

Shred-it Material / Waste Acceptance Policy

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PURPOSE OF THIS POLICY

In this policy we explain:

- How waste laws apply to Shred-it services
- The duty of care applicable to you as a customer of Shred-it
- The minimum requirements for preparing your waste for collection, transportation, confidential information destruction and recycling.

Compliance with these requirements is required under your contract with Shred-it. Non-compliance can have serious consequences. If you require any further information or have questions regarding this policy please contact your account representative for further information or contact us [using this link](#)

WASTE AND THE DUTY OF CARE

Confidential material that Shred-it receives for shredding and recycling is legally classified as 'waste', because the producer of the material has discarded or intends to discard it. As a customer of Shred-it's services, you are therefore the 'waste producer', and Shred-it is licensed as a waste carrier/broker/dealer; and we both have a legal 'duty of care' under the Environmental Protection Act 1990 to ensure that the waste is managed responsibly from its generation to final disposal. This Waste Acceptance Policy is aimed at ensuring that we both discharge that duty of care in respect of all Shred-it services.

KEY CUSTOMER OBLIGATIONS

As the producer of the waste, you must:

1. **Segregate** it – see the Checklist below for details of materials that we can accept and those that should be moved to other waste streams.
2. **Classify and describe** it - upfront in your contract, telling us what you will be consigning to us.
3. **Package** it – using appropriate packaging for the materials described.
4. **Consign** it – a formal process that is captured in a controlled waste transfer note, which instructs us to manage your waste on your behalf. This is to ensure we know exactly what waste we are dealing with. Shred-it will provide this note for you as part of the service, but you must check it includes an accurate description of what we are collecting.

COMPLIANCE AND SAFETY

Incorrect segregation or description of waste can have serious consequences. Please remember that we will not access or analyse your waste - the essence of the Shred-it service is security and confidentiality. If you consign it as paper, it will be mechanically shredded in a secure environment. If, within the paper, there are non-conforming items such as metal, chemicals, vapes/canisters, shredding these can cause:

- release of chemicals
- fire or explosion
- injury to operatives
- damage to specialist shredding equipment, vehicles and/or facilities.



MANAGEMENT OF NON-CONFORMING WASTE

We may reject waste at the point of collection if it does not conform to the requirements of this policy.

We may return non-conforming waste to you to be re-packaged or re-directed to the correct disposal route.

We may send non-conforming waste directly to a third-party disposal outlet, if that is the only compliant option.

We may formally investigate non-conformance incidents and deploy mitigations, as set out in the Non-Compliance section below.

NON-COMPLIANCE WITH THIS POLICY

As explained above, non-compliance with this policy could result in serious injuries to Shred-it operatives, significant damage to Shred-it vehicles or facilities, and harm to the environment. Shred-it will therefore take action in cases of non-compliance. These actions will be aimed at mitigating the risks and costs and may include:

- **Suspension of service** – if Shred-it reasonably believes that servicing you presents immediate risks to the safety of its operatives and risk of loss to property, equipment or vehicles.
- **Recovery of costs** – if Shred-it has evidence to demonstrate that your failure to comply with this policy has resulted in quantifiable loss.
- **Redirection of waste and adjustment of charges** – where collected material requires processing using a different method in order to be safe and compliant. This may result in additional charges to you, to cover the costs of alternative destruction arrangements.
- **Waste / materials audit** – an audit conducted by inspecting the contents of the consoles or other containers we provide, and the siting and access of these containers. We may request that you conduct such an audit and provide us with written evidence to demonstrate that waste is being managed and segregated lawfully, and that corrective action is taken to address any deficiencies identified.

SHRED-IT WASTE ACCEPTANCE POLICY CHECKLIST

Prohibited Items – all service types. The items shown in this table cannot be accepted by Shred-it in any quantity under any circumstances.

Batteries of any type	
Pressurised containers (aerosols, gas canisters etc)	Food, food packaging & chewing gum
Sharp objects including needles / syringes / knives	Ink / toner cartridges
Large metallic objects including weapons	Vapes and vape liquids
Celluloid film	Any flammable substances
Any type of hazardous waste	Any mixed / unsorted wastes

Permitted Items – paper document destruction service. The items shown in this table can be accepted by Shred-it in paper consoles and other paper collection service types. These items must not be mixed with non-paper wastes in containers used for other secure destruction services.

All office paper	Cardboard folders and files
Coloured paper	Newspaper / magazine paper
Envelopes	Staples / paper clips & similar small metal items used to collate paper documents

Permitted Items – other secure destruction services. The items shown in this table can be accepted by Shred-it in containers provided specifically for the purpose and as defined in the service level agreement. These items must not be mixed with paper in paper consoles or other paper containers.

Computer hard drives (removed from the PC or laptop) and other data storage drives (USB pen drives etc)	Textiles requiring secure destruction (uniforms, clothing etc)
Electrical equipment (phones, computers etc)	Other plastic items requiring secure destruction (ID badges,



	bank cards etc)
Optical storage media made from plastic (compact discs, floppy discs, video or cassette tapes etc)	Other paper items requiring secure destruction (cheque books, passport books etc)
X-rays or other photographic films and papers	Other confidential items made from paper, cardboard, plastic or textiles