

# Approved Reuse Centres

Benefits and opportunities  
for you and your charity



**Reuse Network** supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

**Approved Reuse Centre membership** is a nationally recognised mark of professionalism and excellence. It provides a thorough audit and assessment of quality management policies and procedures of ARC members' sites on an annual basis.

## Reuse Network

Our mission, objectives and people

01



## Approved Reuse Centres

What it means to achieve ARC certification

02



## Benefits to your charity

Business and improvement opportunities

03



## The audit process

The what, why, how and where

04



## Making it happen

Your checklist to becoming an Approved Reuse Centre

05



## Case studies

Existing members tell their stories

06



# Reuse Network

Working with our network of members, we are reducing poverty, tackling waste and offering a brighter and better future for the most isolated individuals in our society.



**Reuse Network** is the UK's only membership body dedicated to charitable and voluntary reuse organisations. We work with our members to **reduce poverty, tackle waste issues** and offer a **brighter and better future** for those **marginalised in our society**.

## We can help you to:



Reduce risks within your organisation



Continue professional development through training and events



Network with like-minded individuals and organisations



Build your knowledge of the reuse sector

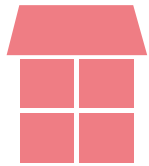


Become more effective and efficient at what you do



Feel connected and listened to within the sector

**Our mission:** Reuse Network support the reuse of products by UK charities and social enterprises who are established to alleviate social exclusion, and address climate change. We are driving the message of reuse across the UK, creating a sustainable, supportive network that strives to help the poorest in our society build a brighter and better future for themselves.



## Communities

We believe in a society where everyone can create a sustainable home. We are working across sectors to make this vision a reality, giving our member charities the support, information, connections and goods they need to reach vulnerable people in need in their local communities.



## Network

Reuse matters. The message of reuse for social and environmental benefit is being heard. We speak loudly and clearly on behalf of our members so that we can be a driving force in our sector, influencing policy-makers, ensuring the growth of the social economy reuse sector and offering a better way of life for households in need.



## Environment

We are building meaningful connections between our commercial partners, member organisations and members of the public to divert millions of usable household items from landfill and into low-income households, tackling poverty, saving hundreds of thousands of tonnes of CO2, and supporting a vast, growing network of people through volunteering, employment and training opportunities.

# Approved Reuse Centres

Approved Reuse Centres display an advanced level of proficiency and excellence, achieved through professional audits and assessments.



## The Reuse Network has been offering this service to its members in the UK since 2005 and currently has around 50 ARCs registered across the UK.



The main benefits of ARC membership are the recognition of this certification by external parties, the thorough audit process and the commercial opportunities available with Reuse Network's partners. Akin to the International Standards Organisation (ISO), the Reuse Network has its own quality standard. ARC membership requires your organisation to comply with our specification. Part of the Reuse Network's operation is to help local reuse organisations have the profile and means to take on national contracts.

### We do this by:

- Undertaking quality audits to deliver these contracts;
- Establishing a national reuse and clearance service to the commercial and hospitality sectors, to collect reusable furniture and electrical appliances;
- Implementing new marketing and commercial strategies to generate new business;
- Encouraging more members to be Approved Reuse Centres.

Whether you are just starting out your membership or you are a long-standing member of the Reuse Network this document will help you identify if ARC membership is appropriate for your organisation.

# Benefits to your charity

Membership at ARC level demonstrates a high level of competence and proficiency and represents your organisation's ongoing dedication to professionalism.





## ARC membership provides a thorough audit and assessment of quality management policies and procedures on your site on an annual basis.



**John Keegan**  
Operations and Systems Assessor

When you join the Reuse Network as an Approved Reuse Centre, you will see your organisation run more efficiently and effectively through staff training and a better understanding of processes, procedures, and responsibilities. In addition, you will also receive regular updates from the Reuse Network with essential advice and information on changes in legislation and regulation.

By taking part in a Reuse Network annual audit you will ensure your organisation is compliant with health and safety, waste, fleet, and other regulations, subsequently reducing or eradicating the risk of potential fines or compensation claims.

Additionally, this certification provides confidence to our major commercial, retail and manufacturing partners, creating the assurance that you are operating legally and compliantly. Similarly, it has been identified that public sector commissioners also recognise this certification as many Reuse Network members have secured bulky waste contracts as a direct result of becoming an ARC. Not to mention that this level of membership ensures your organisation is eligible to take part in our commercial partnerships.



## Key Benefits of ARC Membership



**Raises management capability** and professionalism of your organisation



**Improves management policies** and operational processes



**Regular updates** on changes in legislation and regulation



**Profile boost** and provides the means to take on national contracts



**Legitimate assurances** to local authorities, commercial partners and certification bodies

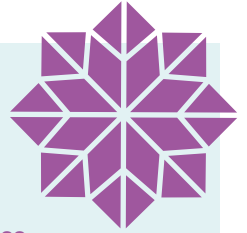


**Access to Reuse Network** brokered commercial contracts.



**Voting rights** at the AGM and stand for election as a director

## Opportunities for your Charity



The increased amount of business opportunities offered at this level can help you to support more vulnerable people, increase your sales and improve the longer-term sustainability of your operations.

While operating at ARC level your organisation will be able to access new, end-of-line and returned furniture and appliances from many of the UK's leading retailers, manufacturers, hotels, universities, and transport operators. Additionally, you will also be eligible to apply to our national take-back schemes with the likes of John Lewis & Partners, MEARS, and Currys.

Your organisation will not only benefit from gaining access to high-quality furniture and appliances offered within these partnerships, but you will also become an integral part of the development of regional and central reuse hubs within the UK. In doing so you will be sharing best practices with some of the most enterprising reuse organisations in the country and developing new activities based on future market trends and legislation.

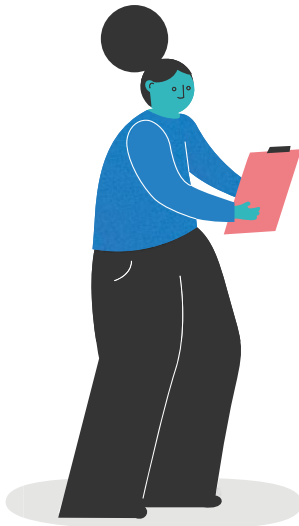
# The audit process

ARC membership is a nationally recognised mark of professionalism and excellence.



## ARC certification is the only system within the UK designed specifically for the quality assurance of reuse operators.

Within the auditing process, the auditor provides knowledge, guidance, information, and practical skills to continually improve your organisations capabilities and performance so that you are better placed to face challenges now and in the future. Preparation for the audit may initially require some work, however, you can rest assured that the benefits of this audit far outweigh the additional effort required. The Reuse Network's auditing process is not something that you should be afraid of given that it is a second party audit, your auditor will actively assist you.



### ISO Certification Standards

In addition, we offer a programme for documenting and installing a formal system and preparing subscribers for external certification to meet the following ISO certification standards - ISO 9001:2015, ISO 14001:2015 and ISO 45001:2007 and other standards. This quality auditing service helps reuse organisations achieve all of the above certifications in one go. Taking this opportunity will give each subscriber the highest possible profile and without doubt, satisfy any potential customers, partners or public service expectations.

### Quality Assurance

Our reuse certification system is the only one in the UK designed specifically for the quality assurance of reuse operators as it is based on ISO principles and operational standards and compliance requirements specific to the reuse sector. Additionally, the audit covers all of the Environment Agency requirements of an (AATF) Approved Authorised Treatment Facility (externally verified).

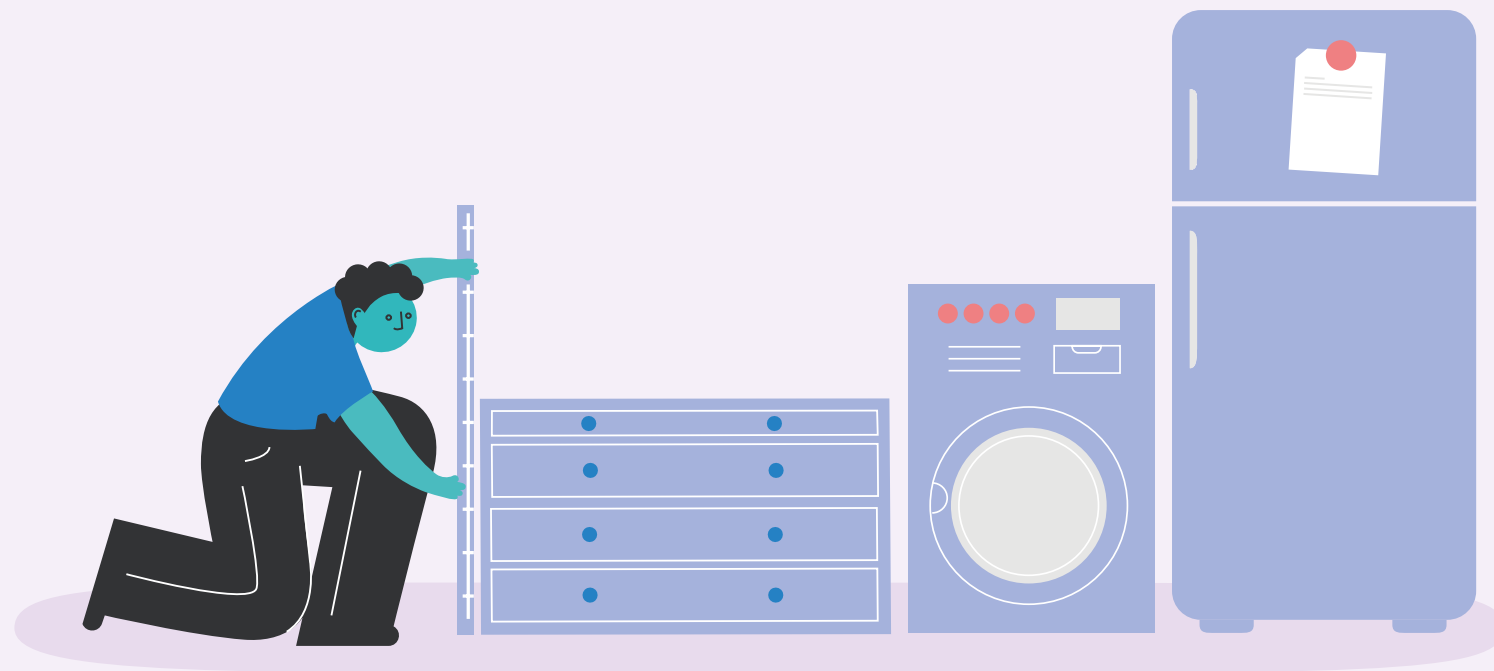
**Specification compliance is assessed via an annual one or two-day audit (costs of which are included within your membership fee), the audit specifically looks at:**

- ✓ Documentation and Records
- ✓ Management and Resources
- ✓ Performance of work and provision of a collection, reuse and repair service
- ✓ Management Verification and Action



# Making it happen

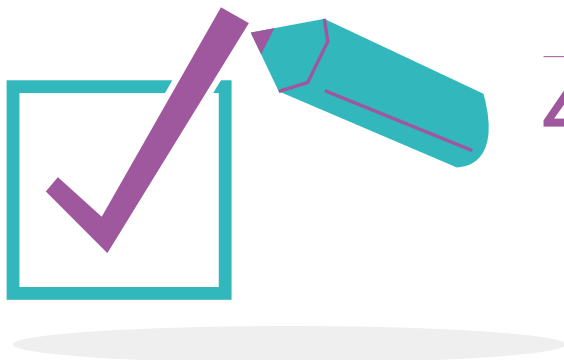
Your checklist  
to becoming  
an Approved  
Reuse Centre



## Your checklist to becoming an Approved Reuse Centre

**These are some of the key requirements you will need to show evidence of during your audit. Our Operations and Systems Assessor as well as our Enterprises Administrator are on hand to help you with these preparations prior to the audit date. You will receive a pre-audit checklist to enable you to fully prepare for the big day!**

- 1** Appropriate and relevant policies and risk assessments in place with rigorous review process
- 2** Appropriately qualified individuals on site including drivers, first aiders, and those repairing and PAT testing reuse electrical items with proper records evidenced and signed off
- 3** Appropriate training provided to all staff, in line with the work they are required to do, including evidence of training and induction records appropriately dated and signed off
- 4** All staff and volunteers provided with relevant PPE for the work they are required to do with receipts dated and signed for
- 5** Appropriate insurance in place including employers, product and public liability, vehicle and professional liability insurance if appropriate
- 6** Evidence of business plans and business continuity plans
- 7** Evidence of proper financial controls and accounts and reserves
- 8** Electrical equipment available for sale has an identifiable rating plate and the original CE approval mark to confirm product meets UK/EU legislation
- 9** Confirmation that equipment in use meets with regulatory requirements (eg: annual calibration for PAT testing equipment, 6-month tail lift check)
- 10** All furniture items on sale have appropriate fire labels and are in an acceptable condition
- 11** Fire safety procedures in place including sufficient fire extinguishers which are checked annually; fire alarm in working order, emergency lights in working order if appropriate, evidence of 6-monthly fire drills.
- 12** Evidence and confirmation of appropriate waste licences with correct returns made as required



# Case studies

Hear stories from our  
ARC members who are  
making a difference in local  
communities across the UK



## Case study #1

# Groundwork RE:WORK



“Having a detailed in-depth audit by the Reuse Network gives Rework’s staff confidence in processing refurbished items knowing they are being checked with confirmation that all items leaving Rework’s workshop are to the highest standards. This also gives our customers the assurances they need when purchasing Rework’s products.”

**Keith Perdicou** Reuse Operations Manager, Rework

REWORK is Groundwork’s London refurbish and reuse project in Wandsworth, where repairable white-goods are fixed up by trainees who are getting back into the workplace. It’s one of the busiest and best equipped domestic appliance repair workshops in the country.



## Case study #2

# toogoodtowaste



“One of the overarching and important parts to the membership is the excellent audit process which gives a professional edge to the work that we do to know that we are fully compliant and following best practice.”

**Shaun England** CEO, toogoodtowaste

toogoodtowaste are one of the leading re-use charities in South Wales; they collect household items such as furniture and electrical appliances that are ‘toogoodtowaste’ from local residents for free. As well as this, they also collect surplus stock from high street retailers.

All items are sold at affordable prices in their showrooms, helped by its team of committed volunteers, who play a key part in this whilst gaining valuable work experience. Their partnerships working with other organisations mean they are also able to give items away for free to people most in need in their local community.

toogoodtowaste have been an ARC member for many years and have benefitted from our commercial partnerships with John Lewis & Partners, Currys, IKEA, MEARS and more.

For any questions and further  
information, please contact:

## **Maryam Naqvi**

Membership Officer

Email: [maryam.naqvi@reuse-network.org.uk](mailto:maryam.naqvi@reuse-network.org.uk)

Tel: 0117 954 3573

## **Reuse Network**

48-54 West Street, St Philips

Bristol BS2 0BL

0117 954 3578

[info@reuse-network.org.uk](mailto:info@reuse-network.org.uk)



[reuse-network.org.uk](http://reuse-network.org.uk)

