

SA's BAG BAN

**What retailers need to do now
before lightweight, checkout-style
plastic bags are banned.**



**Government
of South Australia**

WHAT MUST I DO FROM 1 JANUARY UNTIL 3 MAY 2009?

Lightweight, checkout-style plastic bags can still be provided during this period, but you must:

- have an alternative shopping bag available for your customers
- prepare your staff for the change
- display a notice at every cash register with the following wording:

The South Australian Government is banning the supply of lightweight, checkout-style plastic shopping bags from 4 May 2009. Alternative shopping bags are available from this retail outlet.

- the minimum size for the notice is 95mm (height) x 150mm (width), unless an electronic message is used on the cash register screen (download signs from byobags.com.au or photocopy the sample included in this envelope).

WHAT CAN'T I DO FROM 4 MAY 2009?

Once the bag ban comes into force on 4 May 2009, you are not allowed to provide any banned plastic shopping bags to a customer.

- Maximum penalty: \$5,000
- On the spot fine: \$315

REMIND YOUR CUSTOMERS AND STAFF

- Display notices about the bag ban.
- Use the counter card to remind customers.
- Use the back of this brochure as a poster.
- Support your staff during the phase out – keep the tear-off card that comes with this brochure for reference.



Poster



Counter card

THE CRITICAL DATES

NOW

Stop buying lightweight, checkout-style plastic bags.

Order alternatives - go to byobags.com.au for a list of suppliers.

Follow the lead of many South Australian retailers and stop using plastic bags now.

Brief your staff on what the new law will mean to them.

Develop standard procedures for offering alternative bags, handling heavy bags or politely declining dirty bags.

Train staff to handle customer complaints or queries.

1 JANUARY '09

Only four months left to phase-out stocks of lightweight, checkout-style plastic bags.

Help your customers by offering alternatives.

Display notices about the bag ban.

Use the back of this brochure as a poster to remind customers.

Support your staff during the phase out.

Thank your customers and your staff for making the change.

4 MAY '09

The bag ban is enforced.

The fines will apply if you either sell or give away the banned plastic bags.

Cash register notice can be removed.

Which bags will be banned?

The ban will prohibit you from selling or giving away plastic bags with handles made of polyethylene polymer less than 35 microns thick. Check with your supplier if you are unsure about the composition or thickness of your bags.



What about bags with '100% degradable' printed on them?

Check with your supplier if you are unsure about the type of bag you are ordering. Lightweight plastic bags which are marked 'degradable' will be banned because degradable plastics merely break down into smaller and smaller flakes which remain as damaging waste for many years.

Only compostable bags that comply with *Australian Standard AS4736-2006* will be permitted.

Which bags are allowed?

'Barrier' bags: the type dispensed from a roll, typically for items such as loose fruit and vegetables.



Heavier retail (or boutique) bags: typically used by clothing and department stores.



Sturdy bags designed for multiple use such as the 'green' bags.



Compostable bags that state they meet the *Australian Standard AS 4736-2006*.



Paper bags.



Will the ban apply to all retailers?

Yes. Every retailer in South Australia must comply with the transition and ban dates. Large and small retailers, supermarket and non-supermarket retailers, markets, take-away food and specialty shops must all comply with the ban.

What can we do with any banned plastic bags we have left in stock?

You have until 4 May 2009 to use up stock or contact the following plastics processors to check if your bags are recyclable:

Advanced Plastic Recycling
(Kilburn, Adelaide) T: 8359 4999
E: enquiries@a-p-r.com.au

Plastics Granulating Services
(Kilburn, Adelaide) T: 8359 1111
E: sales@pgs.net.au

Plastic Recyclers Australia Pty Ltd
(Port Pirie) T: 8633 1999
E: factory@plasticrecyclers.com.au

What if a supplier misrepresents the bags they sell?

Retailers are protected from unknowingly buying banned bags and supplying them to their customers. If a supplier provides you with bags they know are banned, they will be guilty of an offence from 4 May 2009.

Maximum penalty: \$20,000

Retailers should ensure that the environmental benefits claimed by businesses supplying compostable bags are substantiated and do not contravene principles outlined in the Australian Competition & Consumer Commission's publication *Green marketing and the Trade Practices Act*.

Suppliers of alternative bags

Visit byobags.com.au for a full list or call the Plastic Bag Ban Hotline 1300 137 118 for a list to be posted to you.

TIPS FOR HANDLING CUSTOMER ENQUIRIES

Some customers may not agree with the ban, or with the goal of reducing damage to the environment caused by lightweight, checkout-style plastic bags. This may be difficult for your staff.

How can we help our staff explain the ban?

- Display notices explaining the change.
- Place the counter-top card (supplied with this brochure) at the register to remind customers about the ban and to prompt them to bring reusable bags.
- Use the reverse side of this brochure as a poster for walls, windows or doors.
- Remind customers the ban has been introduced by the South Australian Government and is being applied to all retailers in this State.
- Explain that this ban is helping to protect the environment and wildlife by reducing the litter and damage caused by lightweight, checkout-style plastic bags.
- Offer an alternative, compliant bag for customer-use.
- Refer the customer to byobags.com.au or the Plastic Bag Ban Hotline, 1300 137 118.

What about bin liners?

- Explain to customers that we've only been using bin liners for a few decades – before, people had other ways of keeping their bins clean.
- Other types of plastic bags can be reused to wrap rubbish, such as bread bags or barrier bags.
- Recommend compostable bags.

How will the community learn about the ban?

A State-wide advertising campaign will start in December 2008 and run until May 2009. The advertising will advise customers of the ban, remind them to bring reusable bags when they shop and to be patient with retail staff during the change. The advertisements will appear on TV, radio and newspapers as well as on outdoor signs near shopping centres. The web site byobags.com.au and the Plastic Bag Ban Hotline, 1300 137 118 are also important points for information.

LOOKING AFTER YOUR RETAIL STAFF

What are our OHS&W responsibilities?

You have a responsibility to protect the occupational health, safety and welfare of your staff. Your store should have an OHS&W policy in place. A study by the Shop Distributive & Allied Employees' Association (SDA) surveyed 1,000 workers and managers and made several recommendations which you might include in your own policy to ensure this change does not affect the welfare of your staff (see study at byobags.com.au).

- Ensure all your workers are trained for manual handling, OHS&W and workplace stress.
- If offering 'green' reusable bags as an alternative to lightweight, checkout-style plastic bags, order bags which:
 - match the dimensions of the current 'green' bag (height 33cm, base 30cm x 20cm)
 - are made from durable material with strong handles, hooks and a firm, rectangular base
 - preferably have clear washing instructions printed on them.
- Use common sense and do not overfill bags.
- Instruct staff to politely decline any customers' bags which are dirty or damaged.
- If possible, review your checkout, counter and workplace design to accommodate the packing and use of reusable bags.

Where can I get more information?

If you have any questions about the legislation and how to answer customer enquiries, please contact:

Plastic Bag Ban Hotline 1300 137 118
or SDA Freecall 1800 806 398
Email: zerowaste@zerowaste.sa.gov.au
Web site: byobags.com.au

Se ha domande a proposito della legge e di come rispondere alle richieste dei clienti la preghiamo di rivolgersi a:

Plastic Bag Ban Hotline 1300 137 118 o
(chiamata gratuita) SDA Freecall 1800 806 398
Email: zerowaste@zerowaste.sa.gov.au
Sito Internet: byobags.com.au

Αν έχετε ερωτήσεις για τη νομοθεσία και πώς να απαντήσετε σε ερωτήσεις των πελατών επικοινωνήστε με τη

Γραμμή πληροφοριών Plastic Bag Ban 1300 137 118 ή SDA Freecall 1800 806 398
Email: zerowaste@zerowaste.sa.gov.au
Ιστοσελίδα: byobags.com.au

Nếu quý vị có bất cứ câu hỏi nào về luật đã được thông qua và cách để trả lời những câu hỏi của khách hàng, xin vui lòng liên lạc:

Plastic Bag Ban Hotline 1300 137 118
hoặc SDA (Điện Thoại Miễn Phí) 1800 806 398
Email: zerowaste@zerowaste.sa.gov.au
Địa chỉ trên Internet: byobags.com.au

如需了解关于有关立法以及如何回答顾客询问等事宜, 请联系:

禁止使用一次性塑料袋热线咨询
电话: 1300 137 118
或拨打SDA 免费电话: 1800 806 398
电邮: zerowaste@zerowaste.sa.gov.au
网址: byobags.com.au

در صورت داشتن هر گونه سوال درمورد این قانون و چگونگی جوابگویی به پرسشهای مشتریان لطفاً با :

خط تلفن اطلاع رسانی ممنوعیت استفاده از کیسه های پلاستیکی با شماره تلفن: 1300 137 118
یا با SDA تلفن رایگان 1800 806 398
پست الکترونیکی: zerowaste@zerowaste.sa.gov.au
تارنمای: byobags.com.au
تماس برقرار نمایند.