

# FAQS



This recycling service is funded by a grant from the Government's Waste Minimisation Fund matched by industry contributions.

We thank the following companies for helping fund this initiative. Without their support this would not be possible and we encourage other brands and other product categories to support the programme.

COMPANY	BRAND	PRODUCT RANGE
Foodstuffs NZ	Pak'nSave New World Pams	Supermarkets  Private label
The Warehouse		
Progressive Enterprises	Countdown	Supermarkets
Cottonsoft	Cottonsofts Paseo Tuffy Kiwisoft	Toilet rolls Kitchen rolls
Goodman Fielder	Quality Bakers Vogels Mackenzie Freyas	Bread
James Crisp	SunRice	Rice bags
Kimberly-Clark	Kleenex Viva Huggies U by Kotex	Toilet rolls Kitchen rolls Nappies Feminine hygiene
Nestle	Nestle KitKat Wonka	Confectionery
Simplot Foods	Birds Eye	Frozen foods
New Zealand Post		Plastic courier bags
Ancor		Plastic manufacturer
Astron		Plastic recycler
Elldex		Plastic bag manufacturer
Replas		Plastic recycler



## what can I recycle in the Love NZ bins at my local participating store?



We can accept all the following items for recycling:

- Carrier bags
- Bread, pasta & rice bags
- Fresh produce bags and netting citrus bags
- Frozen food bags
- Confectionery wrap and lolly bags
- Plastic packaging around toilet paper, kitchen towels, nappies and sanitary products
- Courier packs
- Newspaper wrap
- Chocolate & muesli bar wrappers and biscuit packets (wrapper only)
- Silver-lined chip & cracker packets
- Squeeze pouches
- Sturdy pet food bags
- Ice cream wrappers
- Cereal box liners
- Bubble wrap and large sheets of plastic that furniture comes wrapped in (cut into pieces the size of an A3 sheet of paper first)



## where is my nearest participating store?



You can find your nearest participating supermarket or store by using the Store Locator on our website.



## why isn't the programme available in my area?



The project will initially trial in Auckland at New World, PAK'NSAVE and The Warehouse stores and, at Countdown stores on Auckland's North Shore before rolling out to Hamilton in early 2016 with further expansion to Wellington, Canterbury, Otago, Bay of Plenty, Manawatu and other regions over three years.

The plan is to provide access to recycling for soft plastics for over 70% of New Zealanders.



## do I need to wash out my plastic packaging before recycling it?



No. While we normally like to say that all packaging returned for recycling via our drop off bins should be 'empty and dry', our recycling processes can tolerate a limited amount of contamination.



## do I need to cut off the rigid plastic spout and lid from my squeeze pouch before I place it in the drop off bin?



No, there's no need to cut these off. Our processes can handle a small quantity of this rigid plastic material, incorporating them into the mix with the soft plastics. In fact, it's actually easier for us to handle squeeze pouches if you pop the lid back on – the lids prevents any residual yoghurt or baby food squirting out!



## can I recycle silver-lined chip packets via the programme?



Yes, the thin foil-like plastic sleeves and packets that some biscuits, chocolate bars, crackers and chips come in are fine to be recycled.



## can I take plastic bags from any brand and any retailer back to any of the participating stores?



Absolutely. We accept carrier bags and all forms of soft plastic packaging from all brands.

We encourage you to bring back the packaging from those brands that are helping fund this programme and to encourage other brands to participate to make sure this recycling service is successful.



## can I recycle the plastic tray from my biscuit packet via the programme?



No, when it comes to biscuit packaging, it's only the soft plastic wrapper that we can accept for recycling. The tray that the biscuits sit in is classified as rigid and should therefore be disposed of with the rest of your rigid (hard plastics) recycling in your council's kerbside collection.



## can I recycle the degradable, bio degradable or compostable bags via the programme?



No, we can't accept degradable, compostable, or bio degradable bags. Bags that are labelled degradable or compostable have been specifically manufactured to break down in the general waste stream. We can't use them for recycling because they start to degrade before they are processed.



## where does the collected soft plastic end up?



At the moment, we deliver all the soft plastics we collect via the programme to our manufacturing partner Replas in Melbourne, Australia. Replas produces a huge range of recycled-plastic products, from fitness circuits to sturdy outdoor furniture, to bollards, signage and more.

We are currently working with a number of NZ based recyclers such as Auckland based Astron with the intention that the recovered soft plastics will be recycled in NZ in the future.



## are any toxic fumes created during the recycling process?



No, there are no harmful fumes produced at all. That's because our manufacturing partner Replas uses only polyolefin polymers (plastics 2, 4 & 5) in the manufacturing process.

Polyolefin polymers are non-aromatic and non-carcinogenic, and don't contain the nasty chemicals that some polymers, such as PVC, contain. When they are heated or burnt, the fumes are quite safe to breathe.



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