

Bin Service Commitment and Guarantee:

We can assure you that our management of this service is superior to what has been previously available, allowing us to maintain long term relationships with our existing bin location hosts. Because of this, you as a property owner will not be required to shield any of the responsibility for the monitoring or maintenance of the bin location. We can provide excellent references regarding our ability to manage these bins and prevent any inconvenience to you as a property owner. If you would permit us to place a bin on your premises, we can offer you our **commitment** that the clothing collection bins will be emptied regularly and guarantee that the bins and surrounding area will be well maintained.

We are able to achieve these **guaranteed** results because of the following management practices:

1. We closely monitoring our collection personnel and drivers, by tracking our collection trucks using GPS technology.
2. Our contact number is clearly posted on every bin.
3. Our business cell phone is answered 7 days a week - 24 hours a day.
4. Our trucks operate 7 days a week.
5. With one phone call a truck can be diverted to any locations requiring immediate assistance.
6. We own our own trucks which are well maintained, and Department of Transportation (DOT) Certified.
7. We do not contract out our collection services, but hire and manage our own personnel.
8. Our trucks are well equipped with all necessary safety and first-aid equipment.
9. Our trucks are monitored using GPS technology, and we do regular bin location checks to ensure our personnel are maintaining our standards.
10. We schedule the pick-up from each Clothing Collection Bin when we anticipate they will be 3/4 full, this way the bins always act as a receptacle and overflow issues are kept to a minimum.
11. Our protocols require truck personal to submit an incident report in the event anything **at all** is left outside of a bin location. In this way we are able to adjust quickly to ensure service levels are appropriate, or to increase monitoring of a location in order to prevent any further issues.
12. We strive to prevent problems before they occur, negating the need to resolve issues on an ongoing basis.
13. Incident reports are also submitted for any other issues, such as graffiti or damage to a bin.
14. We immediately remove all graffiti and repair any damage.
15. Our bins have an attractive cheerful design and their appearance is maintained regularly.
16. Each bin is washed and painted annually, or again throughout the year if conditions necessitate.
17. Our ongoing bin maintenance schedule help us maintain aesthetic appearance, functionality and cleanliness of each bin site.
18. Our unique oversize bins, serve the function of 4 usual size clothing donation bins, takes up less of an overall footprint and are more functional preventing overflow issues.
19. We adhere to all WCB and other workplace safety standards.
20. When picking up from municipal recycling sites we require our drivers to arrive well in advance of closing time to ensure they exit the gate prior to closing.
21. We accept all clothing, textiles, bedding, and footwear, which for the most part are 99.9% recycled. We do not re-divert anything into the local waste stream.
22. We have been operating our Clothing Donation Bin Program for over 13 years, this experience enables us to plan and respond to seasonal fluctuations of material and upkeep of bins, as well as winter trucking conditions.
23. to the residents of Calgary and surrounding areas,
24. Our Clothing Donation Program allows us to supports programs that are **near and dear to our hearts**, both with Haiti Arise Ministries and Central Alberta Pregnancy Care Center, this personal engagement helps to ensure we stay highly motivated to manage and service each bin location.
25. We are committed to providing textile recycling services, and to the diligent management of each bin locations, in order to enable the continued support of these worthwhile charitable programs.