

Re-turn

Ireland's New Deposit Return Scheme

Retailer Update

28th March 2024



Agenda

- **The Deposit Return Scheme Introduction**
- **Progress, Successes and trends to date**
- **Payment and handling fees process**
- **Transition & Useful information**
- **Q&A**

Ciaran Foley, CEO

Alan Pearson, CIO

Sally McIntyre, Retailer Manager

Strategies for future success

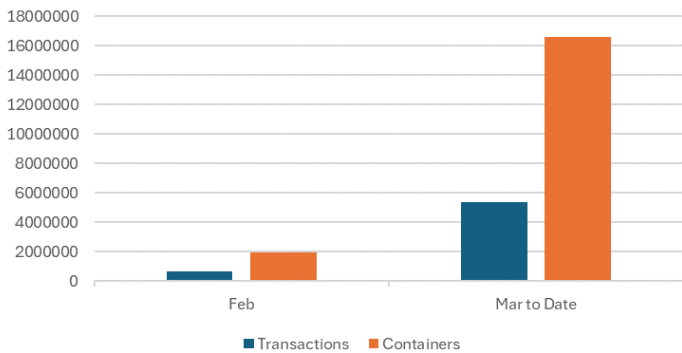
- Customer Centricity
- Positive engagement
- Ensuring Reliability and Efficiency of the Re-turn Scheme
- Empowering Retailers
- Commitment to continuous improvement
- Pledge to maintain open communication.

Re-turn Dashboard

Collections March to Date

- This chart illustrates the total number of transactions for March to date.
- 5.4M transactions were made from 1550 separate premises and 2190 individual RVMs.
- The total number of containers accepted are 16.6M to a deposit value of €2.94M.
- The total number of separate barcodes returned 2799.
- The growth in transactions continues to grow strongly with weekend peaks.
- The number of barcodes returned continues to grow and represents in excess of 83% of total market volume.
- The number of RVMs in use is encouraging however there is an increased focus on RVM availability to ensure consumers have broad access to return point locations.

Transaction Growth



Re-turn Accepted Collections Overview

Year, Month, Day, Time | RVM Supplier | RVM Serial Number | Retailer Name | City/Town

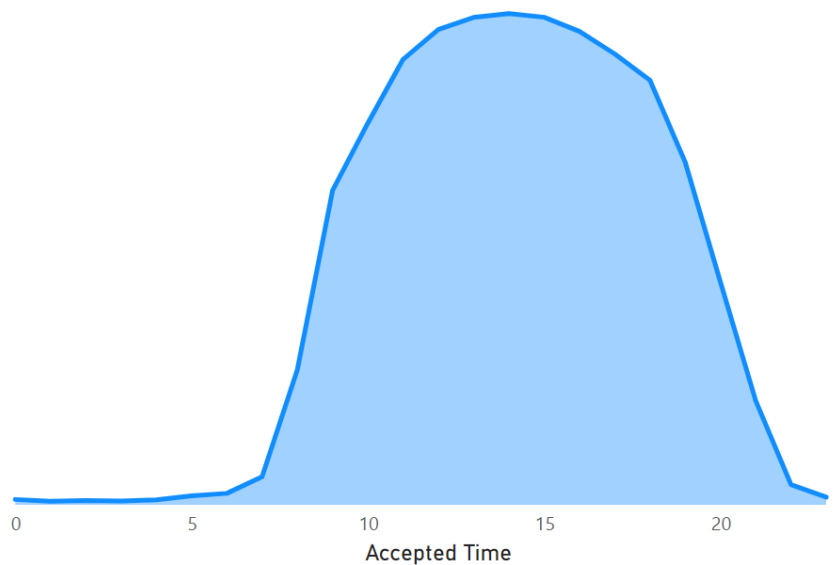
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1,550 Premises

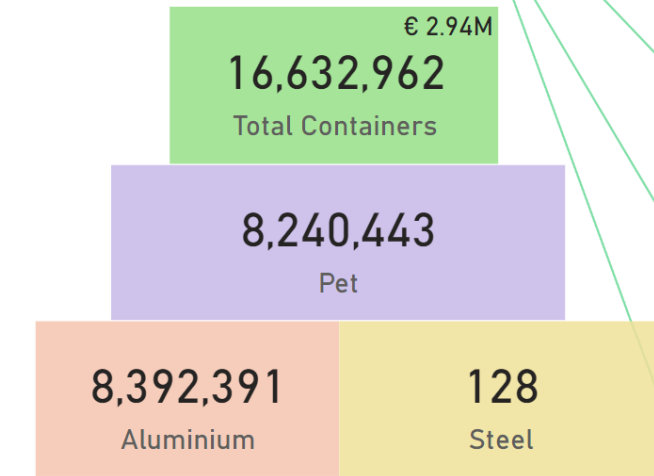
2,190 Connected RVMs

5.40M Transactions

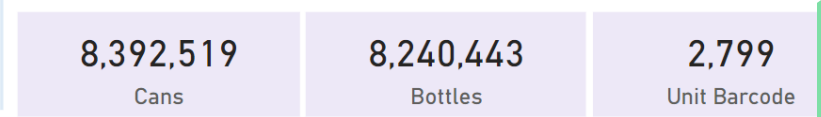
Transactions Timeline



Material Accepted



Containers Type



Re-turn Dashboard

Cumulative Since Go Live

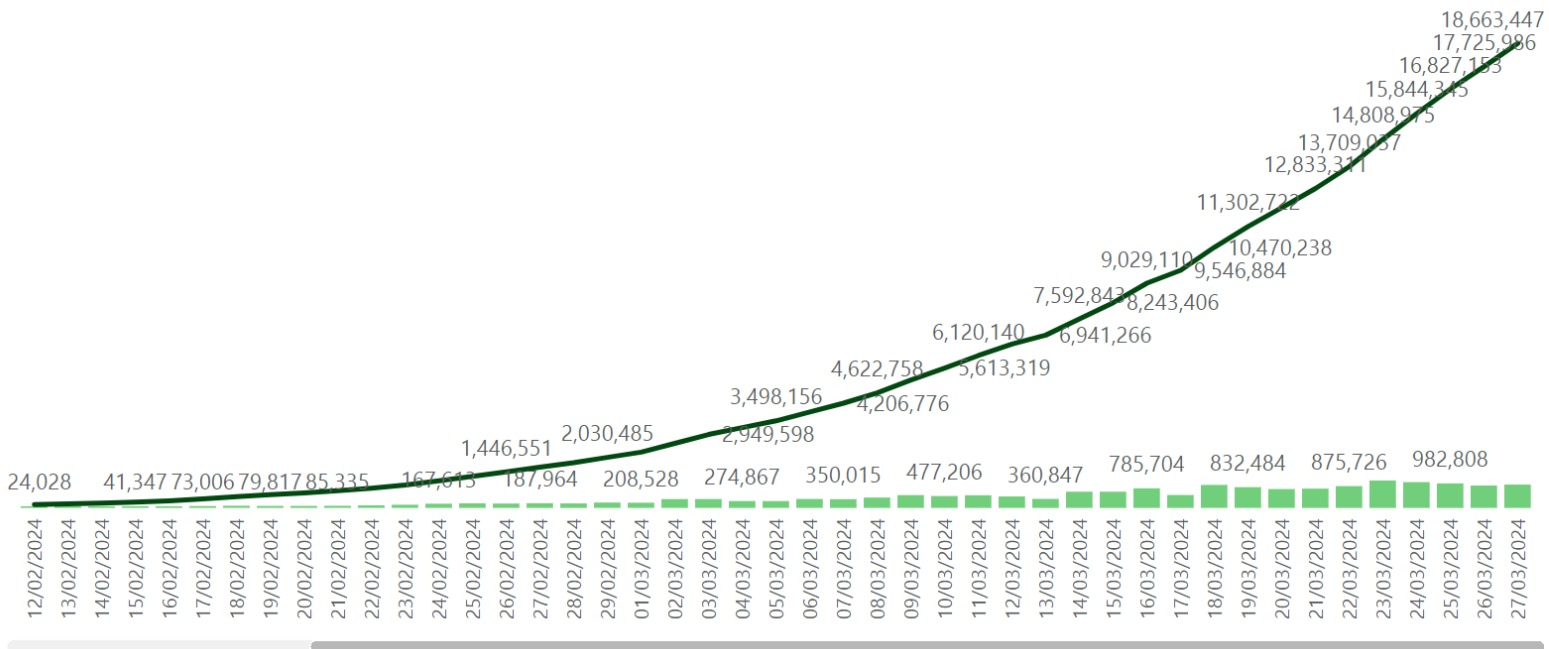
Re-turn Map Collections Overview

Year, Month, Day, Time:
 RVM Supplier Name:
 RVM Serial Number:
 Retailer Name:
 City/Town:

18.66M Total Containers	€ 3.30M Total Amount	3.05 AVG Items Returned	1.00 AVG Vouchers Printed	0.19 AVG Fees Returned	1,554 Premises	2,199 Connected RVMs	6.11M Transactions
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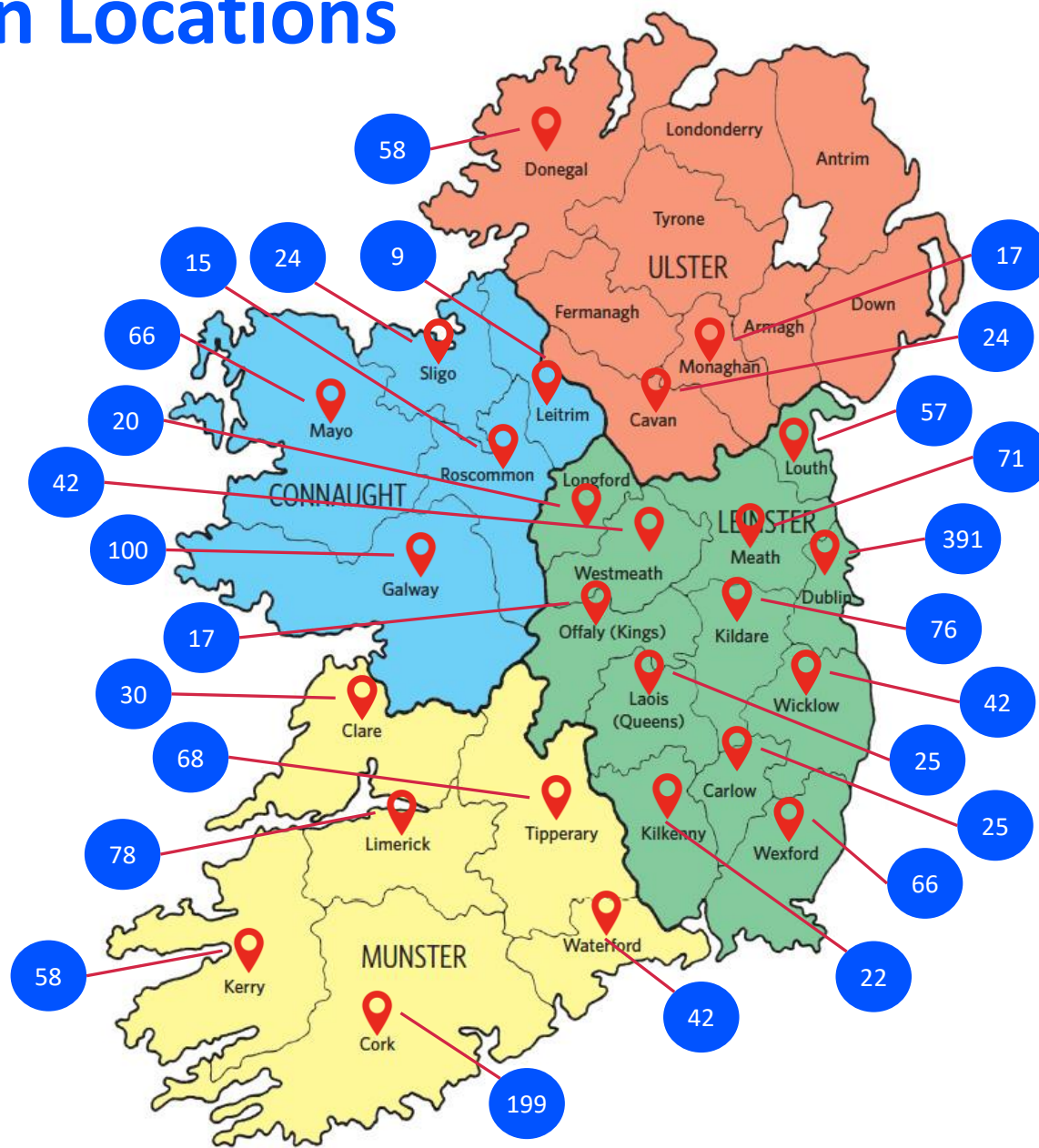
Containers Accepted

● Total Containers ● Acc total Containers



- This chart illustrates the cumulative growth in containers returns since go live of the scheme.

Re-turn Locations



Total Number of RVMs online 2346 

Total Number of Return Locations Mapped 1642 

- The volume of containers being returned has increased to 15.6M in March.
- Volumes are expected to increase significantly over the Easter bank holiday weekend and in the coming weeks as more in scope products hit the shelves and are returned.
- The availability of the RVM estate is critical to manage the increasing volumes.
- RVM Maintenance and regular cleaning is critical to maintain the availability of the machines.
- Ensure your staff are trained on the maintenance of the RVM.
- Ensure that any issues are escalated to the support team in your RVM vendor for resolution.
- We are working closely with the RVM vendors to address any established issues.
- It is essential that all RVMs are registered on the Re-turn Portal to ensure that transactions flow into our systems and all retailers get paid, please contact the Re-turn team if you need any assistance.

Retailer Invoicing Process

Standard Process

- Retailers RVM & Manual collection CSV report available 5th business day of each month.
- Retailers have 3 business days to review the file.
- An invoice is then generated based on the volumes in the monthly report, and payment is made to retailers within 30 days.

Dispute Process:

- If necessary, retailers can raise a dispute if they wish to query the information in the monthly report
- Retailer emails query within 3 business days & provides supporting documentation to retailers@re-turn.ie
Accountspayable@re-turn.ie
- The Membership team will review dispute and if required will forward to Finance team for resolution.
- Re-turn team have 3 business days to investigate and resolve each dispute. If applicable, report is amended and submitted to Retailer for review.
- If review is accepted – Payment made to Retailers 30 days net invoice
- If review is rejected – Dispute resolution rule is applied according to the Retailers Membership Rules

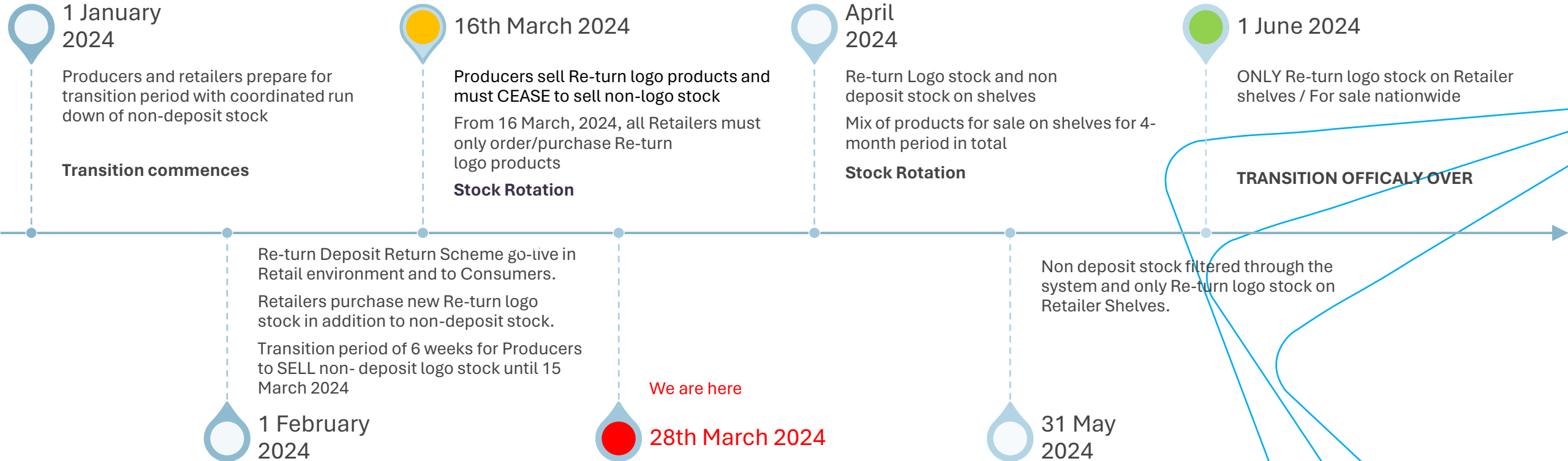
OFFICIAL MANUAL COLLECTIONS VEHICLE



FRAUDULENT MANUAL COLLECTIONS

- **The scheme is aware of at least one attempt by a "White Van Man" to collect a bag of DRS containers from a retailer in Longford. Fortunately, the bag at the store wasn't full and the perpetrator left empty handed.**
- **Tips to avoid giving your manual collection bags to unscrupulous operators:**
- Check the collections vehicle. (attached photographs)
- The official collections partner driver will scan the barcode on the tag of each bag prior to leaving the store.
- Official collection drivers will have photo identification confirming that they are employed by official scheme collections partner, LPP.

Retailer Transition Timeline



We set a transition timeline for the deposit return scheme to ensure convenience for retailers, clarity for consumers, waste prevention, and to make a clear, direct statement about the shift in policy and a timeline for a bedding down of the scheme for all stakeholders.

The Transition period will be in place until the

31st May 2024



Display certification of registration

This is evidence that you are a registered member of the scheme, and that you will be required to fulfil the obligations of a retailer



Charge deposit on all in-scope items

Retailers can utilise Re-turn branding within their stores to ensure consumers are aware of the deposit charge at the point of choice



Provide the consumer with proof of payment of the deposit

Each deposit value should be itemised as a separate line item on receipts



Operate a takeback service

Retailers can operate a manual service, or an automated service by installing a Reverse Vending Machine



Take Back Exemption

Where exemptions apply, retailer must display their Takeback Exemption Certificate



From Q4 2023, Retailers should begin to co-ordinate a rundown of non-DRS stock with their producers and suppliers



Retailers must clearly display which products the deposit will apply to



Train staff on DRS requirements including deposit charge.



Train staff on logo requirements to differentiate between non-DRS, and DRS stock



Circulate communication tools and materials to stores such as shelf edge labels and POS branding



Retailers must not charge a deposit on non-DRS stock



From 16th March, retailers must not purchase non-DRS stock from suppliers



From 1st June, only DRS stock can be sold and placed on shelves

Transition Guidelines

As we near April, we have passed two significant milestones which mark out our transition period:

March 15th +

- **Wholesalers and distributors are advised against purchasing non-deposit stock**
- **Producers are prohibited from selling non-deposit stock to retailers**

What does this mean for retailers?

- Wholesalers may continue to sell / distribute non-deposit stock to Retailers after 15 March.
- However, please be aware that the closer to 31 May 2024 that that sale is made, the more pressure their customers will be under to onward sell the non-deposit stock before 1 June 2024

What comes next?

- Throughout April - retailers will be required to manage stock with the logo and without the logo on shelves simultaneously
- By the end of May we anticipate that most non-logo stock will be sold and filtered out of the system
- Transition Period will end on May 31st, as only DRS-logo stock can be sold from June 1st onwards

Transition Guidance

Stock rotation is crucial

- Identify non-DRS (Deposit Return Scheme) stock in maker storerooms and stock rooms.
- Ensure it gets onto the shelf promptly.

Monitor merchandising cooler displays closely

- During busy periods, it's easy to mix stock inadvertently.
- Conduct systematic shelf checks, cooler by cooler or shelf by shelf.

Manage old stock diligently

Expect a mix of return and old stock during the transition period.
Staff should actively manage it to avoid potential costs.
Old stock cannot be sold after June 1st.

Communication with suppliers

- Reach out to suppliers with any queries or concerns.
- Ensure a smooth transition process.

Enforcement

- **Enforcement of the DRS Regulations**

The Enforcement of the DRS Regulations will be a national priority in 2024

Regulation 19 of the DRS Regulations outlines the responsibilities of the Local Authorities in this regard:

“Each local authority shall be responsible for the enforcement of the provisions of these Regulations within their functional areas and shall appoint authorised persons to take such steps as are necessary for this purpose.”

Offences, Prosecution and Penalties are set out in Regulations 20 and 21

Re-turn have been supporting the WERLAS (Waste Enforcement Regional Lead Authorities) in the development of their Enforcement Plans for DRS (guidance documents, templates, training materials etc.) & in enabling access to data from the scheme for enforcement

The enforcement authorities will focus on ensuring that all in scope stakeholders are compliant with the Regulations

- The transition period for Producers / Wholesaler Producers ended on 15th March - and only in-scope products which comply with the requirements of the Regulations may be placed on the market.
- Post 31st May, the focus will be on ensuring correct application of the deposit and that only DRS stock is being sold

All instances of potential fraud will be investigated by the enforcement teams.

Troubleshooting Tips for successful RVM Management

Common Issues

- Jammed/Stuck Items
- Sensor Malfunctions
- Network Connectivity Problems
- Power Interruptions
- Software Glitches



Preventive Maintenance

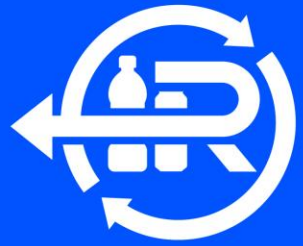
- Clean intake areas/sensors regularly.
- Schedule inspections.
- Train staff on usage/troubleshooting.

Safety Reminders

- Follow safety protocols.
- Contact technical support if needed.

Troubleshooting Steps

- Jammed/Stuck Items:
 - Inspect intake area.
 - Use manual release mechanism.
 - Follow safety procedures.
- Sensor Malfunctions:**
 - Check for debris.
 - Calibrate sensors per guidelines.
- Network Connectivity Problems:**
 - Verify settings/connections.
 - Restart networking devices.
- Power Interruptions:**
 - Ensure secure plug.
 - Check circuit breakers/fuses.
- Software Glitches:
 - Restart/RVM software update.



Re-turn

Ireland's New
**Deposit
Return
Scheme**

Thank you!

