

Single-use plastic



Additional advice for suppliers and manufacturers

We understand that many products are manufactured overseas and that Australian suppliers and distributors need to act quickly to ensure compliant stock is on hand for your clients. These may include retailers, hospitality outlets, community organisations, government bodies and other product suppliers. Supply time frames have also been affected by the coronavirus pandemic and other international shipping issues.

For other resources, visit www.dpie.nsw.gov.au/plastics-ban

Key steps for suppliers

1. Audit your range

Consider which items are banned and audit your range to ensure you won't be supplying banned products into NSW. If you are unsure, contact the National Retail Association (NRA) on 1800 844 946 or sustainability@nra.net.au

Please note it is an offence to supply banned items or provide false or misleading information in connection with the supply of banned items. The penalties for non-compliant manufacturers, wholesalers and distributors under the NSW ban are double that of other organisations.

2. Have a plan for banned stock

Do a stocktake and make a plan for exhausting or redistributing old stock well before the ban deadline. Don't leave this to the last minute as it is an offence to possess banned stock unless it is intended for supply outside NSW.

We recommend that you stop supplying banned items to clients in NSW as soon as possible. Show goodwill to retailers and other clients by ensuring they receive only usable stock as the ban deadline approaches.

You can continue to supply clients in other jurisdictions but please check for similar bans.

3. Order alternatives

If you manufacture alternative items, please check that these are compliant by checking if they are made from, or contain, polymers, plastic or compostable plastic and if they have met food safety requirements.

If you import or distribute alternatives, ask your manufacturer to confirm in writing that the items are compliant and safe.

Compostable or biodegradable plastics are not permitted. Regardless of brand claims or labelling, be sure to check that items do not contain any amount of polymer, plastic or compostable plastic, no matter how small.

If you are unsure if the items are compliant, contact the NRA for advice before ordering.

Throughout our engagement program, the NRA will advise retailers and other businesses to ask their supplier for written confirmation that an item is compliant with the ban. We recommend that suppliers prepare for this and take steps to give your customers confidence when purchasing items, such as adding a statement to emails, product listings, order receipts or tax invoices.

Avoiding disposable items and adopting reusable ones are preferred as alternatives, and suppliers should consider these in their range for long-term sustainability. If retailers choose disposable options, some may order less because of reduced usage, changes in customer behaviour, or cost pressures.

4. Update marketing materials

The NSW ban on supply includes displaying or advertising banned items.

To comply, we recommend you ensure your advertising and communications (for example, messages from websites, brochures and salespeople) clearly and unambiguously indicate banned products are not available in NSW.

- Even if you operate across different states (such as national businesses or websites selling partyware), you need to ensure that consumers in NSW cannot be supplied with banned items.
- Improve your website settings to prevent banned products being displayed for NSW, or add a statement on each banned product listing indicating the product is banned and not available in NSW.
- You do not need to reprint brochures for NSW but you must make it clear banned products are not available in NSW. For example, place a sticker over banned product listings.

5. Communicate to your clients

Communicate with your clients as soon as possible about the ban and the alternatives you offer.

We recommend sending reminders of key dates and any updates leading up to the ban. You can also share NRA

resources, such as posters and point-of-sale material, with your clients to help them educate their customers.

Supporting your customers through this transition and giving them timely, accurate information may help you maintain their loyalty when they might otherwise switch suppliers.

6. Make the transition early

Suppliers should stop selling banned stock to NSW clients as early as possible to avoid your clients being left with excess stock. Helping your clients transition early may prevent them switching to another supplier and also reduces supply bottlenecks at the ban deadline.

If you or your clients are likely to be left with excess unusable stock, consider:

- registering orders or interest for alternatives early to help estimate supply needs
- offering exchanges or credit for compliant alternatives (which would also help to maintain their loyalty)
- offering promotions or discounts on compliant alternatives to encourage early transitions
- encouraging recycling of non-compliant products as some recyclers will accept these in bulk volumes
- redistributing banned stock to other states. However, be aware of similar bans. We advise phasing these items out completely over the next few years.

Need help?

Visit the website:

www.dpie.nsw.gov.au/plastics-ban

Call the NRA hotline:

1800 844 946

Email the NRA:

sustainability@nra.net.au

