

OPERATIONAL REQUIREMENTS CASE HISTORIES & SWOT FINAL VERSION



CONTENTS

1. ONLINE REPAIR GUIDE (AT).....	2
2. RE-USE COLLECTION OR ACTION DAY (AT)	3
3. FAB LAB / OPEN REPAIR WORKSHOPS (AT)	4
4. ROBIN FOOD FOODSAVING (SLO)	5
5. SUSTAINABLE SOLUTIONS FOR SOCIAL CHALLENGES (SLO)	6
6. ECO SYNERGY SYSTEM (SLO).....	7
7. ACADEMY OF FINE ARTS AND DESIGN (SLO).....	8
8. E-LIBRARY OF CLOTHING (SLO).....	9
9. REEDO LAB DO-IT-YOURSELF TAILORING FOR HIRE (IT)	11
10. RIAMABAG (IT).....	12
11. PREPARATION FOR REUSE COLLECTION (IT)	13
12. PREPARATION FOR REUSE CENTRES (IT).....	15
13. WASTE CONSULTING (IT)	17
14. ZAK-RE-USE COLLECTION BOX (GER)	19
15. KAUHOIS - REUSE GOODS STORE (GER)	21
16. COLLECTION POINTS FOR USED GOODS (PL)	23
17. REPAIR-CAFÉS (PL).....	24
18. FABLAB (PL).....	25
19. CENTER (HUB) FOR TRAINING AND WORKSHOPS (HU).....	26
20. PUBLIC REFRIGERATOR (CZ)	27
21. PUBLIC REFRIGERATOR (CZ)	28
22. UP-CYCLING WITH AN IDEA (CZ).....	29



1. Online Repair Guide (AT)

Name of the case	Online repair guide
Main interesting operational characteristics	An online Network and data bank from the public for the people. It started in Tyrol but is now extended nationwide. If you log in you can see a number of services that can be categorized in different repair-services and will show companies in a particular area. The quality of the service given by the companies showed is on trust base. Unfortunately, we cannot check this directly. An online evaluation of the companies is also very susceptible to counterfeiting and therefore hardly meaningful. But if a repair shop turns out to be particularly positive or negative, we are very grateful for feedback. The respective address of the state is always with the repair company. You help us to improve the quality.
Involved cooperation partners	<p>Abfallwirtschaft Tirol Mitte</p> <p>Ministry of Life; Austria Glas Recycling and the respective project partners in the federal states.</p> <p>Tyrol: Tyrol State, Tyrol Economic Chamber, Tyrolean Education Forum</p> <p>Upper Austria: Upper Austria State Waste Association, Upper Austria, Climate Alliance Upper Austria</p> <p>Styria: Association of Styrian Waste and Environmental Advisers, Styria, A 14- Unit Waste Management and Sustainability, Styrian Chamber of Commerce</p> <p>Vorarlberg: Environmental Association - Vorarlberger Gemeindehaus, Land Vorarlberg - Office for Future Issues; Wirtschaftskammer Vorarlberg</p>
Which contributions supporting this activity	<p>The goal is to achieve 100% coverage in Austria with the repair driver.</p> <p>We are looking forward to new inquiries from the federal states, which are not yet represented on reparaturfuehrer.at at the present time.</p>
STRENGTHS	Open to anybody; help from anywhere; small amount of organisational work for one person -> Network
WEAKNESSES	Evaluation not directly possible
OPPORTUNITIES	Open and free
THREATS	Negative reputable companies



2. Re-Use collection or action day (AT)

Name of the case	Re-use collection or action day
Main interesting operational characteristics	It's an Event taking place at the Recycling Facility and is for old and young people, for families, kids and everybody else. It's a collection point / day for reuse collection and there are games bringing the topic of separation of waste playful closer to kids. It's an initiative that was coming up from a Events planned for the 20th anniversary of the ATM.
Involved cooperation partners	The collection day is an Event created by a collaboration of a network from the local community and the ATM, WAMS and Land Tirol.
Which contributions supporting this activity	Free entrance, collection of re-use goods, kids-program, etc.
STRENGTHS	low threshold
WEAKNESSES	just one day / not frequently
OPPORTUNITIES	bringing the topic of separation of waste playful closer to kids
THREATS	frequently needed or permanent installed



3. FAB LAB / open Repair Workshops (AT)

Name of the case	FAB LAB / open Repair Workshops
Main interesting operational characteristics	<p>What is a Fab Lab? Fab labs are a global network of local labs, enabling invention by providing access to tools for digital fabrication</p> <p>What's in a Fab Lab? Fab labs share in evolving inventory of core capabilities to make (almost) anything, allowing people and projects to be shared</p> <p>What does the fab lab network provide? Operational, educational, technical, financial, and logistical support beyond what's available within one lab</p> <p>Who can use a fab lab? Fab labs are available as a community resource, offering open access for individuals as well as scheduled access for programs</p> <p>What are your responsibilities? safety: not hurting people or machines operations: assisting with cleaning, maintaining, and improving the lab knowledge: contributing to documentation and instruction</p> <p>Who owns fab lab inventions? Designs and processes developed in fab labs can be purchased and purchased, but should remain available for individuals to use and learn from</p> <p>How to use a fab lab? Commercial activities can be prototyped and incubated in a laboratory lab, but they are not conflicting with other uses</p>
Involved cooperation partners	Förderverein Technik Tirol; Location Agency Tyrol; City of Innsbruck; MPreis; freeform4usuccess
Which contributions supporting this activity	Open source soft- and hardware
STRENGTHS	Open and almost free use of high-tech tools
WEAKNESSES	Not for commercial use
OPPORTUNITIES	orientation of young people into new trends; use of waste design; vintage is a trend; everybody can get in touch with technology; define role models - role models create followers
THREATS	cheap products from China determine the price level



4. Robin Food Foodsaving (SLO)

Name of the case	Robin Food
Main interesting operational characteristics	Robin Food is an entrepreneurial project created with the help of the Slovenian Enterprise Fund. The aim of the project is to reduce the amount of food waste. By reducing the amount of food waste, the vision of the founders is to make the food sector more environmentally and socially friendly. The project consists of for-profit and non-profit activities. The for-profit part is directed at stimulating the promotion of food circulation by in-store sales. The non-profit activity is focused on the organisation of food donations for humanitarian purposes using the already established distribution networks of partner organisations. At the Robin Food store you can buy excess food, food right before its expiry date, or food with damaged packaging at affordable prices. Thus, Robin Food opens an alternative sales channel that ensures that a smaller amount of edible foods ends up as waste. At the same time, it helps people from vulnerable groups to be able to afford more favourable purchases of quality food. https://www.dnevnik.si/1042777360
Involved Cooperation Partners	Robin Food wants to raise Slovenia to its feet by establishing the largest sustainable trade. They also want to become the main actor in the distribution of food surplus in Slovenia. Both shops and restaurants will consist of items that have already been written off by businesses or citizens, which will give them a return to their lives and add much more added value than a unique decor, and the director of KROGOS trgovina in storitve d.o.o., g. Iztok Lugarič, who manages the first Robin Food store in Slovenia. Sustainable food trade with food surplus where food is saved from waste with its mission of changing the system for a better world without discarded food.
Which contributions supporting this Activity	Projects, sales on the market, donations
STRENGTHS	Cut food waste by 30% by 2025 and by 50% in 2030, make food donations easier, make “best before” and “use by” labels less confusing.
WEAKNESSES	In developed countries food is wasted mostly at the end of the chain, at distribution and consumption.
OPPORTUNITIES	Everyone has a responsibility liability and education, as most consumers do not understand the precise meaning of “best before” and “use by” labelling.
THREATS	We should address the shortcomings of existing EU legislation where it hinders food donations in Slovenia.



5. Sustainable Solutions for Social Challenges (SLO)

Name of the case	Smetumet
Main interesting operational characteristics	<p>Society seeks sustainable solutions for various social challenges. In a perfect and recognizable style, he introduces them in the form of copyrighted products, activist events and professional services in the prevention of waste generation and reuse.</p> <p>It uses excess, waste and natural materials from the local environment and employs people with special needs.</p> <p>Smetumet is a non-governmental, non-profit organization that has been operating since 2007 in the public interest. It was founded as a consequence of critical thinking about disturbance, everyday habits and ways of modern life. The work of the society is based on strong ecological and ethical principles, its purpose is to raise awareness as widely as possible population through practical and useful work.</p>
Involved Cooperation Partners	<p>They collaborate and interact with related organizations, and extend their concepts by hosting at round tables, seminars, conferences, festivals, school, kindergartens and other events, and by presentations in the media. In Ljubljana they have their own store, which is also a gallery, office, workshop, collective center, lecture room, library, shop, teapot, studio, warehouse, info point, creator, waiting room, processing room and space for creative debate and reflection on the world, people, things, trash.</p>
Which contributions supporting this Activity	City Municipality of Ljubljana, donations, projects, sales
STRENGTHS	<p>Circular economy package</p> <p>Thematic strategy on waste</p> <p>Roadmap to a resource efficient Europe</p> <p>Directive 2008/98/EC on waste</p> <p>Fashion trend upcycling</p>
WEAKNESSES	Lack of appropriate price signals to stimulate use of secondary materials and to reduce the consumption of virgin materials
OPPORTUNITIES	New trends in garbage collection, consumers focus on environmental and social values, the development of social responsibility.
THREATS	Waste material is still expensive to process into new product.



6. Eco Synergy System (SLO)

Name of the case	Eco Synergy System
Main interesting operational characteristics	<p>They are launching a new system that changes the attitude of consumers and industry to waste packaging, waste, and the environment. With a new way of recycling, users with bonuses for home and households are rewarded.</p> <p>All products in the store will be labelled with the EcoSynergy System label included in the system of organized recycling of packaging, for which the manufacturer receives an annual certificate of extended liability of the packaging, which is transferred to the European utility companies in the EcoSynergy System. For all food and non-food products in the packaging labelled with a label included in the collection and reprocessing in the EcoSynergy System, the user for the delivered packaging obtains a credit rating. By purchasing a product labelled with the EcoSynergy System label, the consumer gets a double benefit, namely: a label can be used in a service network in each region with a 10% discount on services such as: hairdressing, car, health, sports, home and household services, etc .; through the submission of packaging to utility companies, EKOKUPON and the possibility to purchase products for home and household at production prices;</p> <p>http://www.ecosynergysystem.com/</p>
Involved Cooperation Partners	<p>Reduction of disposable packaging, ban on plastic bags - free, motivation for waste separation.</p> <p>They cooperates with utility companies and municipalities in Slovenia.</p>
Which contributions supporting this Activity	Projects, Sales of packaging, payment of utility companies.
STRENGTHS	Legislation on the reduction of disposable packaging, the need to conserve resources, the trend in the use of reusable packaging.
WEAKNESSES	The existing scheme and legislation do not support change
OPPORTUNITIES	New models of motivation for consistent separation of waste, especially epoxy packaging
THREATS	The ossification of legislation, the slow introduction of legislative changes



7. Academy of Fine Arts and Design (SLO)

Name of the case	Academy of Fine Arts and Design
Main interesting operational characteristics	Students - industrial designers plan products, services, systems. With each creation we create negative effects on the environment, consequently on the human being. The Academy Sustainable design is an environmentally responsible design that, in the design of the product, takes into account all stages of its entire life cycle. This means that we must think about the correct choice of materials, the consumption of energy for the production of materials and the product and its packaging. We need to think about the transport routes, about what the product will be going through during its use and after its lifetime expires. In particular, in the development of products, it is not enough to consider the choice of materials from the perspective of the expected life span. Such a case is, for example, a toothbrush whose recommended use time is three months. Unfortunately, her handle is made of a durable polymer, which would last for ten years. It's absurd on a global scale! Therefore, at the planning stage, we must decide which environmental guidelines we will pursue. Reuse is a major challenge or the younger generation. http://www.aluo.uni-lj.si/mednarodno/
Involved Cooperation Partners	Academy works with faculties within the University of Ljubljana, in particular with the Faculty of Natural Sciences and Technology, the Department of Textiles, with public companies, companies in the field of environmental protection, shops and incubators, Reuse centre. They participate in international fairs and exhibitions
Which contributions supporting this Activity	state - budget
STRENGTHS	regulatory requirements for re-use; obligation to include reuse according to the educational concept
WEAKNESSES	work is not valued in the product, although the labour cost in Slovenia is the highest public procurement does not allow the purchase of a reuse of products declarative support of a closed loop - there is no green balance that would evaluate the true price of the product
OPPORTUNITIES	orientation of young people into new trends; use of waste design; vintage is a trend
THREATS	cheap products from China determine the price level in Slovenia no own production - there are no professions and workers in the field woodworking, dressmaking and craftwork



8. e-library of clothing (SLO)

Name of the case	e-library of clothing
Main interesting operational characteristics	<p>Kabiné Šerinjon is the name of the web and mobile platform, which enables free rental of clothing and fashion accessories of Slovenian fashion designers and vintage clothes from the Center for re-use. Kabiné Sherinon is the opposite of fast, raw and mass production and consumption of clothing. The project, which stimulates critical thinking, questions the self-evidentness of possessing an ever-new one, based on collaborative consumption or sharing, is the result of the cooperation of the three faculties of Ljubljana - the Health, Natural Science and Engineering and the Faculty of Computer Science - and the Ljubljana Snaga. Kabiné Sherinon is changing the attitude towards goods and revealing the dark side of fast fashion that far from our eyes is exploiting individuals and society inhumanly. The purpose of the project "The Dark Side of the Web" is awareness raising through the website and the mobile application Kabiné Šerinjon, and enables the rental of quality, unique fashion apparel and accessories of Slovenian fashion designers and clothing vintage.</p> <p>https://www.ljubljana.si/sl/aktualno/kabine-serinjon-prva-slovenska-e-knjiznica-oblacil/</p>
Involved Cooperation Partners	They participate with faculties of Ljubljana - the Health, Natural Science and Engineering and the Faculty of Computer Science, the Ljubljana Snaga and CPU Ljubljana.
Which contributions supporting this Activity	donations
STRENGTHS	<p>Directive 2008/98 EC, WMP+ WPP</p> <p>Ljubljana is the green capital city of Europe</p> <p>Concept circular economy</p> <p>2nd level - separate collection of waste in EU</p> <p>Zero waste</p>
WEAKNESSES	<p>high taxes on reuse products and services</p> <p>highly taxed work - also vulnerable groups</p> <p>no support for reuse & social economy</p> <p>the principle of the lowest price</p> <p>declarative support to the circular economy</p> <p>Consumer orientation</p>
OPPORTUNITIES	using social networks for sharing



	<p>high environmental awareness</p> <p>clean and safe environment</p> <p>SH trend</p> <p>sustainable orientation</p> <p>legislation (national, EU)</p>
THREATS	<p>the dominant consumption of low-cost products</p> <p>limiting local providers</p> <p>exploiting the environment in favour of profit</p> <p>disregarding the load capacity of the environment</p>



9. Reedo Lab Do-It-Yourself tailoring for hire (IT)

Name of the case	Reedo Lab
Main interesting operational characteristics	Classic tailor-made tailoring, professional courses in modelling and packaging and tailoring for hire; option for which, paying by the hour, you learn what you want, using equipment and machinery of the lab and taking advantage of the advice of the tailor
Involved Cooperation Partners	Cooperative ReeDo Hub, teachers and students
Which contributions supporting this Activity	This activity is realised also as an economic activity, so it has its own financial statements
STRENGTHS	It doesn't depend on public support
WEAKNESSES	It depend on the capacity of selling
OPPORTUNITIES	By its development it can hire people
THREATS	Losing its aim of reuse



10. RiamaBag (IT)

Name of the case	RiamaBag
Main interesting operational characteristics	The Riama Bags are made entirely by hand by children with different skills of the Social Cooperative New Horizon ONLUS of Rimini. The young people of New Horizon guarantee, in fact, starting from their personal and particular experience, the new interpretations of the material at the base of the production. Their different skills become the source, inexhaustible because collective, of the continuous reinvention of the product. With them, Riama Bag becomes a testimony of social ecology: of the possibility of realizing the virtuous circle of valorisation of all human and material resources.
Involved Cooperation Partners	The cooperative New Horizon of Rimini and different public and private company, from the municipalities of Rimini, Bellaria, the Province, HERA etc.
Which contributions supporting this Activity	
STRENGTHS	Involvement of people with disabilities
WEAKNESSES	the availability of materials
OPPORTUNITIES	Development of the activity in order to involve even more categories of person
THREATS	The support from public e private partner



11. Preparation for Reuse Collection (IT)

Name of the case	Preparation for Reuse Collection Areas in Waste Collection Centres
Main interesting operational characteristics	<p>Located in the waste collection centres.</p> <p>Managed by a unique waste operator also managing the collection centre.</p> <p>Unique place of dischargement of waste and potential reusable waste by the citizens.</p> <p>The decision of what is reusable waste and non-reusable waste is responsibility of the manager, not of the citizens.</p> <p>The management of these areas is integrated in the management of the collection centres.</p>
Involved Cooperation Partners	<p>Waste management companies</p> <p>Social Services</p>
Which contributions supporting this Activity	<p>Public procurement clauses on the creation of these areas.</p> <p>Educational/communication activities in these areas addressed to the citizenships/schools/etc.</p> <p>Disadvantaged job insertion</p>
STRENGTHS	<p>Located in the waste collection centres.</p> <p>A single waste operator is good to avoid conflicts and to be a single reference organization for the public sector.</p> <p>A unique place of discharging for the citizens is easily and massively accessible.</p> <p>An area where the potentially reusable waste is selected by properly trained operators guarantees maximization of reuse.</p> <p>The responsibility of the waste operator on the decision of what is reusable waste and non-reusable waste, leads to a better selection.</p> <p>Better performances in recycling and reuse are reached through the management of these areas within the management of the collection centres.</p> <p>Disadvantaged people job insertion.</p>
WEAKNESSES	<p>Costs</p> <p>Necessity of a good and fast communication between reuse centres and collection centres.</p>



<p>OPPORTUNITIES</p>	<p>Maximization of the interception of waste and potentially reusable waste.</p> <p>Optimization of waste logistic.</p> <p>No need of setting up new locations for preparation for reuse.</p> <p>Legal, ethic, transparent, traceable management of waste, preparation for reuse and reuse.</p> <p>Operational transposition of the Directive EU 2018/851.</p> <p>Organization of strong cultural action towards citizens.</p> <p>Integration between advantaged and disadvantaged people, cultural, environmental and social growth.</p>
<p>THREATS</p>	<p>Thefts during the night</p>



12. Preparation for Reuse Centres (IT)

Name of the case	Preparation for Reuse Centres
<p>Main interesting operational characteristics</p>	<p>Authorized preparation for reuse procedures.</p> <p>Presence of a “logic warehouse” with the possibility to use different layouts depending on the seasonality.</p> <p>The flow of intercepted materials is monitored through a system of “talking labels” and a logistic standardization in order to trace the flow and verify its economic and environmental sustainability.</p> <p>Weighing of waste and goods after the preparation for reuse activities.</p> <p>Storage in the “waste area”.</p> <p>Preparation for reuse activities.</p> <p>Storage of the goods in the ”goods area”.</p> <p>Delivery to the customers.</p> <p>Disadvantaged people job insertion.</p>
<p>Involved Cooperation Partners</p>	<p>Currently none</p>
<p>Which contributions supporting this Activity</p>	<p>Currently none</p>
<p>STRENGTHS</p>	<p>Punctual data on actual reuse and preparation for reuse.</p> <p>Authorized preparation for reuse procedures make possible the distribution to retail and wholesale of used goods.</p> <p>Simple and defined procedure for preparation for reuse activities and consequent job placement of disadvantaged workers</p> <p>The flow of materials is managed by operators authorized to treat waste with the proper know-how and organization to establish what is waste and what is non-waste through clear procedures.</p> <p>Waste reduction in a legal and ethical manner.</p> <p>Integration between ease and discomfort target of workers, cultural and social growth.</p> <p>Disadvantaged people job insertion.</p>
<p>WEAKNESSES</p>	<p>Very strict work-organization that needs a strong willingness of social enterprises and local authorities involved.</p>



	<p>Heavy waste legislation and burocracy for preparation for reuse, high costs.</p> <p>Unsustainability because of the lack of a simplified legislation on preparation for reuse and of an economic support from the public sector or from the producers (EPR).</p>
OPPORTUNITIES	<p>Serious and global need of a legal, ethic, transparent, traceable management of waste, preparation for reuse and reuse.</p> <p>Clear criteria for donations to solidarity operators in collaboration with Social Services/charity institutions/associations (e.g. vouchers for disadvantaged households identified by Caritas) or to schools or private companies (es. books and toys for pediatrists).</p> <p>Transposition of the Directive EU 2018/851.</p> <p>Light waste legislation for preparation for reuse.</p> <p>Regulamentation and alignment in managing preparation for reuse at a national level.</p> <p>Reducing the risk of feeding illicit and/or non-transparent and non-traceable supply chains.</p>
THREATS	<p>Unfair competition by illicit organizations.</p> <p>Producers and consumers trend.</p> <p>Impoverishment or closure of social enterprises with heavy consequences to the territory texture and to the reuse and preparation for reuse targets, locally and globally.</p>



13. Waste Consulting (IT)

Name of the case	Waste consulting
Main interesting operational characteristics	<p>The “Sustainability Front Office” of Vicenza works for waste prevention and recycling, sustainable mobility, energy saving. It is an experimental service of the Municipality managed under a public procurement by Insieme. The aims: to make citizens aware of the culture of the circular economy in order to ensure sustainable growth of the city, to spread the culture of renewable energy/energy efficiency and sustainable mobility, to promote environmentally friendly behaviors among citizens.</p> <p>Round tables on waste sector at a local and national level.</p> <p>Visits to Insieme’s facilities or consulting requests from social enterprises, municipalities and waste management companies all around Italy.</p>
Involved Cooperation Partners	<p>Currently none except for a consultation/discussion in progress between Insieme and regional and national public sector on the matter of reuse and preparation for reuse regulation.</p>
Which contributions supporting this Activity	<p>Currently none</p>
STRENGTHS	<p>Flexibility and organizational/operational skills of Insieme/social enterprises.</p> <p>Knowledge of the territory, reputation, relational equity of public and social operators.</p> <p>Great communication potential on environmental matters through the public and social operators.</p>
WEAKNESSES	<p>Experimentation with a short-term (18 months) of the Sustainability Front Office.</p> <p>Impossibility of the social enterprises and unavailability of the municipalities/waste management companies to use their funds to pay the visits and consulting.</p>
OPPORTUNITIES	<p>Willingness of the municipalities/waste management companies to develop an experimental project or to replicate Insieme’s model on reuse, preparation for reuse, waste management.</p> <p>Support to the continuous improvement of the urban model of prevention, management and innovation in the waste sector, in line with European directives;</p> <p>Give citizens, public and private companies the opportunity to follow the flow of waste and potential assets legally and traceable, combating often illicit lucrative management and with highly negative environmental and social impacts.</p>



	<p>Give access to cheap but high value content goods to an increasing number of citizens.</p> <p>Relocating old and new categories of fragile people to the labour market and society.</p> <p>By carrying out the service aimed to the citizens of Vicenza, Insieme has the opportunity to share with the public sector skills, organization, experience and know-how, particularly in the relationship with the various stakeholders of the territory.</p> <p>The strategies for the waste reduction can be useful and relevant for other existing policy areas, such as sustainable consumption and production policy, energy saving and sustainable mobility.</p> <p>Serious and global need of a legal, ethic, transparent, traceable management of waste, preparation for reuse and reuse.</p>
<p>THREATS</p>	<p>Legislative fragmentation and the absence of an implementing decree that regulates the re-use, preparation for reuse and the authorized operators.</p> <p>The current national legislation is obsolete and inadequate compared to the EU objectives.</p> <p>Advancement of unethical/illegal operators in waste management or, not illegal but with a reduced usefulness to the community, of private companies who do not pursue social and environmental goals.</p> <p>In general, there is a risk of a deviation from the European directive.</p> <p>Changes in the political framework and consequent changes in the public priorities, in which a short experimental project is very fragile, the cooperation between public and social sector can be discussed, the transposition of the European directive can be badly interpreted and/or badly applied.</p>



14. ZAK-Re-use collection Box (GER)

Name of the case	ZAK-Re-use collection Box
Most important interesting operating features	<p>The ZAK box was issued for a test phase in the period from June to October 2018 in the ZAK area in a number of 3,000 pieces.</p> <p>The 4 largest out of a total of 36 recycling centres were selected as distribution and collection points. Four used goods stores in the ZAK area also served as collection points and took over sorting and quantity collection by weight. Scales and standardized weighing protocols are provided by the ZAK. The test should provide insights on organization, response and willingness among citizens, quality of goods, relationship between donated and reusable, saleable goods. Citizens were given information about the ZAK box through flyers (2,500), the ZAK website, advertisements and articles in the regional press, as well as local radio and TV and the ZAK box itself, with printed information about content, etc.</p> <p>It was important to inform the citizens about what should be given in and what not. As desired contents were called: household goods, dishes, small electrical appliances, books, toys, sporting goods and tools, all in usable condition. It was also important to note that the donation of the goods serves both waste prevention and a social purpose.</p> <p>The interest and willingness to donate of the citizens was so great that the quantities at times exceeded the capacity for sorting and recording the donations. In the measuring period from 26.06.-19.09.2018 5,494kg of goods, of which 3,453kg were graded as saleable.</p> <p>64% of the goods could thus be put into the reuse cycle. However, the rest of the goods are not unusable or unsaleable goods, but the goods have also been sorted out if this category (for example toys) was not part of the department store range.</p> <p>Thus, the ratio could be significantly increased by building a network with other customers for special goods or a broader range.</p>
Involved cooperation partners	ZAK, recycling-centres, used goods stores
Which contributions supported this activity?	<p>ZAK:</p> <p>Management, logistics, equipment, investments (ZAK box, advertising / PR), training and education, issue and acceptance at recycling centers.</p> <p>Re-Use-Goods-Stores:</p> <p>People with restrictions on sorting and quantity collection, sale of ready-to-use items, pick-up of full and return delivery of empty boxes to the recycling depots.</p>
Strengthen	Very high attention and acceptance among the citizens



	<p>Promoting awareness of reuse and sustainability and social engagement</p> <p>Large return of goods for recycling in the cycle of reuse.</p>
Weaknesses	<p>Loss / Inaccuracy:</p> <p>Type and amount of article donations are difficult to estimate in advance and are not controllable. This creates a difference between the goods you could sell, but e.g. for reasons of the assortment but also the quality cannot sell.</p>
Opportunities	<p>With a further expansion of the network of customers and points of sale, the quota (64%) and therefore the number of goods in the reuse cycle can be significantly increased.</p> <p>By increasing the number of boxes as well as receiving and dispensing points, the total amount of articles can be significantly increased.</p>
Threats	<p>If too much of the goods have to be sorted out, citizens might get the impression that their donations are only made in a roundabout way. That would be a cause for criticism and could sustainably damage established consciousness and trust.</p> <p>The conflict of interest that the responsible for the department stores might have. (eg economy, motivation, effort, yield, use) Lack of competence, acceptance or motivation in the sorting groups, which has a clear impact on the quality and quantity of the output.</p>



15. KauHOIs - ReUse Goods Store (GER)

Name of the case	ReUse Goods Store, KaufHOIs, Kempten
Most important interesting operating features	<p>At the end of 2017, the existing second-hand goods store "Allerhand" in Kempten was about to be sold out. Massive problems in the areas of personnel, organization, marketing and pricing led to falling acceptance among customers and partners as well as significant slumps in sales figures. Therefore, the former carrier "Kempodium Kempten" decided to abandon the operation, which was discontinued in December 2017.</p> <p>In order to get a second hand goods store for the important Kempten site, ZAK bought the building and successfully rebuilt it with a new operator to promote waste prevention and reuse in this area.</p> <p>Since the Psycho-Social Aid Association HOI e.V. already successfully took over the operation of two recycling depots for the ZAK, ZAK and HOI agreed to rebuild the department store in Cooperation, the name KaufHOIs was born.</p> <p>At the beginning of 2018, the building was renovated by ZAK and the cooperation agreements were drafted, which essentially included:</p> <p>ZAK owns and rents the building to the HOI Verein.</p> <p>HOI is building an integrative department store focusing on the HOI clientele, the mentally ill and the disabled.</p> <p>The department store is set up as an independent unit in the work and employment area of the association. The department store is run as a tax-privileged utility company and receives a monthly operator fee from the ZAK for the operation and the services listed below.</p> <p>The operator fee serves as a support for stability in the case of changeable sales developments but should promote a commercially successful operation and not replace it.</p> <p>In early April 2018, the new KaufHOIs opened in Kempten for a first training phase before the official opening in July 2018, so that management and staff found time to get involved. This phase was intensively accompanied by trainings, meetings and trainings by the project manager of the ZAK.</p> <p>The intensive training proved to be absolutely necessary to achieve the economic stability through the successful development of product, price policy and thus also satisfactory sales figures. The Psychosocial Aid Association would have been on its own, overwhelmed with marketing, organization and economic orientation. April to August results show a monthly increase of € 2,000 per month, surpassing target sales in August by € 7,000. The very positive response from the citizens with regard to willingness to donate and willingness to buy</p>



	<p>used goods also speak in favour of intensive training in terms of presentation, product range, pricing policy and customer service.</p> <p>Even today, in October 2018, the positive development continues. The coaching for management and personnel must continue to be carried out in order to ensure the economic stability of the KaufHOI in the long term as well as medium and long term.</p>
Involved cooperation partners	<p>ZAK Abfallwirtschaft GmbH</p> <p>Psychosozialer Hilfsverein HOI e.V.</p>
Which contributions support this activity?	<p>ZAK: building, management, logistics, equipment, training, operator fee, marketing, PR advertising,</p> <p>HOI: operation of the department store with staff, rental, pick-up service and delivery to KauHOIs customers and other services in the area (apartment clearance, clearing out)</p>
Strengthen	<p>Continuation of already proven cooperation between ZAK and HOI.</p> <p>Extensive possibilities of the public-legal disposer ZAK with collection (ZAK box), advertisement / PR, management, training and support by operator flat-rate. The operation of the KaufHOI by HOI as an accepted social welfare institution in the region. 7% VAT on the sale of used goods.</p>
Weaknesses	<p>The cooperation partners ÖrE and Sozialer Verein have to adapt to unfamiliar perspectives on both sides. For example, A social club is not always familiar with the economic point of view or the focus of a public waste disposal company on reuse and waste prevention.</p>
Possibilities	<p>If the co-operation between ÖrE and the Social Association is sustainable, this form of co-operation can be transferred to other ReUse areas (for example collection boxes) as well as to other regions and FUAs.</p>
Threats	<p>Excessive demand of the Psychosocial Aid Association with the unusual focus on profitability and sales orientation.</p> <p>As a result, disagreements and conflicts over different interests of cooperation partners can occur.</p>



16. Collection points for used goods (PL)

Name of the case	Collection points for used goods - Selective Collection Points for Municipal Waste (SCP)
<p>Main interesting operational characteristics</p>	<p>The obligation to create Selective Collection Points by municipalities was imposed by the Waste Act and Maintaining Cleanliness and Order in Municipalities Act.</p> <p>An efficiently functioning SCP should be an integral element of the municipal waste management system and become the key to achieving the required levels of recycling and preparing for re-use. This is also part of the guidelines of the European Commission of December 2, 2015 in the field of creating a circular economy.</p> <p>Every Selective Collection Point has its own rulebook. The regulations contain information such as: address, opening hours, type of items/waste accepted, type of items/waste not accepted. Some of Selective Collection Points have additional requirements that results from the development activity (Re-Use Point).</p> <p>In 2017 in SCP in Torun the total amount of waste was 4432,593 [Mg], including: bulky waste 478,580 [Mg], used electrical and electronic equipment 38,666 [Mg].</p> <p>Many Points also organise ecological educational campaigns, competitions and workshop for raising public awareness.</p>
<p>Involved Cooperation Partners</p>	<p>Municipal Waste Management Company Waste Disposal Company (EkoWisla)</p>
<p>Which contributions supporting this Activity</p>	<p>Buildings, Delivery/Pick-up, Management, Logistics, Equipment, Staff, Handling Waste, Sorting , Storage</p>
<p>STRENGTHS</p>	<p>Available to residents Infrastructure adapted to storage</p>
<p>WEAKNESSES</p>	<p>Collected used goods due to the law can't be used again for example sale, given away Situated away from the city centres</p>
<p>OPPORTUNITIES</p>	<p>Due to the fact that Point is collecting used goods, next to it can be built Re-Use/Repair Workshop, FabLab or other object suitable for Re-Use activities</p>
<p>THREATS</p>	<p>No changes in law, restrictions in law Low public awareness</p>



17. Repair-Cafés (PL)

Name of the case	Repair Cafes
Main interesting operational characteristics	<p>The first cafe was only opened in 2016 in Pila. It was the first such initiative in Poland. Next two new were opened this year in Warsaw and Katowice.</p> <p>This type of activity is just starting in our country. This is due to the poor awareness of society.</p>
Involved Cooperation Partners	<p>In other Cities:</p> <p>Associations</p> <p>Non-governmental organizations</p> <p>In future in Torun:</p> <p>European Cooperation Youth Centre (Non-governmental organizations)</p> <p>Tilia Association</p> <p>Regional Centre of Social Policy</p>
Which contributions supporting this Activity	Communication and educational, integration, repair,
STRENGTHS	<p>Available to residents</p> <p>Residents can repair broken items for free and get to know how deal with minor faults at home</p> <p>Used products get their second live - zero waste activity</p> <p>No costs of repairing items</p> <p>Residents integration</p>
WEAKNESSES	<p>There is no chance to repair everything due to lack of time and repair equipment</p> <p>Availability of specialists (voluntary basis)</p>
OPPORTUNITIES	<p>Chance to promote initiative of the second life of products</p> <p>Itmes will not be thrown away</p> <p>the opportunity to integrate and support disable and exluded people - they can help/work in Repair Cafe</p>
THREATS	Repair of electrical and electronic equipment - the risk of injuring both the repairer and the owner of the equipment



18. FabLab (PL)

Name of the case	FabLab “Wedka” in Torun, “Pracownia” in Bydgoszcz
Main interesting operational characteristics	<p>The association “Wedka” which one of the activities is FabLab was appreciated for its activities, by receiving many awards.</p> <p>The association ‘Pracownia’ is a unique place consisting of: makerspace, hackerspace and chillspace. Makerspace - municipal workshop, creative zone for craftsmen, manufacturers, designers, craftsmen. Hackerspace - an open social technology and electronic laboratory for individual and group experiments. Chillspace - a free space open to culture, relaxation and fun, the platform of exchange, created by people and for people.</p> <p>Currently, the association ‘Pracownia’ as part of the Forget Heritage project (Interreg Central Europe) creates a workshop Makerspace - an open technological workshop. The aim is to increase the competence of the local community of young craftsmen, deepen their integration and create a platform for supporting and educating young entrepreneurs on the labour market.</p> <p>‘Pracownia’ is the association because, the highest authority is the General Meeting of the Association Members, that is, all members. This means that in this organizational unit, cooperation between people creating is so important. Power is in the hands of everyone and everyone has a voice in matters concerning the future of the whole project.</p>
Involved Cooperation Partners	non-governmental organisations and associations
Which contributions supporting this Activity	Buildings/rooms, equipment, integration, repair,
STRENGTHS	Available to everyone; Possibility to do something yourself; The development of creativity; Residents integrations
WEAKNESSES	the need to obtain funds for materials and equipment
OPPORTUNITIES	the opportunity to integrate and support disabled and excluded people or even children - they can help/work spend free time in FabLab, learn something new
THREATS	<p>Nowadays it is easier to buy new products or even from second hand at websites like e-bay</p> <p>The majority of society prefer to spend free time in different way</p>



19. Center (HUB) for Training and Workshops (HU)

Name of the case	Center (HUB) for training and workshops
Main interesting operational characteristics	The aim of a smart re-use park is two-fold: on one hand it contributes to the environmental sustainability by prolonging the use-phase of products and on the other hand it promotes the environmental awareness by its demonstrating and education activity. A dedicated facility integrating several re-use related activities and education (Center HUB) can be a very modern, smart city feature.
Involved Cooperation Partners	Schools Municipality Civil initiatives Citizens
Which contributions supporting this Activity	The close cooperation between concerned actors highly contribute to maximizing the addressed targets on environmental awareness raising: schools with teachers are in daily contact with the students, youths as the most important target group. The municipality can assist to the promotion of re-use related activities. The civil initiatives always bring new ideas and approach to the environmental ecosystem both from environmental and social dimensions.
STRENGTHS	Education always considered as the best investment for the future One-stop-shop for all re-use related activities and education The main target group (children, youth) is clearly addressed.
WEAKNESSES	The bureaucratic burdens can set back significantly the initiative The location of the Re-use Centre is not favourable
OPPORTUNITIES	The education activity can lead to a significant increment of re-use park activities due to the popularity among the citizens The successful realisation can serve as a best practice for other waste management sectors.
THREATS	The activity itself is not self-sustainable. External financing is continuously needed. Negative impacts on overall economic situation of the country has negative consequences on public and their consciousness.



20. Public Refrigerator (CZ)

Name of the case	Public Refrigerator - Ostrava
Main interesting operational characteristics	<p>On June 28, 2017, the Ostrava Food Bank opened the first public refrigerator in Moravia. It wants to prevent unnecessary ejection of food that people cannot consume while helping the needy.</p> <p>The money for the purchase and operation of the fridge was gained by the visitors of the Colours of Ostrava festival, who collected the points by mobile application - Help by movement, for which CEZ Foundation donated 50,000 crowns to Food Bank.</p> <p>The food bank continuously supplies the food to the fridge. The food can be worn by everyone who has something extra at home. Detailed instructions on what food you can put in is on the refrigerator. They should be packed originally, the packaging should be undamaged and the date of consumption should not elapse. Home-made products are not suitable.</p> <p>The fridge is in Ostrava suburb Fifejdy, in the street Gen. Píky, in front of the House for Women and Mothers with Children. This house is run by the Salvation Army, which resolved the trouble of Food Bank with a search for a suitable place, and took care of the operation of the refrigerator.</p> <p>In the Czech Republic, shared refrigerators are functioning only in the Bohemia, namely in Plzeň, České Budějovice, Pelhřimov, Chrudim and Prague. Some of them are operated within private areas, such as shops or cafes.</p> <p>The ČEZ Foundation has supported the food bank project several times. "We are very fond of activities that promote responsible behaviour, community coexistence and help for the needy. In addition, the public fridge is an innovative act that moves these themes even further," said director of the ČEZ Foundation, Michaela Zikova.</p> <p>Sources: https://ostrava.rozhlas.cz and https://moderniobec.cz/</p>
Involved Cooperation Partners	Czech Federation of Food Banks, organizations working in the field of social services (Salvation Army in this case) , supermarkets or other private organisation
Which contributions supporting this Activity	Mainly private funds (in this case ČEZ foundation), eventually local authorities funds, Czech Federation of Food Banks and other sources of food from markets, supermarkets and private persons
STRENGTHS	Prevention of food waste before the expiry date



	<p>Targeting a socially weak placement with an organization dealing with social issues</p> <p>Project support also from the private sector</p>
WEAKNESSES	<p>Problematic location of the fridge - local residents are afraid of collecting non-adaptive populations.</p> <p>The need to ensure the management and maintenance of the refrigerator</p> <p>Poor advertising leads to a lack of food in the refrigerator, which must be supplemented by a food bank.</p>
OPPORTUNITIES	<p>The possibility to include smaller and medium sized food organizations in cooperation</p> <p>Location in other places associated with social activities</p>
THREATS	<p>In other cities, food does not really reach the socially weak citizens, and due to poor management, the refrigerator can be empty.</p> <p>Should be a loss of good name for the project.</p>

21. Public refrigerator (CZ)

Name of the case	Moment - Charity shops Ostrava
Main interesting operational characteristics	<p>MOMENT CZ is a generally beneficial company that financially supports other non-profit organizations through the operation of the charity network called MOMENT charity shops.</p> <p>Company MOMENT ČR, o.p.s. was created in 2012 by inspiration through the Western European system of community financing of public benefit projects called charity shops. A simple and efficient model links support for the development of civil responsibility with the financial support of specific socially and environmentally beneficial projects.</p> <p>The operation of this company is based on the principle of donation and sale of used clothing and other household goods by fellow citizens. Delayed goods are sorted into that which is saleable, and unsold pieces are transported by the firm dealing with waste collection. The main idea is that people give things that they do not themselves need to the shops directly or through organized collections, other people are buying them in these shops. Profit from their sales financially support selected public benefit projects. They also employ people with health or social disadvantage and use volunteer activities.</p>



	<p>For more than 5 years, they have been helping the needy so easily and efficiently. Over the course of time, 8 shops have been established to support 5 non-profit organizations.</p> <p>Source: http://www.moment-ops.cz</p>
Involved Cooperation Partners	<p>Based in particular on the volunteer principle</p> <p>Transport companies and companies dealing with waste disposal</p> <p>In cooperation with the Labour Office, they employ people for various reasons worse in the labour market</p> <p>Cooperation with benefit non-profit projects</p>
Which contributions supporting this Aktivty	<p>Financial support from the county, city districts, business and manufacturing companies, etc.</p> <p>OZO Ostrava provides support for the collection and processing of products withdrawn from sale.</p> <p>The workforce is partly provided by volunteer activities.</p>
STRENGTHS	<p>Support from funds of local authorities and different types of companies, because the proceeds are further provided to selected public benefit projects</p> <p>Cost savings due to the use of volunteering</p> <p>Collaboration with waste disposal company</p> <p>Supports the employment of people with health or social disadvantage</p>
WEAKNESSES	<p>The need to ensure selling places and places for collection and sorting of delayed goods</p> <p>All equipment (vans, PCs, telecommunication technologies, sewing machines, etc.) are purchased with one-off funds or provided as donations; there is no regular provision of financial resources</p>
OPPORTUNITIES	<p>Possibility of providing non-sales goods to various social organizations and charities instead of collecting them as waste</p> <p>Possibility of interconnection with other public benefit projects</p>
THREATS	<p>Lack of promotion and poor selection of range of goods can cause sale reduce and subsequent accumulation of goods</p> <p>Insufficient staffing - lack of interest in volunteering</p>

22. Up-Cycling with an Idea (CZ)

Name of the case	Up-cycling with an idea - Avion shopping park Ostrava
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<p>Main interesting operational characteristics</p>	<p>From 14th to 28th February 2018, the exhibition "Up-Cycling with an Idea" took place at the Avion Shopping Park Ostrava, which brought an entertaining theme of the up-cycling of used materials. The exhibition included mainly various artistic objects made of materials after the end of their life, for example:</p> <ul style="list-style-type: none"> - a sea horse model of 95 kg of waste material, including PET bottles, paper, wood or, for example, pieces of fabrics obtained from costumes and props of Ostrava theatre scenes; - dragon 12 meters long and weighing 160 kg of metallic materials (discarded drum of wash machines, bearings, gears and punching plates); - scorpion weighing 170 kg, made mainly from highly industrial scrap materials - tubes, bearings, wire plates, car parts or even a gas bomb; - furniture made of recycled materials, such as a seat made of a bathtub or chair made of used barrels for paint. <p>These artistic objects and furniture were created in Ostrava in the 3ART studio in cooperation with RESPIRO.</p> <p>The program of the exhibition also included lectures for schools, a workshop for visitors to the centre, during which the children learn how to work constructively and creatively with discarded materials such as chipboard or paper. As part of the creative workshops, all of them could compete.</p> <p>Avion Shopping Park Ostrava has long been trying to bring for its customers not only the shopping experience but also the opportunity to spend a good time. Therefore, it regularly offers a variety of entertainment, as well as educational or sporting activities.</p> <p>Source: https://polar.cz</p>
<p>Involved Cooperation Partners</p>	<p>Collaboration with organizations dealing with upcycling - specifically 3ART studio, RESPIRO etc.</p> <p>Advertising Agency - project promotion and attracting participants</p> <p>Educational institutions - especially schools that will participate in lectures and workshops</p>
<p>Which contributions supporting this Aktivity</p>	<p>The actions of this education type can get a contribution from the funds of local authorities</p> <p>Know-how and partially staffing are provided by co-operating organizations dealing with upcycling</p>



	All other resources - financial and personnel - are provided by the organizing entity
STRENGTHS	<p>The event is managed by the organizing shopping centre, which aims to attract, the largest number of potential customers</p> <p>Relatively good willingness of the organization to invest funds</p> <p>Involving educational institutions raise awareness of these activities among studying people and are an inspiration for teachers who can engage these activities in lessons</p>
WEAKNESSES	<p>Close range of participants - focused only on visitors to the shopping centre and schools</p> <p>The motto of the action is up-cycling, which is a term for many completely unknown, the term and the philosophy of re-use is never mentioned</p>
OPPORTUNITIES	<p>The possibility of engaging organizations dealing with re-use issues</p> <p>The possibility to obtain funds from the project titles, which are focused on the topic of waste reduction</p>
THREATS	<p>Lack of attendees due to poor promotion of the topic and action</p> <p>If the action does not bring more customers to the shopping centre, it will probably not be repeated on a similar topic</p>