



## Operator Code of Conduct

While this Code of Conduct is designed to provide helpful guidelines, it is not intended to address every specific situation or grievance within the industry. Breach of this Code of Conduct can result in refusal of admission or dismissal from membership in the Association of Certified Bin Operators LLC (ACBO).

Members are bound by their agreement to follow ACBO's Collectors Code of Conduct while performing their duties. We outline the components of our Code of Conduct below: Compliance with law all members must protect our company's legality and the well-being of both the secondhand collection industry and the public. They should comply with all social, environmental, safety and fair dealing laws. We expect members to be ethical and responsible when dealing with ACBO's members, alliances, and the public. We won't allow any kind of discriminatory behavior, harassment, or victimization. Employees should conform with our equal opportunity policy in all aspects of their work.

**ACBO** is an industry association serving both the United States and Canada. The ACBO officially vets, certifies, and promotes both private sector and nonprofit organizations who collect, sell, or distribute secondhand clothing and shoes throughout our territories. Companies that are certified members of the ACBO are committed to the *Wear – Donate – Recycle* movement that educates and engages people, businesses, organizations, and governments to support programs that encourage the diversion of textile waste from landfills and generate meaningful revenue for charities and nonprofits.

### **Certified ACBO members are inline and have committed to the ACBO's mission of:**

Being the pre-eminent industry association in the second-hand clothing space, benefiting both people and the planet. Having over 75,000 certified drop-off locations that generate millions of dollars a year in charitable support while diverting over two billion pounds of textile waste from the world's landfill. Creating tens of thousands of well-paying jobs and providing millions of people around the world affordable access to quality second-hand clothing and shoes.

Moreover, providing a credible, trustworthy, and meaningful way for the public to donate their unwanted clothes and shoes.

### **Certified Collection Operators agree to abide by the following Code of Conduct:**

- ✓ **AGREED TO AND ABIDE BY THE TERMS & AGREEMENTS SET FORTH BY ACBO**
- ✓ **AFFIX ABCO'S OFFICIAL CURRENT YEAR ONLY CERTIFIED LOCATION DECAL (CLD) TO EACH AND ALL BINS AND OR LOCATIONS**
- ✓ **COMPLIANCE WITH GOVERNMENT ZONING AND OR PERMITTING REQUIREMENTS**
- ✓ **MUST MAINTAIN CURRENT GENERAL LIABILITY INSURANCE**
- ✓ **OBTAIN WRITTEN CONSENT FROM A PROPERTY OWNER, MANAGER, AND/OR REPRESENTATIVE PRIOR TO PLACING COLLECTION BINS ON ANY PRIVATE OR GOVERNMENT PROPERTY.**

- ✓ **CONSPICUOUSLY COLLECTION BINS WITH THE NAMES, LOGOS, AND TELEPHONE NUMBERS OF THE SPONSORING ORGANIZATION, NAMES, AND CONTACT INFORMATION (PHONE NUMBER, EMAIL ADDRESS OR WEBSITE URL) OF NONPROFITS RECEIVING BENEFIT**
- ✓ **BINS MUST CLEARLY STATE THE NAME AND TELEPHONE NUMBER OF THE COMPANY RESPONSIBLE FOR MAINTAINING THE BIN(S)**
- ✓ **COLLECTOR MUST PROVIDE THE PROPERTY OWNER, MANAGER, AND/OR REPRESENTATIVE WITH A WORKING PHONE NUMBER AND COMMIT TO ADDRESSING AND RECTIFYING ANY COMPLAINTS REGARDING BIN MAINTENANCE WITHIN 24 HOURS OF RECEIVING NOTIFICATION DURING REGULAR BUSINESS HOURS**
- ✓ **COLLECTION BINS MUST NOT USE DECEPTIVE, AMBIGUOUS LOGOS AND VERBIAGE ON BINS THAT IMPLY CONTRIBUTIONS WILL GO TO SUPPORT A PARTICULAR CAUSE IF THERE IS NO UNDERLYING AFFILIATION WITH A CHARITABLE ORGANIZATION AND VIABLY DISCLOSE THE FOR-PROFIT NATURE OF YOUR BUSINESS ON THE COLLECTION BIN**
- ✓ **MUST MAINTAIN COLLECTION SITES TO AVOID ACCUMULATION OF DONATED ITEMS OR DEBRIS AROUND SAID BINS**
- ✓ **MUST MAINTAIN THE GENERAL ESTHETICS OF THE BINS THEMSELVES, I.E., FREE OF GRAFFITI, ILLEGAL POSTINGS, EXCESSIVE RUST, AND PAINT FADING**

**The Business Challenge:** The meaningful contributions collection bin operators are making to the betterment of the environment and humanity, have sometimes come under fire, with critics alleging that some nefarious do not fulfill their obligations to maintain collection bins or provide enough transparency about the intended use of contributions. These unfortunate instances are exception and not the rule. To counter possible negative fallout and hinder charitable support to nonprofits, ACBO certified bin operators abide by this Code of Conduct and ACBO's Terms & Agreements ensuring their good standing within the industry.

**The Solution:** To fully educate the public on the industry and to separate the good companies from the bad. The ACBO fully vets and certifies organizations through a comprehensive certification process that includes BBB and D&B ratings, charitable searches, current insurance coverage, strategic alliances, and overall mission. ACBO encourages and directs the public to use ONLY certified ACBO organizations. Members are promoted through ACBO's public website [www.FindAbin.com](http://www.FindAbin.com) which provides people with a meaningful, trustworthy, and convenient way to discard their unwanted clothes and shoes and do so in a respectful and productive way.

ACBO members are also committed to giving back to their communities while generating meaningful revenue for a large array of 501(c)(3) charitable nonprofit organizations. This is accomplished by ACBO members frequently aligning partnership agreements with charitable groups, agreeing to provide clothing collection services and to share in proceeds in exchange for licensing or using the charity's name/logo on their bins or locations. These arrangements are broadly beneficial to participating charities as they provide a risk-free and effortless means of generating meaningful revenue without overhead or liability.

**Members operational principles include a full commitment to:**

- ✓ **INTEGRITY, TRUST, AND TRANSPARENCY**
- ✓ **ETHICAL AND CULTURAL DIVERSITY**
- ✓ **REGULATORY COMPLIANCE**
- ✓ **ENVIRONMENTAL IMPROVEMENT**
- ✓ **PHILANTHROPIC OUTCOMES**

**ACBO Operators are asked to take steps to confirm the good standing of any 501 (C)(3) charity, as follows:**

- ✓ **Internal Revenue Service, (IRS) 501 (C)(3) status**
- ✓ **Charity Navigator review, at <https://www.charitynavigator.org>**
- ✓ **Charity Watch, at [www.charitywatch.org](http://www.charitywatch.org)**

**The public can also use the above sites to ensure the not-for-profit is a worth recipient of the donations, as well as through [www.bbb.org](http://www.bbb.org) and the Attorney General online portals**

**Any ACBO member company not in compliance may face revocation of any related member benefits or expulsion.**

**Approved by ACBO - 2022**

