



GUIDANCE FOR COMPLETING THE APPLICATION FORM

INTRODUCTION

The Register of Approved Mattress Recyclers (RAMR) has been established to recognise organisations involved in mattress dismantling and recycling which meet or exceed expected, desirable standards of operation and is administered by the Mattress Recycling Association Ltd (MRA).

All the companies listed on RAMR have been carefully vetted and audited by an independent, accredited firm of auditors, against a stringent set of criteria, to make sure they are trading legally, complying with all relevant regulations and standards and recycling responsibly.

Diverting discarded mattresses from the waste disposal stream is widely accepted as both desirable and necessary.

Mattress recyclers – those that take in, dismantle and pass on the dismantled materials from used mattresses to third parties for re-processing into new products or for valorisation into energy - are vital to this process.

The aim of the RAMR is to help local authorities, public bodies and businesses wishing to dispose of used mattresses to identify responsible, reputable operators which:-

- Comply with all relevant health, safety, environmental and employment standards and regulations
- Have sustainable business models
- Keep full and appropriate records
- Ensure the destinations of the materials they dismantle and sell on or reprocess themselves are transparent, honest and appropriate.

Consequently, the application process is a detailed one.

This document provides a summary of the audit application process so any potential applicants can understand in advance what the audit requirements are – and determine whether you wish to proceed.

FAILURE TO DISCLOSE

The information provided during the application process and during the audit will be taken as a true and accurate record. If any of the information provided is not complete and accurate, it may materially affect your membership status.

MRA / RAMR reserves the right to withdraw membership benefits, suspend or terminate membership as appropriate in the event of any wilful or deliberate misrepresentation or act committed by a member which, in the opinion of the Board, brings MRA / RAMR into disrepute.

Any changes in circumstances must be notified to MRA / RAMR in writing within seven working days of that occurrence.

ELIGIBILITY TO APPLY FOR MEMBERSHIP

Please refer to the RAMR terms and conditions to check eligibility criteria for membership. For example, there is a minimum 30% recycling rate requirement per annum.

COMPANY INFORMATION

In the first stage of your application to join the Register, you will be asked to complete an online form which will cover basic information about your company, the nature of your activities and the number of sites from which you operate and type of activity that takes place at these sites (e.g., collection and sorting, dismantling, re-processing). We will use this information to determine how many sites may need to be visited by our third party, independent auditors.

You will be asked to sign a declaration - by a suitably authorised signatory - confirming your understanding of, and agreement to, be bound by the terms and conditions of membership of the Register and to be audited at regular intervals while you are a member of the Register.

Your declaration also confirms your commitment to trading ethically, to set an example of best practice and not to compromise RAMR's standards or reputation in any way. This declaration applies to all subsequent stages of your application process and, if your application is successful, to your membership of RAMR.

COMPLETING THE APPLICATION FORM – STAGE ONE

You will need to complete the following information using the online form:

- Section 1 - Company information
- Section 2 - Declaration

SECTION 1 - COMPANY INFORMATION

TRADING NAME

Please give your full trading name

Please also state your full legal registered name and registered number if different to the above.

ABOUT YOUR REGISTERED TRADING COMPANY

- You must declare if you have previously traded under a different name;
- You must also declare all current directors of the business;
- If you are not a limited company, please declare the names of the person in charge / management;
- If you are a charity, please list the names of the trustees;
- You must declare if any of the above-named persons have ever been prosecuted or found unsuitable

NATURE OF BUSINESS

We need to understand the nature of the waste hierarchy for your business.

If you are a dismantler, please disclose the % of materials: -

- Re-used
- Recycled and recovered
- Re-processed as secondary materials

This will help us understand the scope of your business.

ADDITIONAL SITES

Please also provide information on any additional sites within your organisation that handle mattresses.

If you are a large multi-site business, we do not necessarily need to audit each site, but we do need to understand what operations / activities take place at each site to give us a better understanding of the way you handle mattresses within the business.

We don't need a list of every HWRC site you may operate from – but if you have any regional collection sites handling mattresses, please list any of these

SECTION 2 – DECLARATION

The declaration must be completed and signed by the organisations authorised responsible representative (Director level).

- The information given in the application and audit process must be accurate and correct and any omission will be deemed to be misleading the assessor / auditor.
- In signing the declaration, you are agreeing to the RAMR terms and conditions of membership.
- Please ensure you fully understand the implications of the declaration before signing.

Upon submitting this information, the application will be reviewed and if deemed acceptable to proceed to the next stage, you will be invoiced for the first year fees (membership and audit) and you will be sent a link to proceed to stage two of the application.

COMPLETING THE APPLICATION FORM – STAGE TWO

Once the audit fee has been agreed and paid for, you will be sent a link to the second stage of your online application. At this stage you will be asked a series of further questions and to attach relevant documents for checking prior to the audit.

You will need to complete the following information using the online form:

- Section 3 - General information
- Section 4 - Business information
- Section 5 - Permits & Licenses
- Section 6 - Policies & Procedures

SECTION 3 – GENERAL INFORMATION

We are looking for information on how the business operates.

How do you receive your mattresses?

- Do you collect the waste mattresses yourselves?
- Do you use third party transport to collect the mattress?
- Are the mattresses delivered to you from the source?
- What condition of goods will you accept? (Wet / dirty / heavily soiled / lightly soiled etc.)
- Do you carry out all the dismantling operations yourselves or are any undertaken by a third party?

We need to understand what you do with the components from mattresses you dismantle.

- Are some sent to landfill / energy from waste?
- What elements of the mattress might you sell for re-use?
For example, spring units, filling materials etc....

We need to understand the average recycling, re-use and recovery rates (%) over the course of 12-month period.

- If your business has been operating for less than 12 months, please advise the average recycling rate over the nearest full quarter.

SECTION 4 – BUSINESS INFORMATION

This section will help us understand how long your business has been established and how you operate.

FINANCIAL INFORMATION

This information is not required to assess the profitability of the organisation.

This information is required to understand the size and scope of the organisation and to understand any plans for growth that may affect the approved status or require a re-audit as the business expands and grows.

- Please provide latest set of published accounts
- Please provide details on total turnover and what turnover is related to beds / mattresses;
- Please provide business contingency plan*

*Please also refer to audit requirements, section 1 – business document checks for more detailed information as to what should be included in a business contingency plan

ABOUT YOUR PREMISES / SITE OPERATIONS

Please provide the information requested for each site;

- Evidence of business rates paid
- Evidence of buildings insurance – can be copy of rental agreement if the premises are leased and cover is provided by the landlord
- Evidence of contents insurance?
- Evidence of employer's liability insurance >£5m
- Evidence of public liability insurance?

ABOUT YOUR EMPLOYEES.

- Number of employees at each site;
- Do you conduct your own recruitment of do you use a third-party recruitment agency?

SECTION 5 – PERMITS AND LICENCES

Please provide information on all the permits, licenses or exemptions that you have for all your sites. Please inform us of any third party / subcontractors that you use in the course of your business.

- If your permit / licence / exemption covers more than one site, please advise.
- If you have different permit / license / exemptions for your different sites, please provide the information for each of the sites.
If your permits are in a different company or trading name to those previously declared please explain why

If you have a weighbridge, please provide evidence of calibration

SECTION 6 – POLICIES AND PROCEDURES

If you operate from multiple sites but have a single set of policies that apply to all sites, please tell us in this section and attach the policies and procedures as requested.

If you have different policies and procedures for different sites, please send the evidence for each site.

- Health & Safety policy
- Risk assessments carried out
- Fire safety policy
- Evacuation and Emergency procedures
- Details of any visits from HSE or Fire Authority in last 3 years
- Licenses for transportation fleet (where owned)
- Environmental policy
- Modern Slavery policy

Once all the information has been uploaded using the online application form, the auditor will be instructed to contact you to begin the audit process.

This will involve a telephone discussion in the first instance to discuss the information submitted, followed by a physical onsite audit.

Please refer to guidance for completing the audit for further information on the audit process.