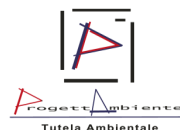




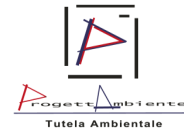
# *Charter of Services Municipality of Policoro*





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## The Charter of Services

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### Contents

The Charter of Services is the document through which the ATI (hereinafter 'Operator') composed of Ecological Systems Srl, Pellicano Verde S.p.A., Progettambiente Soc. Coop., as a public service provider, identifies the principles and reference standards for the execution of the urban hygiene service in order to improve and protect the needs and rights of the User-consumer (hereinafter the User).

The Service Charter:

- identifies the **fundamental principles** to which the Operator must comply in the direction of the urban waste service based on what is defined in the contract with the Client Body;
- identifies service **quality standards** that the Operator undertakes to respect in conducting its activities;
- defines the relationship between the Operator and the Users regarding the rights of **participation** and the **information** addressed to the latter;
- defines the **complaint procedures** that can be activated by the users themselves.

The Service Charter is updated every year based on substantial changes with respect to what is indicated in it for the adaptation of the quantitative and qualitative parameters of the services provided with respect to the needs of the Users.

In addition, every citizen can submit comments and proposals regarding its contents. The changes are brought to the attention of the Users ensuring maximum transparency and dissemination.

The standards of continuity, regularity of supply and timeliness are to be considered referring to normal operating conditions, understood as the normal activity conducted by the Operator to guarantee the service levels indicated in this document.



Events due to circumstances, facts, or events independent of the will and capabilities of the Operator, of an extraordinary, contingent, and unforeseeable nature (for example, damage caused by third parties, strikes, acts of the Public Authority, etc.) are excluded.

Exceptionally, this Service Charter will be updated, revised and supplemented, already within the first six months, in order to adapt it, as much as possible, to the new quality standards provided for by the "Consolidated Law for the regulation of the Quality of the Management service" (*Testo Unico per la regolazione della qualità del servizio di gestione*), approved by ARERA with Resolution no. 15/2022/R/RIF and pending the activation and implementation of the new door-to-door collection services, for which art. 2 of the Technical Performance Regulations provides for a period of time from three months to six months.

The Service Charter as updated, revised, and integrated, after the approval of the Municipality of Policoro, will be available to every citizen/user who can download it directly from the website [www.ecopolicoro.it](http://www.ecopolicoro.it), dedicated to the services in question, and pending the creation of the aforementioned web portal by the Operator, from the site [www.pellicanoverde.it/comune-di-policoro](http://www.pellicanoverde.it/comune-di-policoro).

## Regulatory references

The main regulatory references are:

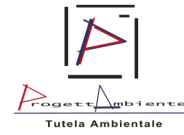
- D.P.C.M. of 27/01/94, "Principles on the provision of public services" published in the Official Gazette of 22 February 1994, n. 43;
- D.P.C.M. of 19/05/1995 "General reference scheme of the Charter of Public Health Services" published in the Official Gazette of 31 May 1995, n. 125 and in which general reference schemes of Public Service Charters are issued;
- D.L. 30/07/1999 n. 286 "Reorganization and strengthening of the mechanisms and tools for monitoring and evaluating the costs, returns and results of the activity carried out by public administrations, pursuant to Article 11 of Law 15 March 1997, n. 59" published in the Official



Gazette of 18 August 1999, n. 193, which provides (Art. 11) the obligation to use the instrument of the Charter of Services by the providers, in order to ensure protection citizens and users and their participation, in the forms, including associative, recognized by law, in the inherent evaluation procedures and definition of quality standards;

- Directive 24/03/04 of the Presidency of the Council of Ministers - Department of Public Service "Survey of the quality perceived by citizens", published in the Official Gazette of 5 April 2004, n. 80;
- Law 24/12/2007 n. 244, published in the Official Gazette of 28 December 2007, n. 300 and which provides (Art. 2, paragraph 461) the obligation for the Operator to draw up and publish the Service Charter in accordance with agreements with consumer protection associations and with the business associations concerned, containing the quality and quantity standards relating to the services provided as determined in the Service Contract, as well as the methods of access to the guaranteed information, those to lodge a complaint and those to take conciliatory and judicial routes as well as the methods of refreshment of users;
- Legislative Decree 18 April 2016, n. 50 "Code of public contracts", art. 34;
- ARERA Resolution no. 158 of 5/05/20 "Adoption of urgent measures to protect users of the integrated waste management service, including differentiated, urban and similar waste, in light of the COVID-19 emergency".

The Operator also undertakes to comply with the requirements deriving from the resolutions issued by the Regulatory Authority for Energy, Networks and environment (ARERA) in the context of the regulation of the quality of service in the waste cycle.

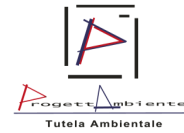


## The Operator

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The Waste Management Service is managed by Temporary Joint Venture (Raggruppamento temporaneo di imprese – RTI) composed by:

- Ecological Systems Srl (parent company)
  
- Pellicano Verde SpA (principal)
  
- Progettambiente Soc Coop.



## Ecological Systems s.r.l.

It was established as a limited partnership with a deed drawn up on February 24, 1988, and from October of the same year the company began the exercise of environmental hygiene activities (disinfestation, deratization, disinfection, and management of purification plants), offering its services mainly to municipalities and other public bodies. The growth of the Company has been very strong since the first years of operation: in fact, both the catchment area and the range of services offered have been extended. The first stage coincides with the obtaining of the regional authorization for the disposal of waste in 1990 and with the subsequent registration in the National Register of Environmental Operators in 1994. Since then, the collection and transport of municipal solid waste has been increased, an activity that is still prevalent. In conjunction with the growth of the waste collection and transport activity, the need arose for the company to equip itself with a qualified fleet of vehicles and efficient equipment that, currently, place the Company in a leading position with respect to the market area served. Over the years the range of services offered has further expanded. In 1995 the first asbestos reclamation intervention was carried out. Thanks to the know-how acquired and the high professionalism of the management, it has been possible for the company to present itself to the market as an important point of reference also in the sector of collection and transport of hazardous waste, especially from the health sector. With the growth in turnover, the need for shareholders to make a change in the legal form of the company became increasingly lively, deliberating, on April 19, 2000, the transformation of Ecological Systems into a limited liability company. In the following years, in the firm belief of having to make the company self-sufficient, able to offer the customer a "total" service, the company began to invest in waste building installations. In 2003, in fact, it built a plant for the reserve, selection and recovery of non-hazardous waste, which currently operates with the supply chain consortia born from the Framework Agreement between ANCI and CONAI, in particular COMIECO, as a platform for the collection and recovery of packaging waste and in 2007 it established the company Tyres Recycling Sud s.r.l., which is the owner of a plant for the recovery of end-of-life tires, equipped with state-of-the-art machinery for shredding, by means of exclusively cold treatment, of tires, obtaining a granule resold as a raw material for the construction sector and for the realization of other rubber products (anti-trauma

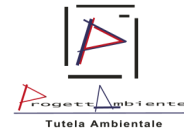


tiles, car mats, etc.). Today the plant is considered a flagship in the sector and is among the first in Italy for turnover and volumes treated and operates in partnership with Ecopneus. All this has allowed the company a rapid growth becoming over time a crucial point of reference in the field of environmental management, extending its field of expertise in order to guarantee its customers quality interventions concerning:

- Collection, transport, and final delivery services of all types of waste, toxic, dangerous and non-hazardous;
- Integrated separate collection services;
- Reclamation of asbestos and polluted sites;
- Urban hygiene services and the like (manual and mechanized sweeping, street washing, bin washing, disinfection, deratization);
- Civil purging interventions (cleaning of biological pits, cesspools, wells, siphons, drains and discharge columns, tanks and biological tanks) and industrial;
- Management of purification plants;
- Supply of containers, bins and bags for waste collection;
- Design and implementation of environmental information and awareness campaigns;
- Design and implementation of environmental education workshops in schools;
- Treatment, recycling, recovery and reuse of waste at its recycling plants;
- Design, integrated separate waste collection and urban hygiene activities.

In addition, the company to give a better organizational structure to the company, and to ensure a service that is equipped with the characteristics of "quality", indispensable in the field of environmental protection, has obtained:

- in 2000 the ISO 9001 certification for the company organization;
- in 2004 the ISO 14001 certification for environmental protection;
- subsequently the UNI EN ISO 18001 certification for safety;
- and, finally, the SA8000 certification for social responsibility.



## Pellicano Verde S.p.A.

Founded in 1988, offers ecological services guaranteed by decades of experience in the sector. The professionalism achieved in these years of activity in a sector initially little known but now among the most important, is confirmed by the fruitful collaborations established with service companies recognized and established nationally and internationally.

First addressed to the sector of the collection of R.S.U and separate collection, today, after years of experience, it can boast, in the municipalities served, the achievement of a high percentage of separate collection equal to over 70%, a result clearly higher than the national average which is around 35%.

During its activity, the company has allowed several municipalities for which it operates to obtain the "Comune Riciclone" award recognized by *LEGAMBIENTE* to local communities that have obtained the best results in waste management.

The company also owns the new plant, near Tito Scalco (PZ), where it conducts the selection and volumetric adjustment of recyclable fractions before sending them to the supply chain *consortia* for the collection and recovery of Packaging Waste. The Company is in possession of the company management system certifications issued by quality control and environmental certification institutes, as reported below.

*ISO 9001:2015 certificate nr. IT239678-1 (Bureau Veritas Italia SpA)*

*ISO 14001:2015 certificate nr. IT97922 (Bureau Veritas Italia SpA)*

*ISO 45001:2018 certificate nr. IT239678-1 (Bureau Veritas Italia SpA)*

*SA 8000:2014 certificate nr. 020L-PEVE-S (C.E.R.T. S.A.G.L.)*

At the operational headquarters of Tito Scalco (PZ), the company has set up a plant for "placing in reserve and recovery of non-hazardous waste" where materials from separate collection, door-to-door collection and collection carried out at Municipalities, Bodies, Companies, individuals and commissions affiliated with the Pellicano Verde are delivered.

The Company operates on behalf of public and private bodies to which the following are guaranteed:



- Environmental hygiene services through door-to-door separate collection;
- Public and related hygiene services (maintenance of public green areas, management of cemeteries, management of Municipal Collection Centers, sweeping and washing roads, removal of waste of any nature and origin lying on roads or areas for public and private use, etc.);
- Services of recovery and / or final disposal of special waste of any nature and class;
- Brokerage and trade of waste;
- Reclamation of sites and materials containing asbestos;
- Service of design and implementation of separate waste collection;
- Environmental consultancy and assistance services;
- Environmental information and awareness campaigns;
- Management of the plant for placing in reserve / preliminary storage and recovery of waste.

#### Progettambiente Soc. Coop.

It has been operating for several years in the field of environmental protection, with the dual function of Operator of waste collection and disposal services and of design, organization and coordination of internal services to complex public and private structures concerning environmental and safety obligations (loading and unloading registers, waste forms, MUD, Legislative Decree 626/94 and subsequent amendments and additions).



## The Fundamental Principles

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### Equality

In providing the Waste Management Service, the Operator undertakes to respect the principle of equal rights of users and non-discrimination for them.

No distinction can be made in the provision of the service on grounds of sex, race, language, religion, political opinion, and socio-economic conditions.



Equal treatment between the different geographical areas and between the various categories or groups of Users is also guaranteed, within the limits made possible by the technical and functional characteristics of the infrastructure system managed.

The Operator undertakes to pay particular attention to those with disabilities, the elderly and belonging to vulnerable social groups.

To this end, the Operator shall:

- organize and maintain a functioning and accessible website, in compliance with international standards. "Accessibility" means a set of techniques and design applications aimed at making the information content of a website accessible and usable by the greatest number of subjects, trying to eliminate technological obstacles (outdated computers, different browsers and video resolutions) and those related to disability (visual, and perceptual difficulties);
- minimize and as far as possible, the wait at the physical counters for people with disabilities, the elderly, pregnant women;
- minimize discomfort during scheduled or unplanned service interruptions.



## Impartiality



The Operator has the obligation to base its behavior towards users on criteria of objectivity, justice and impartiality.

According to this obligation, the Operator interprets the individual clauses of the general and specific conditions of provision of the service and the sector regulations.

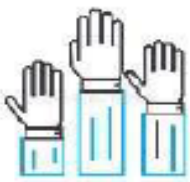
## Continuity

The Operator provides a continuous, regular and uninterrupted service in the manner provided for in the service contract.

Should there be suspensions or interruptions of the service, due to *force majeure*, the Operator undertakes to take all the necessary measures to minimize the time of the inefficiencies.



## Participation



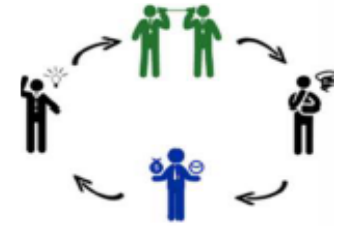
The Operator always guarantees the user's participation in the provision of the service, both to protect the right to the correct provision of the service, and to encourage collaboration between the User and the Operator.

The User may make proposals, suggestions and complaints in the manner indicated below in this Service Charter.



## Efficiency and Effectiveness

The Operator pursues the objective of ensuring the efficiency and effectiveness of the services provided with a view to continuous improvement, adopting the most functional technological, organizational and procedural solutions for the purpose.



## Courtesy



The Operator guarantees the user a relationship based on courtesy and respect, adopting behaviors, ways and languages appropriate to the purpose.

To this end, the employees of Pellicano Verde S.p.A. are required to facilitate the user by committing to satisfy, where possible, his requests.

## Clarity and Comprehensibility of messages

The Operator, in drafting any message to users, pays the utmost attention to the use of a simple language and immediate understanding for them, checking its effectiveness.

## Safety and respect for the Environment and Health

The Operator guarantees the implementation of a quality management system aimed at continuous improvement of performance and ensuring, within the limits of its competences, the protection of the health and safety of citizens and workers, as well as the protection of the environment.





Users must contribute to the quality of the service by adopting behaviors that respect the environment and public decorum.

## Privacy



The Operator undertakes to ensure that the processing of Users' personal data takes place in compliance with Legislative Decree 196/2003 "Code regarding the protection of personal data", as last amended by Legislative Decree 101/2018 adapting national legislation

to the provisions of Regulation (EU) 2016/679 of 27 April 2016.



## The Services Provided

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The Operator applies this Charter of Services in the Municipality of Policoro, respecting the methods and conditions defined in the Service Contract and documents attached to it.

### Door-to-door waste collection

The service consists in the collection of the different product fractions through scheduled home passage. The system provides for a transfer through bags, bins or other suitable containers previously exposed by individual Users for collection. This kind of transfer means placement on private area - internal courtyards, gardens, areas in front of the house / activity - of specific containers for collection, with variable volumes depending on the type of user served. The containers, after emptying, are relocated with the lids closed in the specially identified place. For further information on the services provided, consult the websites of the Operator and / or Municipality of Policoro where you can find:

- rules for the differentiation and conferment of different types of waste;
- withdrawal calendars;
- how to contact customer service.

The door-to-door collection of waste is carried out with the delivery in the appropriate bags and / or containers provided by the public service, displayed near the house on public land according to the methods and the calendar that follows.

The tightly closed bag or the container with the lid closed and the handle forward, must be exposed **WITHIN 06.00 in the morning.**

The **ORGANIC** must be contained in closed envelopes.

**CARDBOARD BOXES** must be crushed.



**PLASTIC PACKAGING** must be emptied and rinsed; **PLASTIC BOTTLES** must be crushed.

**METAL** cans should be rinsed and not contain liquids or food.

**GLASS** packaging must be emptied and rinsed.

### Municipal collection center

At the Collection Centers located in Via Agri near the purifier it is possible to deliver the types of authorized waste:

- bulky metal;
- wood and bulky wood;
- bulky non-recoverable;
- waste electrical and electronic equipment;
- glass;
- plastic;
- iron and aluminum;
- paper and cardboard (also separate);
- mowing and pruning;
- aggregates;
- oils, vegetable fats;
- spent batteries and batteries and lead-acid accumulators;
- expired drugs;
- products labelled "t" and/or "f".



Users can access the Collection Centers on the days and hours of opening to the public as indicated on the website of the Operating Operator. Any additional days of closure are reported with a specific notice on the websites of the Operator and with a special notice affixed at the gates of the Collection Centres at least two days before closing. Further information on the Collection Centers can be requested at the Offices of the Municipality of Policoro.

### Street sweeping

The cleaning of public land (streets, squares, public and / or private sidewalks for public use) is conducted both manually and through mechanical aids and also includes street washing services where provided. The Operator implements all the technical measures necessary to avoid the lifting of dust, the obstruction of road drains and artifacts, the emission of unpleasant odors and annoying noises. The sweeping activity, which in some municipalities also includes washing activities, is aimed at cleaning and hygiene of the soil.

The Operator offers an additional afternoon sweeping service for the LIDO area and the simultaneous emptying of the wastepaper baskets.

### Manual sweeping

Operators will be equipped with bucket cart, broom, shovel, telescopic gripper, mast and bags. The operator in charge of manual sweeping will perform interventions to remove the waste lying on public land, which will be accumulated and deposited inside the containers or bags, for subsequent transport with the support vehicle.



## Emptying waste bins

At the same time as the soil cleaning operations, the wastepaper baskets will be emptied and the bags replaced. Specifically, the wastepaper baskets will be emptied by the operators in charge of manual sweeping with the same frequencies with which the aforementioned service is carried out and when the inner bag will be full. At the same time, we will proceed to the replacement of the full bag with an empty one in order to make the basket usable again for users. The operators will also collect any waste accidentally fallen during the replacement of the full bag with the new one.

The service will also be performed on festivals and popular events, ensuring the emptying of the baskets several times during the event.

The operators involved in manual sweeping will conduct the normal maintenance activity of the baskets by washing, maintaining and replacing the elements that will be most deteriorated. For the summer period, the afternoon service of emptying the wastepaper baskets will also be guaranteed.

## Weeding service

The grass cutting service will be conducted at a time that does not disturb pedestrians and homes and using electrical equipment. It will be carried out in all public areas and in any case in every area affected by manual sweeping services.

The cutting of the grass will be carried out by the operators involved in the sweeping operations who will have to provide for the visual inspection of weeds and urgently cut when necessary.

The operators in charge will carry out the cutting operations through the use of manual tools, such as shears, in the presence of small tufts. In the presence of large amounts of grass, however, they will use a electric brush cutter in order to perform the work in a workmanlike manner and avoid damage of the areas affected by the cutting service.

After the grass cutting operations, an operator with a blower will collect the grass in several heaps and then it will be loaded on the electric vehicle for the conferment at the municipal collection center.



### Cleaning service of grids and drains and drainage channels

The execution of the cleaning service of the wells, of the collection grids and of the road drains will be aimed at ensuring the optimal efficiency of the sewage system for the collection and conveyance of rainwater and the perfect state of cleanliness of the same.

With daily frequency and where necessary, or in conjunction with manual sweeping operations, the operators will remove any debris present on the water collection points or inside them, with the utmost diligence in order to remove all the debris present. The removed materials will be collected in heaps and then in bags.

At the same time, during the sweeping and cleaning operations, they will prevent any debris from falling inside the ducts and drains intended for the collection and discharge of rainwater, taking care to keep the wells, collection grids and road drains always free.

### Syringe collection service

Among the waste lying on public roads is unfortunately frequent the discovery of syringes that will be collected and removed by the same operators involved in manual sweeping activities.

To this end, in addition to the usual individual tools, the operators will be provided with telescopic grippers for collection and an anti-perforation container equipped with a lid for storage (as well as the necessary D.P.I., including safety shoes and anti-cut and anti-perforation gloves). The material collected will be managed (packed and transported) in accordance with the provisions of the law to be delivered to authorized treatment plants. The collection system provided by means of pliers avoids any type of contact between such potentially infected material and the operator.

### Canine manure collection service

Manual sweeping operators will remove dog droppings during the performance of their duties.



At the end of the removal operations, they will clean the affected point and sanitize it by applying sanitizing products.

### Beach cleaning service

The writer undertakes to perform the beach cleaning service from April until October, extending the normal service that provides it only from May to July and October through specific campaigns.

### Other services

- ✚ Cleaning service on festivals and popular events
- ✚ Cleaning service for fountains
- ✚ Cleaning service of the market area
- ✚ Cleaning service on festivals and popular events
- ✚ services at major events



## Quality of Service

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### Introduction

The Operator guarantees compliance with the quality standards of the service provided. The standards are expressed in working days (Saturdays and holidays excluded) and must be understood net of the time necessary for the issue of authorizations, permits, obligations borne by the User or the Municipality, if within its competence and refer to the dates of receipt / shipment affixed by the official registration system of the Operator; compliance with the standards is not guaranteed in the event of fortuitous events and *force majeure*.

### Deviation between service rendered and service programmed

The Operator guarantees, under normal conditions, compliance with the service delivery program. Any deviations from the program are justifiable only for reasons unrelated to the organization, such as:

- vehicles in unauthorized parking;
- obstacles due to traffic;
- road works;
- adverse weather conditions;
- suspension of work for reasons of strike or holidays.

In using the services, Users can from time to time verify whether what has been declared is actually respected.

For each indicator, the service obligations and standards that the Operator must comply with are defined. In particular, specific quality standards are defined, i.e., the standards referring to the individual services provided (Table 1) and general quality standards or referring to all the services provided to Users over a year (Table 2).



**TABLE 1 - SPECIFIC QUALITY STANDARDS**

Indicator	Description	Specific level
<i>Response time to written complaints</i>	Time elapsed between the date of receipt by the Operator of the user's written complaint and the date of sending the user by the Operator of the reasoned response inscription	20 working days 30 working days if necessary inspection
<i>Response time to written requests for information</i>	Time elapsed between the date of receipt by the Operator of the written request for user information and the date of sending to the applicant by the Operator of the reasoned written reply	20 working days
<i>Bulky waste collection</i>	Time between the date of receipt by of the Operator of the request for intervention and the actual date of withdrawal	10 working days
<i>Intervention time on containers not emptied due to force majeure</i>	Time elapsed between the date of receipt by the Operator of the dumpster report emptied or omitted and the actual emptying	48 hours
<i>Intervention time on broken containers</i>	Time elapsed between the date of receipt by the Operator of the report of broken dumpster and the actual repair or replacement	10 working days
<i>Intervention time on areas to be swept left out or not served for reasons of force majeure</i>	The time between the date of receipt by the Operator of the non-sweeping report and the actual sweeping	48 hours
<i>Maximum time of collection of syringes (in municipalities where the service is active)</i>	Time between the date of receipt by the Operator of the collection request and the actual collection	24 hours

**TABLE 2- GENERAL QUALITY STANDARDS**

Indicators	General level
<i>Minimum percentage of bulky waste withdrawals made within the maximum time of 10 working days</i>	95%
<i>Minimum percentage of emptying of road containers carried out with the scheduled timing</i>	95%



## Personal Data Protection

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### Processing of personal data

The Operator undertakes to ensure that the processing of Users' personal data takes place in compliance with the provisions of Legislative Decree 196/2003 Code regarding the protection of personal data and subsequent amendments, and the GDPR - General Data Protection Regulation (EU 2016/679).

### The regulation of complaints and requests for information

In the event of a complaint, the citizen can report violations with respect to the principles and standards contained in this Charter of Services by formulating a verbal or written complaint to the competent Operator. To facilitate the User, a special form has been prepared, available on the websites of the Operator, the use of which is not mandatory, but recommended.

In the complaint, the User must provide all the useful information in his possession in order to allow the verification investigation. Written response to Users' written requests or complaints is ensured by:

- 20 working days from receipt of the request or complaint by the Operating Operator if an inspection is not necessary for the formulation of a response to the User,
- 30 working days from receipt of the request or complaint by the Operating Operator in the event that an inspection is necessary for the formulation of a response to the User.

In using the services, Users can from time to time verify whether what has been declared is respected.

For each indicator, the service obligations and standards that the Operator must comply with are defined. In particular, specific quality standards are defined, i.e., the standards referring to the individual services provided (Table 1) and general quality standards or referring to all the services provided to Users over a year (Table 2).



## Contacts

In the municipality of Policoro by downloading and filling out the dedicated form available on the websites:

[www.policoro.basilicata.it](http://www.policoro.basilicata.it)

[www.ecopolicoro.it](http://www.ecopolicoro.it)

by calling:



800 587 338

or by referring to the individual companies:

Address: **Ecological Systems s.r.l.**, c. da San Luca, 85054 Muro Lucano (PZ)

Tel. 0976 72291 and 0976 71508

Fax: 0976 723042

Email: [info@ecologicalsystemsgroup.it](mailto:info@ecologicalsystemsgroup.it)

PEC: [ecologicalsystems@gigapec.it](mailto:ecologicalsystems@gigapec.it)

Address: **Pellicano Verde S.p.A.**, via Appia, 85054 Muro Lucano (PZ)

Tel. 0976 71745 and 0976 71487

Fax: 0976 723119

Email: [info@pellicanoverde.it](mailto:info@pellicanoverde.it)

PEC: [pellicanoverde@legalmail.it](mailto:pellicanoverde@legalmail.it)