the acquired textiles could be via a combination of sales literature, website, social media channels, written agreements/contracts, meetings etc.</p>

5. Training & Competence

- a) Competence requirements, evaluation of competence and records or evaluation shall be in place for each role and person which can influence compliance with this scheme in relation to product longevity and where appropriate recycling.
- b) Employees at all levels shall be trained on all activities contributing to compliance with the scheme.
- c) Management and other relevant employees shall be given clear accountabilities in relation to this scheme.
- d) At least one relevant manager from the Receiver company shall attend the Textile Services Association online **Infinite Textiles Receiver Training** annually.

Example Evidence

Role/job descriptions or other documents should detail competence requirements for each role carrying out activities which could influence compliance with this scheme.

Every employee shall be inducted and trained on relevant requirements of this scheme including persons under the control of the Receiver company i.e. non employed people such as subcontractors, volunteers etc.

There needs to be a documented evaluation/assessment of each competence requirement as relevant for each person in respective roles, this should be signed off by a person deemed to be of suitable authority and competence to do so. There shall be refresher training on the requirements of this scheme at no more than 2 yearly intervals.

There should be some kind of Training Needs Analysis for individuals in each role with relevant training undertaken, required, recorded and other records of the training i.e. certificates of attendance.

The responsibilities, accountability and authority of each role need to be documented. This could be in role/job descriptions or other documents i.e. a system manual.

Demonstration of attendance at Textile Services Association training could be via an attendance certificate.

6. Processing & Equipment

- a) Sufficient, relevant suitable machinery and equipment shall be in place to enable compliance with the scheme.
- b) All relevant machinery and equipment shall be calibrated, maintained and cleaned to manufacturers recommended requirements enabling efficient operation to minimise damage and unnecessary wear to textiles.
- c) Processing of textiles shall be monitored in such a way as to ensure control of the process is regained in the minimum amount of time should deviation from the defined process occur. Monitoring shall be defined in writing as part of processes.

Example Evidence

There should be an analysis of equipment and machinery required and this to be provided with a list of all relevant equipment available.

There should be a Planned Preventative Maintenance (PPM) Program in place and evidence of this being adhered to with records of maintenance and repairs carried out promptly and available for auditors. All equipment or machinery to be used for measuring, monitoring, weighing, lifting or similar shall be appropriately calibrated/tested i.e. calibration of scales, temperature probes etc and Lifting Operations and Lifting Equipment Regulations (LOLER) certificates and service records for lifting equipment.

There needs to be a written procedure for monitoring of production/processing with documented records of this happening in accordance with the Receiver company procedures.

7. Textiles Stock (Acquired, Sold & Disposed)

- a) The Receiver shall account for volumes/tonnage/pieces of all textile stock acquired through the **Infinite Textiles** scheme, sold, sent for EfW process and in stock.
- b) Where weighing equipment is utilised, accurate weights should be measured using calibrated scales.
- c) Records should be sent to **Infinite Textiles Laundry Providers** and as requested by the Textile Services Association audit partner.
- d) Records shall be kept for a minimum of two years.
- e) Where possible, chain of custody shall be demonstrated.

Example Evidence

All volumes/tonnage/pieces of all textile stock acquired, sold, sent for EfW process and in stock need to be measured, documented, and totalled up with records available. This should include where/who acquired from (with evidence to prove this) and if appropriate who sold/disposed to, and the balance of stock held. When weighing, this shall only be done using calibrated scales listed in 6 above.

Copies of the above records needs to be sent to the Textile Services Association on a quarterly basis and made available to the agreed audit partner.

Records need to be kept for at least 2 years – it is accepted that this may not be the case at initial audit.

There should be a documented chain of custody with purpose of sold on/disposed of textiles available. This could be a reconciliation of disposed of/sold on textiles uses.

8. Legal

- a) Appropriate waste carrier and processor licenses shall be in place.
- b) Waste Transfer Notes (WTN) and summary details shall be kept and available for inspection.
- c) All transportation shall be carried out in a manner to protect the textiles from damage and contamination including weather to ensure that the textile quality requirements are maintained during all stages of transport and storage.

Example Evidence

Receivers need to demonstrate they are registered as waste carriers and processors as appropriate – UK Government registration/license details, with registered name and numbers to be given with the full matching name of the registered company.

All WTNs associated under this scheme need to be available and a sample to be checked by the auditor. A summary of volumes/tonnes/pieces as appropriate needs to be available.

Transportation which you are responsible (including subcontracted) for needs to be demonstrated to be carried out in a way to protect the textile from further damage, or compromise of the specified quality requirements. For example, you may need to demonstrate that transportation takes place in dry wagon/van compartments, protected from weather/moisture/soiling or other damage. Photographs of example loads will be good evidence.

9. Continual Improvement

- a) Receivers shall continue to work and engage with **Infinite Textiles Laundry Providers** to innovate and develop processes to maximise reusability and recyclability.
- b) Management shall ensure all procedures and operating practises relevant to this scheme are internally audited at least annually with documented records available, with no more than a 12-month interval to confirm compliance and effective implementation, where appropriate highlighting potential improvements.
- c) Management shall regularly review operational practices, internal audit reports and ensure appropriate improvements are implemented in a timely way.
- d) Receivers shall encourage their customers to promote the scheme.
- e) Corrections shall be documented and reviewed periodically by management to understand route causes and corrective actions taken to improve future compliance.

Example Evidence

You need to demonstrate how you work and engage with **Infinite Textiles Laundry Providers** to innovate and develop processes to maximise reusability and recyclability. Examples could be minutes of meetings, emails or other documents referencing discussions or projects. This could include making suggestions to the laundry to improve reuse and recycling.

As a Receiver, you need to carry out an Internal Audit of how your system does/doesn't comply with the requirements of this standard. There needs to be an audit report showing outcomes against each clause and subclause. Where improvements have been identified, there needs to be a confirmation that these have/are being addressed. Internal Audits need to be planned and take place at no more than 12 months intervals. It is accepted that there may only be one Internal Audit carried out prior to initial accreditation.

Management reviews of the scheme and your procedures need to take place at least annually. This could be a meeting or other kind of review.

As a Receiver you need to demonstrate how you encourage your customers to promote the scheme – this could be in meetings, calls, or through literature.

Corrections and corrective actions need to be recorded as evidence of resolution or still in progress. An individual report for each is recommended and is entered in a register to allow trend analysis.