



COLLECTORS

WASTE COLLECTION SYSTEMS ASSESSED
AND GOOD PRACTICES IDENTIFIED

DELIVERABLE 2.3

Minutes of three focus group meetings

TASK 2.3: ASSESSMENT OF IMPLEMENTED SOLUTIONS IN
THE 12 SELECTED CASE STUDIES FOR SOCIETAL
ACCEPTANCE– IN DIALOGUE WITH CITIZENS

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1. Introduction

About 500 kilogrammes of municipal waste per capita are generated every year in the EU. These wastes contain large volumes of valuable materials for Europe's industrial base. Proper collection of waste is a pre-condition for their optimal recovery. The current trend of increasing higher collection rates is promising, but progress is uneven between Member States and between regions. Good regional practices have the potential to serve as good practice examples for other regions. So far, however, results of existing studies and good practices have not been effective enough in supporting the implementation of better-performing systems elsewhere. The main objective of the COLLECTORS project is to overcome this situation and to support decision-makers in shifting to better-performing collection system.

COLLECTORS will therefore:

1. Increase awareness of the collection potential by compiling, harmonising and presenting information on systems for Packaging and Packaging Waste (PPW), Waste Electrical and Electronic Equipment (WEEE) and Construction & Demolition Waste (CDW) via an online information platform.
2. Improve decision-making on waste collection by the assessment of twelve good practices on their performance on:
 - (1) quality of collected waste;
 - (2) economics;
 - (3) environment;
 - (4) societal acceptance.
3. Stimulate successful implementation by capacity-building and policy support methods that will increase the technical and operational expertise of decision-makers on waste collection.
4. Engage citizens, decision-makers and other stakeholders throughout the project for validation of project results and to ensure the usability of COLLECTORS-output.

The COLLECTORS project covers the following waste groups/streams:

- **Packaging and Paper waste from private households (and similar sources):**
 - Paper & cardboard (both packaging and non-packaging);
 - Plastic packaging;
 - Metal packaging;
 - Glass packaging;
- **Waste Electrical and Electronic Equipment from private households and similar sources;**
- **Construction and demolition waste with a focus on wastes that are managed by public authorities.**

2. Goal and scope of WP2

Work Package 2 (WP2): Boundary conditions and solutions for implementation of waste collection systems

In Work Package 2 (WP2, Boundary conditions and solutions for implementation of waste collection systems) we will focus on the role of the waste collection system within the waste recycling value chain, helping to turn waste into a resource. So, we define **boundary conditions** as the specific assets of a waste collection system that enable the recycling value chain to produce more value, by producing more (quantitative) and/or better (qualitative) secondary materials.

Waste collection systems do not operate in isolation but are part of a social and economic reality. This means that optimal collection of waste requires seamless integration into the existing social situation as well as into the broader value chain.

In other words, the willingness of citizens to cooperate with the implemented system is essential and the collected waste needs to be useful for other value chain partners; especially, it needs to have sufficient quality. Therefore, focus for WP2 will be on role of the waste collection system within the waste recycling value chain (see Figure 1), rather than on the waste collection system itself.

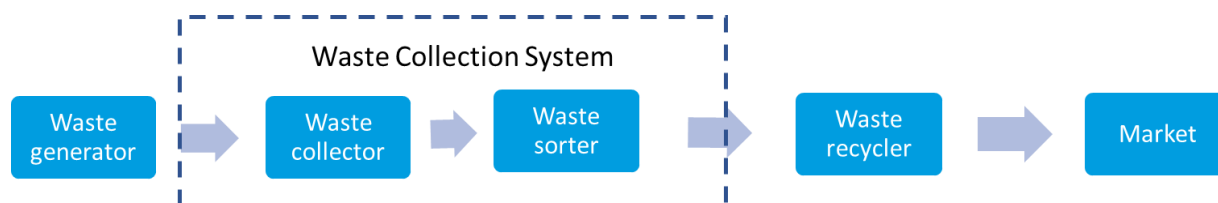


Figure 1: Waste Collection System within the waste recycling value chain

Furthermore, the introduction of the Circular Economy concept by the EU provided the framework to shift from sustainable waste management, being diverting waste from disposal over recovery to recycling ('waste push'), to sustainable resource management promoting the production of resources for which there is a market ('market pull') (see Figure 2). Where the waste push is mainly promoting to shift large quantities of waste from disposal and incineration to low level or low value recycling, the market pull is trying to promote to produce high value secondary materials from waste.

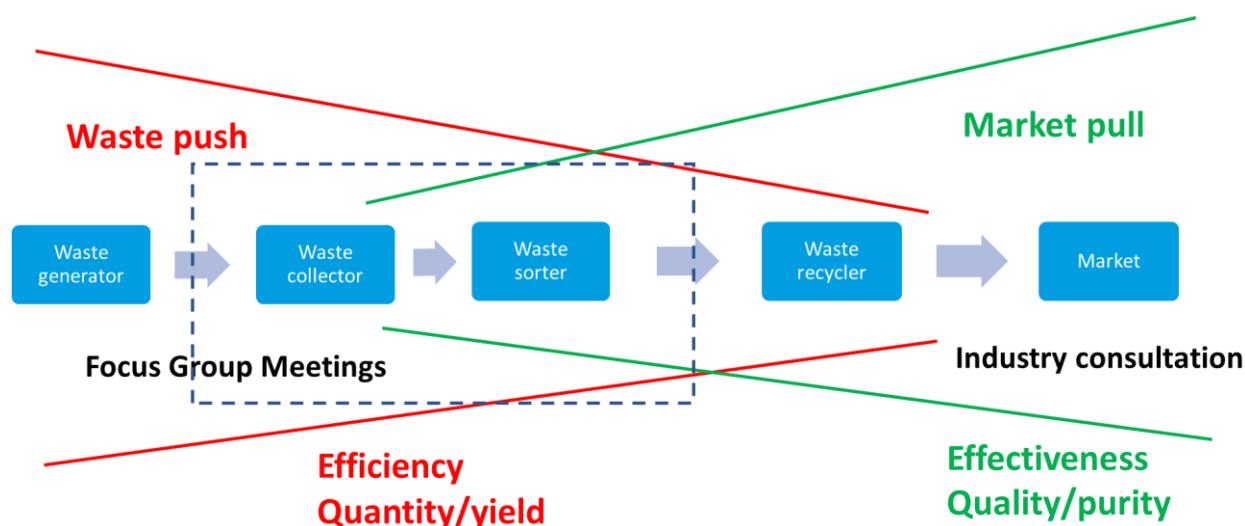


Figure 2: Circular Economy concept shifts recycling from waste push to market pull

The objectives of WP2 are to identify the main boundary conditions for implementation of effective waste collection systems specifically from the perspective of recyclers on the one hand and from the perspective of citizens on the other hand, and then to gain insight into successful solutions and key elements for implementation.

In Task 2.1 (T2.1) we will identify the boundary conditions for effective recycling of secondary materials at a generic European level. These boundary conditions are the specific assets of a waste collection system that enable the recycler to produce better quality, resulting in more value.

In Task 2.2 (T2.2) and Task 2.3 (T2.3) we will evaluate to which extent these boundary conditions have been met for specific waste collection systems (being the selection of 12 case studies), including listing specific solutions as applied in the case studies and potential solutions to improve the effectiveness of the waste collection system.

This will be done both from a technical and systemic point of view (in Task 2.2) and from a societal point of view (in Task 2.3).

The scope for Task 2.1 are the waste streams under investigation, being:

- Packaging and Paper waste from private households (and similar sources):
 - Paper & cardboard (both packaging and non-packaging);
 - Plastic packaging;
 - Metal packaging;
 - Glass packaging;
- Waste Electrical and Electronic Equipment from private households and similar sources;
- Construction and demolition waste with a focus on wastes that are managed by public authorities.

For Tasks 2.2 and 2.3 the scope is the selection of case studies as good practices for waste collection of these waste streams.

3. Approach

3.1. Assessment of solutions in the case studies for societal acceptance (T2.3)

The purpose of Task 2.3 is to test the generic societal boundaries regarding waste collection against the 12 case studies selected, with the aim of checking the solutions having been implemented in the waste collection systems of the case studies. This task assumes that the 12 case studies have been selected, among other reasons, based on high performance, hence participation of citizens, and, therefore, this task intends to check how the 12 case studies managed to meet or take into account the boundary conditions.

Based on the synthesis report of T2.1 (and the corresponding boundary conditions) and the selection of the 12 cases, we will gain insight into solutions and challenges from a societal perspective. This will be done through the organisation of 3 Focus Group Meetings that will serve to test and capture the solutions applied to engage citizens to source separate their waste, along with a general analysis of the consultation processes having taken place in the 10 case studies.

3.2. Focus groups methodology

The involvement of citizens has been organised in consultation with the members of the Regional Working Group (subtask 5.2.2). Focus group organisation followed the method and procedures of www.voicesforinnovation.eu, which is suitable for unpredictable outcomes. The method provides the opportunity to gain in-depth insight into ideas, values, wishes and concerns of participants and stimulates shared creative thinking. A specific characteristic of the focus group method is that it seeks understanding of a research topic from a particular perspective.

Generally, the Focus Group meetings followed this structure:

- Introduction of the subject by the facilitators
- Explanation of the rules of the focus group meeting
 - Use of the outcome in the report(s)
 - Different roles of people present
 - The desired way to discuss the issues
 - No right or wrong answers, rather a free-flowing discussion is what we look for

- Recording and privacy details
- Actual discussion
 - Opening questions
 - Transition questions
 - Core questions
 - Closing questions
 - Deepening questions throughout the meeting
- Thanking participants and closing of the meeting

3.3. Focus group analysis

The focus group meeting minutes consist of the transcriptions of the audio recordings of the three meetings. All data and consent were obtained according to GDPR guidelines. The minutes are available in Collectors' Deliverable 2.3. Minutes of three focus group meetings, alongside the guiding questionnaire used to steer the meetings' discussion which are available in Appendix 1.

The analysis' main objective is to answer the following questions:

- **From a citizen's perspective, what are the factors triggering, or not, and maintaining, or not, their recycling intention?**
- **In what way(s) does a specific factor act on citizens' intention?**

This analysis will be conducted with a specific focus on the 4 main factors established in the previous report on the key factors enabling a well-functioning recycling system¹:

- Convenience;
- Information;
- Social norms;
- Environmental concerns.

The analysis followed the three next steps:

1. Data grouping and labelling

¹ [Analysis of boundary conditions for waste collection systems.](#)

This first phase aims at reducing and managing a high data volume by examining, categorising and tabulating the minutes. The minutes should only take into account what is relevant, thus requiring a “clear fix on the purpose” (Krueger and Casey 2000) while getting rid of non-relevant data.

To do so, the following steps have been followed:

- a. *Examining*; a first read of the minutes while having in mind:
 - The four identified main factors;
 - Other identified factors;
 - Interrelationships between the different factors;
 - Other recurring/relevant topics regarding waste (such as waste prevention, focus on specific waste stream, etc.).

The outcomes should be a familiarisation with the document and the highlighting of key moments in the transcript to get a sense of the general ideas expressed the document.

- b. *Categorising*; Building categories and a code (colours, for example) to highlight the relevant answers. During this phase, sub-categories within categories could be identified.
- c. *Indexing and charting*; Managing the data and reducing it. Then, for each category, applying the following questions (Krueger & Casey, 2000) to build a new document:
 1. Is the answer replying to the question? If no, see point 2. If yes, see point 3.
 2. Does it answer a different question? If yes, move it to the appropriate question. If no, see point 3.
 3. Does it say something important about the topic? If yes, move it to the appropriate question. If no, set it aside.
 4. If it is something said earlier, start grouping together. If no, start separate pile.

2. Knowledge (findings) and creation

The second phase is the further analysis of the findings from the first step. From the obtained reduced and classified data, we will analyse what the findings say regarding the initial question. From there, theories will start to develop.

3. Implications and conclusions

From the theories and findings we obtained in phase 2, we will analyse what conclusions start to build up. And from those conclusions, concrete and general implications regarding citizens' participation in the recycling system will be drawn.

4. Focus group meetings meta-analysis

For each of the four most relevant boundaries from a societal perspective (information, environmental concern, social norms and convenience) as well as for the interlinkage between those factors and key factors identified during the meetings, a clustering of the key findings will be done.

The clustering will be made according to the ideas that are found to be expressed during at least two of the three focus group meeting. Based on the clustering, the following aspects will be listed:

- General considerations presenting how citizens perceive this factor;
- Key aspects regarding the factor that the organisation in charge of the waste collection system has to take into account in order to involve citizens.

4. Focus groups minutes

4.1. Focus groups organisation

The three following focus groups meetings took place:

1. On the 20th of March 2018 in Treviso, alongside the Regional Working Group (Italy, 13 participants), duration: 1 hour and 48 minutes;
2. On the 3rd of July 2019 in Surgères and Cyclad (France, 13 participants), duration: 1 hour and 37 minutes;
3. On the 16th of July 2019 in Warsaw (Poland, 10 participants), duration: 2 hours and 30 minutes.

The three focus group meetings specifically focused on the societal boundary conditions regarding waste collection and sorting habits. It was decided that the meetings should take place in parallel with Regional Working Group meetings to follow the progress of the project and to make it easier from a logistic perspective.

The discussions during the focus group meetings were all guided by the same guiding questionnaires. However, the angles and the discussions' progress vary as the guiding questionnaire had provisions related to the specific local context and because the focus group meeting's aim was to lead to a free-flowing discussion between participants.

Citizens' gathering and logistics set-up of the meetings were made with the help of local partners reaching out to individuals, while facilitation, transcription and translation of the minutes were done by professionals. The participants are 36 citizens from different countries (Poland, France and Italy) and with different backgrounds (regarding their age, type of neighbourhood, type of household, etc.) so as to get as close as possible to a representative sample of European citizens.

The following criteria were guiding the respondents' selection to ensure diversity during the focus group meetings:

- Sex (50% gender representation);
- Education (low, medium and high levels of education);
- Employment (unemployed, employed, retired, student);
- Age (balanced between young and elderly);
- Type of housing (urban, non-urban, flats, detached housing);
- Size of municipality (bigger towns and smaller villages).

The three focus group meetings' organisation followed those guidelines when possible. However, due to some specific constraints, some exceptions were made:

- Due to logistical constraints, it was not feasible to organise a focus group meeting in Malta. Instead, the decision was taken to organise a focus group meeting in Surgères/Cyclad;
- As Surgères/Cyclad constitutes a WEEE case study, the questions had a specific focus on WEEE. Therefore, while the first focus group in Treviso started from a general perspective, the two remaining meetings targeted specific waste streams for which they have a good capture rate: WEEE for Surgères/Cyclad and PPW for Warsaw.
- Not in all focus group meetings all criteria were completely respected and relevant. Regarding participants in Surgères/Cyclad and Treviso, the criteria could not be completely respected. In the case of Treviso, the focus was largely on waste collection facilities most of the respondents were elder people, hence the age factor was not respected. In the case of Surgères/Cyclad, due to the difficulty to find respondents, the education criterion was not taken into account.

4.2. Minutes of Focus Group Meeting 1 – Treviso

Duration: 1 hour and 48 minutes.

M1: What makes you participate in separate collection of waste and what doesn't? Is it environmental protection, the pay-as-you-throw fee, respect for rules, social pressure, or, on the contrary, the lack of space, etc. So, what are the fundamental values that push you to take part in separate collection of waste and why does a person engage?

P1: Do you want to analyse the elements one by one or from a general perspective?

P2: In my opinion the most important value is the environmental protection.

[vague voices. They agree on environmental protection as the most important value that push them to engage in separate collection of waste]

P3: Yes, the environmental protection is very important. Separate collection is also a cultural habit to which we got used. We started many years ago. At the beginning there were roadside containers but, when door-to-door started, we got used to sort our waste because we understood that it was an issue concerning environmental protection, but also civil harmony. You must not dump waste, and this is part of our culture. Indeed, when we go to a place where there is not waste separate collection, we feel uncomfortable.

M1: Do you feel a social pressure?

P1: Yes, I do. Broadly speaking, since everyone does the separate collection, you feel uncomfortable if you don't do it. It is crystal clear.

P2: I agree.

P3: Separate collection of waste is a cultural habit. Many times, it's an involuntary reflex. You know that it is and it always will be like this, and that you cannot live without it.

M1: Where does this social pressure come from? Did you feel the same social pressure when there were the roadside containers?

M2: Did you feel it was less important to take part in separate collection of waste when there were the roadside containers?

P2: Yes, I did. I felt it was less important.

M1: Why do you think so? Can you describe the social pressure?

P4: People didn't consider the roadside containers as personal responsibility. In people's opinion roadside containers were common tools and did not attract the general public to engage. Conversely, door to door is more personal. It is a thing that distinguishes me in the society and therefore I must do it in the best way.

P2: Door to door is also an aid for the society.

P5: Previously, waste was not as well sorted as it is now. At that time, there were three different kinds of roadside containers. Now we sort waste much more and this means that we do it with a higher quality.

M1: Do you think that citizens can see more easily where residual waste goes?

P2: Yes, I do.

P6: Yes, I do too. We have different our own personal bags and bins according to the type of waste.

P7: I think that door-to-door is more accurate but also a cleaner and healthier system. I remember that, when there were the roadside containers, it was very likely to find unsorted waste inside them. This happened because people got rid of waste quickly, without thinking about it. Now you need to pay more attention because the bin is yours and you have it in your house.

P3: I think that the roadside containers disengage the citizens because when you see that people who don't do it well, it is easier for you to follow the bad habit.

P4: Indeed. I remember that when there was a single container serving my apartment, the situation was very conflictive. There was always someone who broke the rules. Once we shifted to door-to-door, there is an individual responsibility to sort waste, and, therefore, the individual feels more engaged.

M1: In addition to citizen responsibility, would you say that Contarina shared clear guidelines to teach citizens how to sort waste correctly? Were the guidelines easy to understand?

M2: Did Contarina Did it help the citizens to learn and interiorize the change?

[voices of guests: yes, Contarina helped us]

P8: Contarina helped us. Perhaps we were inclined to the door to door but the role of Contarina was paramount to teach us and train us.

P4: It is true. However, it is also true that at the beginning it was challenging, and some difficulties arose.

[voices of guests: yes, it is true. At the beginning it was challenging]

P4: But I want to say that Contarina's guidelines were so accurate that they brought us on the right path and we finally learnt how to sort waste correctly.

P1: A great work to raise citizens' awareness was launched. There were public hearings and they also launched an intensive work at the schools to engage the pupils. For instance, when I have doubts, I ask my wife, who was a teacher and she was used to teach about it. I think that awareness raising was fundamental.

M1: To make the cultural change happening?

P1: Indeed.

M1: What were the first and foremost challenges during the changing?

M2: From roadside containers to door to door.

P2: In the first place, it was very difficult to learn how to sort waste correctly.

P7: It was difficult to understand the materials of the products.

M1: Didn't you have issues of lack of space?

P2: No, we didn't.

P4: Neither did I. We don't live in the city centre and the lack of space is not an issue for us. But we understood that the situation was different in the city centre of Treviso. Many people had problems to keep the bins inside the flats.

M1: Do they still have the same problem?

P7: Yes, they do.

P9: Yes, they still have this problem but it is easy to find a compromise or a solution.

P10: I think that another problem concerning people who live in the city centre of Treviso regards the elderly. They struggle to bring the bins downstairs every day.

P2: Perhaps the lack of space inside the flats is a tougher issue.

P1: We should ask them. For instance, my mother-in-law keeps the bins in the garden. At the beginning, she used to lock them to avoid that anyone couldn't dump waste but she doesn't do it anymore. It is evident that this will not happen. In all people's mind there is the idea of sorting waste at home.

P11: Indeed we achieved 85% separate collection which is remarkable.

P1: It is a journey departing from information and awareness raising and which finally enters the details of your everyday life.

P10: But there is still the issue that producers should participate more. I recently realised, when I changed biscuits, that Mulino Bianco's packaging is made of paper, and there is the logo on it which displays how to sort. While on the Tre Marie's packaging there isn't any logo and I didn't know what to do.

P2: This is exactly what I wanted to say. We still have doubts. Why? Because I do not shop only from one store. For instance, the other day I was at the butchery and I got several different paper or cardboard packaging. I think we need to make it simpler and have only one kind of paper, or at least have the logo explaining how to sort it.

P3: In fact this [showing something] seems to be paper but it is chemical paper. I think that the issue of the responsibility of the producer is especially evident for paper. The problem here doesn't come from who throws out or who collects, but it's a problem not knowing what the material is. The producer should inform.

P 11: I agree. I was once in Treviso and I passed in front of a butcher and I entered to buy some meat, because there was a reduction with regards to my common butcher. According to me, they should all provide the same type of paper because this translates the problem on me that I don't know how to sort. Is that paper? Is that plasticized? Maybe not?

P1: Many times it isn't clear.

M1: P2: Yes, we do.

M1: Do you think that this is problem could be solved by Contarina providing further information or a problem of the producer?

P5: I think the producer should.

P2: I think that the waste collecting company should bring the voice of the consumers and represent them in front of market. Because, as a final consumer, I don't feel that I am enough empowered to influence firms and producers' choices.

PX: They should put a label on the product...

PY: At the same time they are putting labels that no-one understand. They could write it instead because what matters is that people understand it.

PZ: It should be the legislator who intervenes [to solve it].

P11: But, according to me, I'm no-one, but producers should fix it.

[Unclear voices]

M1: What waste streams are easier to sort and why?

P2: Glass and metal cans.

P2: Bio waste

P2: Yes, it is easy to sort bio waste. It is easier to sort it than plastic, as for plastics you can put sort some and some not. I think that you need specific knowledge to understand how to sort plastic correctly.

M1: Is it because the rules to sort bio waste are clearer?

P2: Because they are easy to understand. I have to throw vegetables, meat and leftovers in the bin for bio waste collection. It is easy to understand.

P3: It is true. You do not need any technical information or knowledge to understand how to sort bio waste. The difference between bio waste and any other kind is evident.

P8: It is plastics that create more difficulties [to sort correctly].

M1: According to the weekly collecting rounds of kitchen waste, there are persons who could say that it is also difficult to sort bio waste. For instance, they may need to have it collected more often.

P7: We feel this problem less than those persons who live in the city centre. We have more space. For instance, at my place there is a little bin in the kitchen and a bigger one in the garden. If it starts smelling I take it out, but this happens very little, as bio-waste gets collected twice a week.

M1: What would you think of less collecting rounds of bio waste?

P7: I would disagree. I think that 2 times per week is fair.

P3: Two times is fair, especially during the summer.

M1: And so, you do not need more collections of bio waste per week?

[many voices]: No, we don't

P8: I would say that, in our context, we don't need more collecting rounds of bio waste. However, it is true that when the weather is particularly warm some problem may arise for those people who live in the city centre.

M1: Would it be the same if it was warmer?

P8: It would be a problem if we had less collections per week.

P2: My aunt lives in Emilia Romagna (Central Italy) and for bio-waste they collect it with roadside containers and people use cardboard instead of bags. Lately I've had problems with bio-waste bags but they have roadside containers and according to me ... (doesn't continue)

M2: they remain on the street...

P2: Yes, terrible.

M2: Contarina has a contract with Forlì and the model of Contarina will be implemented in there.

[Laughs and not understandable voices]

P2: Coming back to the cardboard

M3: We're testing with the bag in cardboard or the bag in biodegradable plastic to understand what's easiest to use.

M1: So, the technical way of collecting it is important for you.

P2: Yes

P1: I think the bag is better than the cardboard, as it takes less space

M1: Looking now at the waste fee, Contarina has implemented a PAYT fee. Is it clear for you how this works?

P7: I find it a bit puzzling. Sometimes I have some problem to read the bills. It's not always clear.

[People nod]

M1: So, do you think the PAYT has any impact on your behaviour? Did the implementation have any impact on your daily behaviour as consumer

[many people]: yes, this is exactly what happened

M1: And did this happen even if the functioning of the PAYT was not exactly clear?

P2: Of course! The PAYT impacted in our behaviour.

P1: I can also make another example. Before, we discussed about the two collections of bio waste per week. When we say that it's fine with two is because we understand that increasing the number of collections per week would increase the costs for us. We understand that having a system in one specific way has a cost. Willing to increase the quality has another cost. So the balance is based on two elements.

M1: Where does this reaction come from? Is it because Contarina is transparent and explains how much everything costs or is it the municipal administration?

[Several voices] No (to the municipal administration)

P1: It's Contarina's merit. Regardless any problem or difficulty that we can have to understand the functioning of the PAYT, Contarina's communication is always accurate. This means that we're aware that if services get increased, costs will be increased.

M1: In other countries there are different examples and different practices and waste bills are accounted, for instance, on the basis of the water consumption or even paid jointly with the water service. Would you rather have this kind of accounting?

[Several voices]: It may be likely that things go together, but it's better just this way (a separate waste fee).

P4: Since we understand the importance of environmental protection we want that waste fees are calculated separately.

PX: For me the water consumption goes in line with the lifestyle and the waste generation, so it makes sense.

P2: No, for me it's fairer to have the fees separately. Even for households that will realize better [the waste they generate]

M1: According to you having a separate bill for waste makes it easier to understand?

[Several voices]: Yes, it is

P4: It individualizes the responsibility.

P11: I have problems to understand how Contarina calculates the price of collection of residual waste. Is it on the weight, on the times we set out waste, etc.

M3: Residual waste gets calculated according to the number of times your bin for residual waste has been collected.

P11: Do you mean the times you [Contarina] count or the times we set out waste for collection? Last month my bin was cleared 3 times but Contarina accounted for 4 times in the bill.

M3: Those you see in your calendar are those that we have, but it could happen that there's a mistake. Just let us know. But attention, there is a minimum of collections included in the waste fee. For instance, if you only set out your waste 3 times and the minimum is 5, you'll find 5 at your bill. The 2 additional clearings are signalled in the bill with the date 31st December, as they get added just to reach the number 5. However, whenever you detect a mistake, you are welcome to contact us and signal it. I also invite you to pay attention: in your bills there is the value "kg of waste". The figure you see isn't the real weight of your waste, as we in Contarina decided not to weight bins because we didn't have the means. We use a scale to improve the total quantity of waste generation. However, we decided to estimate the weight on the basis of the volume of your bins - 120 litres- and the number of collections. What you find on your bill is a calculation we make on the basis of the residual waste generation that gets divided by bin and gets calculated per household. This is why we always ask you to put the bin outside only when it is completely full, because otherwise you're paying as if it was 120L when you may be putting just 60.

P3: So, what is the value EUR 1.08/Kilos in the bill?

M3: That is an estimation based on the yearly amount of waste divided for the number of users.

P1: So it gets calculated on the basis of the total generation and then divided per household, right?

M3: Right.

P3: Another question: a family of 2 people and a family of 4, how does it get calculated the number of set outs?

M3: The minimum gets calculated as the number of people in the household + 1.

M1: Talking about families, do you think that the number of members may worsen the sorting activity?

[Several voices]: no, we don't.

M1: And do you think children may worsen it?

P7: They usually don't worsen it. They learn from their parents, as they see them sorting and then at school they learn too.

P5: My 5-year granddaughter when she has waste on her hand she already knows that you can't throw it in no matter what bin and asks 'where do I put this, in the blue bin or the green one?' and then she goes and does it.

P8: Even at school they learn.

P2: Perhaps the elderly, rather than kids, had major problems to understand to sort, since they were not used to.

P9: However, it is true that sorting waste is nowadays part of our mentality, but nonetheless it often happens to find dumped waste in the countryside and I don't like this.

M1: Residual waste?

P9: Any kind of waste and mostly in the countryside.

M1: There are places with problems of construction waste and bulky waste getting abandoned. Is this the case?

P2: We can even find asbestos in the mountain or mattresses. You can find anything dumped in the countryside.

P5: It is true. I often find plastic bags, glass bottles, cardboard boxes. And it's true that Contarina sends people to collect it.

P2: But we have to pay for that.

P5: I think this is a matter of culture.

P6: I think that there are families who have not understood the concept [of PAYT] and that they think that they will pay more when they get one more bin cleared [of recyclables] or when they bring their bulky waste to the eco centre.

P2: There are people who litter everything, not just mattresses.

P3: We also need to think that there are people who live in some areas without being registered at the municipality. In this case, they cannot get waste collected door-to-door.

M1: I would like to talk about other types of waste, like e-waste and bulky waste. Would you say that the collection works?

P3: It works in the sense that I bring them to the eco centre.

P2: it would be better to collect bulky waste door-to-door once per year for the people who don't have the means to get to the eco centre.

P3: At the moment we all go to the eco centre, but it would be good to have the collection at home once a year, as you need to get there by car and there is no public transport. This is a problem, but not just for e-waste, particularly for elderly people.

M1: Would you rather have the collection at home or rather at a close-by centre that is accessible?

P1: If possible, at home or well, the possibility to add a collection at the square of the village but the ageing of population increases this problem.

P2: We can still walk, but there are people who can't walk and can't get rid of their fridge. What do they do with that? They have no means of transport.

M1: Do you think that there are other solutions to this type of problems?

P6: Of course this depends on the costs, there are always solutions. The person who needs to get rid of a fridge or a TV often does it to substitute it for another thing.

[unclear voices]

M1: You're talking of the individual responsibility towards this waste. Do you think it's a responsibility of the citizen, of the company who sells, or waste management company?

P6: Just one thing: if there's a problem with bulky waste for elderly, probably it'd be good to have a phone number where we can request collection and pass the cost of the collection on the user. Otherwise, a solution would be that during the rounds of collection of door-to-door there's also collection for bulky waste. Another question is who's the responsible one.

P3: I think that when you buy, for instance, a new fridge, you can pay EUR 10 or 20 more to the retailer and he will withdraw the old one.

[Unclear voices] One against one.

[Unclear voices] What about online sales?

M3: Yes, clearly it can't be that you go buying a vacuum cleaner and you bring the TV. One against one means that if I buy a new appliance, the retailer has the obligation to take the old one.

P6: And that also applies to vacuum cleaners?

M3: Yes. Of course this obligation is much more expensive for smaller retailers and that could be a problem. That's why sometimes they don't do it. However...

P2: Does it work for online purchases too? Because when I buy a computer, a TV or a washing machine that I've bought online, I can't give it to the delivery company.

P1: Yes, it should be possible. If you buy something new, they should take the old appliance.

P10: It should. I bought a new washing machine on amazon and the courier withdrew the old one.

P6: Without paying.

M1: You've said before that producers don't always inform if the product is recyclable and now that you don't always know if the producer takes care of the product [at the end of its life]. Do you think producers provide enough information to end-consumers?

M2: Do you think producers should be providing more information on what to do with the products?

[Several voices at once] Yes

M1: What kind of information would it be useful for you? [to know what to do with the products]

P2: Even us we should know what we do with the old appliance. There should be clearer guidelines for all of us. We live in the age of consumerism. We buy all the time and nothing lasts as much as it used to. There should be even policies to improve this.

P1: Programmed obsolescence it's called.

[Unclear voice]

M1: How does it impact to you the potential problems with the collection?

P9: I talk to Contarina and they solve it quickly.

M1: So you call to them and they answer. What if they don't answer?

P9: Uhm [gestures implying this would be a problem]. There are places where you have to be for hours on the phone until you reach the person you want to talk to. With Contarina, instead, they have a landline telephone you can talk to a very nice lady and then they address your demands, such as collecting the waste that hasn't been picked up.

P2: I have a problem concerning textiles and fabric. I am not talking about clothes, I am talking about the clippings of fabric from sewing. I throw them in the residual bin, but I would rather do differently, as these increase the volume. At the end of the day, aren't they recyclable?

M3: For textiles, we don't only collect clothes, but we also collect textiles materials in general through Caritas' containers. Caritas has two main systems to collect. With the first one they collect the clothes in good condition and goes to reuse. In contrast, the second one –that we find in the eco centres- also collects scratched clothes and clippings of fabric. Textiles collected from the second container are sent to recycle and are cleaned, sterilised and refurbished. For instance, it is possible to use them as padding of mattresses or other things.

P2: It's good because until now I was putting it in residual waste and now I can bring it to the container.

M3: Attention, it has to go to the authorized containers.

P3: Because there are different types of containers.

[Unclear voices]

P4: In the neighbourhood where I live there is only the container for clothes that are in good shape. I have the same problem for the kitchen oil. It's the oil I use for the fries and I sent my son to empty it but the nearest container was full. The following week, my wife tried to do it, but it was the same. Then I went myself and it was still full. As I didn't want to abandon it there, I took the car and drive for some kilometres to find an empty one, but it's not the best.

P6: One can't keep doing kilometres and kilometres.

M1: In this case we're clearly talking would like to understand the reason for this virtuous behaviour. What does it make you keep the oil and look for an empty bin, rather than get rid of it?

P4: I feel it is my personal duty. And the container for oil is also individual.

P2: Once you're in the city you realize this problem too. But what's the problem? It's a problem of residues. My waste oil bin wasn't accepted once due to the flour residues [from frying].

M3: You can clean it with kitchen paper and throw the dirty paper to the bio-waste

P4: Another problem is the shape of the bin. It's smaller at the bottom and is not very balanced. I imagined that this was on purpose because the machine would use it [this shape].

P13: Why can't we find a solution to collect the oil door to door?

M2: You need to take into account that time of collection would increase. You have to take at least two minutes to empty every bin. If you project to the amount of households, numbers change much.

M1: For these types of waste that aren't collected door-to-door, there's an important element that is what the experience of the user is. Is the waste oil container clean? Is the eco-centre nice? I presume that the facilities of Contarina haven't always been this modern. How important it is for you the experience of going to the eco-centre?

P2: It is very important and the staff should be trained too. If I need help they should guide me to sort my waste accordingly.

P4: This is also part of the evolution of separate collection. Before the renovation, the eco centre serving my area was uncomfortable. I could access the dumping platform only through very steep stairs. Conversely, the new eco centre has a ramp to access the containers, which is also bigger. You're always on flat level. Now you can easily reach it with your car and there is enough space to serve more people at the same time. It is very comfortable. It all depends on the experience. This shows that Contarina understands the problems and has tried to amend the situation and improving it.

P3: I agree with you. However, when I go to the eco centre, everything is always fine. When my daughter goes to the eco centre, everything is always a tragedy. So, in my opinion, the eco centre is important but people play a role too. If you want to find a solution and you are inclined to compromise, you will always be satisfied. Conversely, if you don't find a solution it is because you didn't want to find it. I think that the system is organised and it works good but it needs a bit of flexibility. If I pretend to have a service but I don't collaborate, it is impossible to agree.

M1: You said that the system was uncomfortable before. Do you think that this led to people throwing their waste elsewhere?

[Several voices at once] No, we don't think so.

P4: people were obstinate and they kept on using it, even if it was not comfortable. Therefore, Contarina had the opportunity to learn by doing.

M1: Why do you think Contarina pays more attention to your problems?

P2: It's reciprocal. Maybe Contarina works well with the type of people in here.

P1: We had said that there had been a cultural change, a willingness to improve.

M1: But for instance, in Rome –as it is a big city- people don't know each other... Is that a reason?

P2: Maybe. But it's always a matter of mindset and instructions.

P4: It's a matter of mindset, yes, but certain things should be compulsory. Look, for instance in Salerno there's separate collection, but 15 kilometres away there isn't. I went to Sicily: in Palermo there isn't but in San Vito lo Capo there is separate collection and it works very well.

M1: Do you think that politicians are scared to introduce the door-to-door? They may think that citizens are not ready or they don't want it.

P3: They may think this but they should implement it and it should be mandatory and, after two years, people get used to it. We saw this in Treviso. Door-to-door is the best solution.

M1: Two years to get used to it. Is it a fixed period?

[Laughs]

P1: Maybe 6 months. Or maybe more.

P2: According to me we can educate people, yes.

P4: A good example would be what happened in Treviso, the shift from roadside containers to door-to-door separate collection. It'd be good to study how it was implemented because it wasn't easy. It was an imposition of the city hall, first of all, and it found opposition among certain SMEs. However, Contarina started look for the best solutions to make separate collection possible and in less than one year the three things: imposition [of door-to-door], the cooperation and good will resulted in the homogeneous results [we now have].

[Unclear dialogue]

P2: Even the average citizen is better, and separate collection fairly works.

P6: It's a shared responsibility.

M1: In your opinion, what kind of problem Contarina will never be able to solve?

P5: In my opinion, separate collection of waste in Southern Italy will never work as good as it does in Treviso. It is a political issue and also because of mafia.

P4: It's not true because in some municipalities it works.

P5: Yes, but they're often small.

P1: Well, Salerno isn't small.

P5: Well, but I used to live in Naples and I've seen how things work. We're talking here of Contarina and not of the South, but I wanted to say that, for me, separate collection in the South will never get to the level we have here.

M1: Yes, but you just mentioned that the culture here has changed as well.

P2: According to me it can always change.

P5: Yes, but for as long as the camorra is involved...

P2: According to me there aren't problems that can't be solved. Some things require time, but, as someone else said before, even obliging [to do it].

P9: I agree. One example of the last type of separate collection: wine corks. This is something new and, if you want to, secondary, but some months later they started doing in, if you go checking the wine to Montebelluna, to the Cantina Montelliana, even they have separate collection of wine corks and recycle them in-house. This means that the economic element of the waste incentivises to a level that even the private sector does the separate collection.

P2: When we touch the wallet...

P9 One starts with the wine corks and continues to other thing...

P13: Another problem that is very difficult to solve concerns asbestos, particularly in the countryside. With a small quantity like 70 square metres that is very costly, if you take into account everything. This leads illegal dumping.

M3: He is right. The problem of asbestos isn't that much the quantity, but the fact we need to change the whole process of treatment to put in place safety measures. So what happens is that people have little, don't want to pay so they abandon. The solution should probably be at the initiative of the municipalities.

P1: A Croatian friend told me that in Croatia the state pays for the disposal of asbestos.

P2: Is that common to find people who steal home appliances in eco-centres?

M2: Yes.

P6: Another big problem is sorting plastic waste. I can throw bottles and other plastic stuff, but why can't I throw my toothbrush or the cd's case in the bin for plastic?

M3: Before we were talking of what's the hardest waste stream to sort and you said plastics and I agree. We aren't all of us chemist to distinguish one plastic from another and that's why the Italian law says that we can only sort out the plastic packaging. This is the definition they've put to be able to distinguish what we put in the blue bin and in the residual one. Toys, toothbrushes, cd's cases are not packaging, so we can't put it on the 'recyclables' bin. We have to think this way because otherwise we get lost in the type of polymers.

P4: So I should ask myself if this is recyclable or not?

M3: No, because I don't know. I should ask myself "is this packaging or object?".

P2: In case of doubt, always to the residual.

P8: I don't know how to sort spray cans.

M3: Spray cans with gas we recommend to bring them to the eco centre, as when they get compacted with the truck, it could set fire. However, if the can is 100% out of gas –the majority-, you can sort it with the plastic.

P10: I don't know how to sort the packaging of shave foam.

M3: It depends. There should be the logo on the packaging.

P7: What about coffee capsules?

M2: Don't buy them, don't use them.

M1: Italian moka is better.

M3: I wanted to thank this meeting because this is very useful to me and it shows that how much people understand about the system.

P8: Some producers collect them, some others don't.

M2: Zero Waste Italy, which is member of Zero Waste Europe led the analysis of residual waste in 2013. Zero Waste Italy realised that there was an incredibly high amount of coffee capsules in residual waste so they hung on the phone and called Lavazza to inform them about the issue. They played a prominent role to push many producers to adopt new compostable coffee capsules.

M3: This is exactly an example of what I was saying before. Contarina has the means to influence the producers but consumers have far bigger power. Mulino Bianco recently changed the packaging from plastic to paper. They didn't do it because the company is green. On the contrary, they understood the consumers' preferences.

P4: Well, if I call one company they'll say 'who're you?' but if it's Contarina calling...

[Several voices] People debating about the bargaining power of consumers and Contarina

M2: We can gather consumers' opinions and reason. However consumers' preferences have a bigger impact on the market.

P1: I agree. When consumers buy compostable coffee capsules instead of the non recyclable ones they push producers to change.

P7: However, the packaging isn't always as important as the content. For instance, Lavazza and Nescafé don't produce some types of tisane.

P2: But we have to go back to traditional tisanes. It's a moment to relax and also of ten minutes of infusion.

M3: Recycling the capsules means having the patience to take the coffee grounds out and separate the packaging to the right bin.

P6: That of the tisanes is easy, but those of coffee is impossible because it's so compacted that you can't take it out.

P2: One need to think that for us is relatively easy but there is people who have busy lives and don't have the time to take out the coffee grounds from the coffee capsules.

M3: I say that separate collection is the last step, first we have to think on how to prevent waste. It's true: I don't have time to sort out the capsule from the coffee ground, so I can use the moka.

M1: **The scope of the project is mostly about electrical and electronic waste, packaging waste and construction and demolition waste. We can also talk about nappies, in case you want to, but note that I'm done.**

P4: In my opinion there is not an economic incentive to sort nappies. When you ask for this service you get a new bin, a new tariff – to cover the cost of the service – and a discount on the PAYT. However, the discount on the PAYT is not enough to cover the new fee for nappies.

P12: this is partially true and it is an issue which we are already aware of. However, I can tell you that this is the case only for some virtuous family that produces less residual waste than the average. We are reasoning upon a solution.

4.3. Focus Group Meeting 2 – Cyclad/Surgères

4.3.1 Guidelines

This chapter and the information below contain the participation information sheet that will be provided to the expert or citizen participants prior to their contributing actions.

1.1. *General objective*

Focus groups: this method is applied to gain understanding of ideas, wishes and concerns of citizens as regards to good waste collection practices. An important advantage of focus groups in comparison to other research methods is that participants can respond to and build on the views expressed by the other participants. Because of this interaction, focus groups generate a large variety of opinions and ideas which provide insightful information, while maintaining a specific focus during the discussion. People from different parts of the cities will be invited randomly in order to get maximum distribution in demography, social status and geography.

1.2. *General guideline*

As the intention is to trigger the debate, generally speaking, it'd be good to avoid YES/NO questions and try to put them forward as HOW questions. The following questions have been identified as key to be discussed within the focus group, but these should not be exclusive and, precisely, the debate should trigger other questions allowing to better understand the constraints of citizens to participate in separate collection.

As the aim of the focus group is to obtain a free-flowing discussion among participants, **questions laid out in part 2 are only indicative and should serve as a support to start the discussion not to completely guide it.**

4.3.2 Questionnaire

Introductory question

- What makes you participate or not in separate collection of waste? (Information, environmental concern, social norms, convenience...)

General questions

- What are the strengths of separate collection? What are the drawbacks?
- How clear are the sorting guidelines?
- How easy is it to sort out the waste?
- What waste streams are easier for you to sort out and why?
- How would you define the frequency of collection of recyclables? And about bio-waste?
- How would you define the frequency of collection for residual waste?
- How widespread is sorting around you? Is there social pressure to sort?
- How clear is the whole system to you?
- What about other products like electronics? How convenient is it for you to sort them out?
- What do you think is the role of Warsaw?

Social factors regarding separate collection

- If you participate, what be a reason not to participate anymore?
- If you do not participate, what would make you participate?
- Would you say that your participation or not is mostly due to individual factors (environmental convictions, rewarding behavior, habits, belief in the system) or to external factors (social pressure, laws and regulations, convenience)?
- In other words, do you do it because you have to? Or because you believe in it?
- Would you say that the following factors are key to your participation in separate collection? Mostly among:
 - Information (State of knowledge and information about the system)
 - Environmental concern (Attitude and environmental belief)
 - Social norms (Local culture and/or influence of social group)
 - Convenience (How easy do you consider using and understanding the system)
- If yes, could you say which are the most important for you?
- If none of the above seem relevant, do you see any other relevant factors?
- In general, would you say that you participate -or not- because of one specific reason or because of a set of different reasons?

4.3.3 Minutes

Duration: 1 hour and 37 minutes

The parts highlighted in yellow are parts that could not be understood during the audio file transcription.

M1: 00:01

Do you sort your waste at home? And ... or not? And why do you do it or not? Is it because you have environmental convictions? Is it because you feel you have to do it?

00:48 –

So yes, I sort my waste. So yes, for several years now. I do it out of environmental conviction, yes. I think it's urgent today, to take the time to sort your waste, to try to find solutions as ordinary citizens, to try to find solutions to reduce your waste as much as possible, and in any case if you don't reduce it, to try to sort it so that you can then treat it. For me, it's obvious. There you are. I'm trying to do it properly.

01.31 –

I've had a waste obsession since I met Cyclad. I did two small training sessions with Cyclad and as a result, I no longer see waste as waste. I see it as raw material, potential, raw material. So, as a result, I'm..., well, I feel I have to sort, because otherwise I'm wasting raw material. So, for me everything is raw material.

M1: 01:56 –

So you don't throw anything away any more?

01.57 –

I don't throw out anything anymore. There's nothing in my black bin. There's nothing in it. Even before, that's how I've always been... First of all, I come from a family that wasn't rich, so we fixed everything and recycled everything we could. We were tinkering. There you are. We weren't buying. When we bought something, it was really when we had no choice or when we threw something away it was really because it couldn't be used at all. And I have a husband who is a bit of the same style so I didn't change teams. When you have an appliance that doesn't work, you take it apart. We try to fix it. And when it really doesn't work anymore, we try to recover some raw material in it that can still be used for something else. So, when I go to the dump it's really because the thing can't be used anymore. And so that's another view of things. I no longer see it as waste that we have to recycle. I see it as a raw material to be reused. That's another turn of mind. In your mind it's not...,

you don't see things like that. When I compost my vegetable waste, it isn't to avoid putting it in the black bin. It's to make soil to grow my leeks next month.

03.10 –

That means something else.

03.11 –

... it's another..., it's no longer organic waste, it's vegetable fertiliser. So, everything is like that. All my garbage is like that.

03.21 –

It's a huge challenge because behind us today we are faced with a consumer society where everything is done and programmed to be thrown away. Things that were..., well, today it's astonishing. And the children, they're used to throwing away things that we wanted to keep.

03.41 –

To consume.

03.42 –

That's it and today we're trying to do a little, maybe turning back the clock, or making people realise that it's important for things to last longer...

03.52 –

... or that can be fixed. We have to take care of things..., we already have to take care of them, and we can fix them.

03.57 –

And we're somewhat at odds with society, which also wants us to consume. That's it... The issue is... for me it's there.

04.03 –

It's complicated.

04.06 –

And then there is the sorting..., well, at home we do sort, we sort properly. When I come to the company, I change hats a little bit, well... It's a shame but today the hourly rate..., well, we have so much money that we're going to throw [things] away... If I were at home I wouldn't throw [things] away. If I'm at work I'm going to throw [things] away. Because I have raw material, because I work in carpentry. If I have a piece of wood that's three meters long and... finally it's there. It'll be in our

way. It's going to be cleared out into the bin whereas at home it's not going to be thrown out, but... because economically if we keep it, it means it's going to be in stock. So there's the economic aspect that enters into the equation and it breaks down..., it actually breaks the thing between the house where we're careful and work, where for example we don't sort paper. There are many things we don't do, that we'd like to do, because the rhythm isn't the same, in fact.

05.16 –

Then it wouldn't be..., it's not necessarily..., it's not necessarily wise because throwing a board... I'll take the same example, if you keep it in stock, yes it's money that sleeps, but it's not lost money because one day you'll need a board that's three meters long.....

05.30 –

Yes, but in stock for a company it costs money.

05.33 –

Yes, it costs money but buying wood..., buying a board...

05.37 –

It's faster.

05.39 –

It's cheaper. It may seem absurd like that.... It is cheaper to throw it away....

05.42 -05.46

05.47 –

There are also taxes on stocks.

05.48-

Yes, but it will be used one day.

05.50 –

The wooden board costs... A three-metre purlin must cost about fifteen euros. If I look for it, the purlin, my hourly rate is fifty euros. So, if it takes me 15 minutes to find it, it's over. I wasted my time.

06.06 –

Yes, there is a productivity cost...

06.08 –

It's space that's taken from the reserves to store the products, so the more things we have that may not be useful, well, it's fewer things that can really be used, so in fact we eliminate everything that may not be useful in the immediate future to replace it and put....

06.25 –

But then, this wood you're throwing out is being sold? Is it dumped, in the bin?

06.33 –

It's recycled.

06:34

You have to do it once a month, you have to tell people come and help themselves. I don't know...

06.38 –

Then that's it, that's what you have to find out.

06.40 –

After that it's complicated....

06.41 – 06.44

06.44 –

... employees, or I don't know if there are employee representatives, works councils in your company, but here we have to try to....

06.49 -06.52

M1: 06.53 –

... it's very interesting, but we got a little off track. That's the goal too, but... So, are there people who don't sort here?

07.09 –

We hear people say: "Since I pay such a sum for household waste 07.18-07.20" We pay more and more, even if sometimes it's... it doesn't increase, but it always increases a little bit. Some people's think: "So, I pay. I pay a lot of money, so I throw things out without sorting. "That's how some people reason.

07.37 –

There are also those who say: "why would I bother sorting when most people don't. So, it would be the last straw if I did." They don't realise that in fact...

07.47 –

Why would I bother sorting because I'm paying more and more anyway?

07.49 –

I even heard, so I don't know... I never had the opportunity to check, to have the right information. But before I lived..., last year I was in Toulouse and for several months I heard that in fact the sorted waste collections ended up in the same bin at the end. As a result, there are many residents who were wondering why we are being asked to sort since it ends up in the same place. Is it just a form of superficial communication to say that we're recycling when in fact we're not really? And I think there are some people who've been a little confused by that....

08.27 –

Yes, it's a kind of urban legend, where...

08.29 –

There's no way to know. I tried to find out, but I never really knew if it was true or not, but what is certain is that the riverside residents..., it's something that lasts, a preconceived idea that lasts and without knowing if it is true.

08.48 -

I think that the closer we are to the system of..., immediately after this sorting and we see what happens, where it goes, who takes care of it, what the impact is of our poor sorting choices when we see reclaimers or when we see that everything we have sorted wrongly will go back into a household waste cycle, all of a sudden we understand. I think that our children when they visit with the school, when they go to 09.09 for example, they have the whole chain in mind. But the grown-up we're talking about who says: "Yes, I pay taxes, whatever..." It's just that he has absolutely no visibility on it. He didn't understand the interest of his personal effort.

09.23 –

For you the information we have on the system, how it works, has a fundamental...

09.29 –

role....

09.30

Fundamental but today I have the impression that it is not exploited as it could be, that the education around waste treatment isn't adapted....

09.43 –

It's not enough.

09.44 –

... it's not enough. We are far, far, far away...

09.47 –

Then there are people... I showed 09.50 to a person who wasn't sorting. When she came out, she said to me: "I have no choice now, I have to sort." It's been several years since then. I go to her house, she sorts absolutely nothing, nothing, nothing, nothing. She has all the bins she needs. She has everything she needs. She's not sorting anything.

10.06 –

And then where does the resistance come from? Did you manage find out what the problem was?

10.09 –

I don't want to bother. It's too complicated. That's bullshit. I told her, it's not hard. Yes, you put everything in the black bag, everything in the yellow bag, it the same. In any case, practically everything can be recycled. So you still don't have much... Well, no, that...

10.23 –

It's a question of attitude, each individual. You have to see what's going on everywhere, at some point, no matter what you say, people don't care.

10.35 –

When they pick up bottles at the side of the road.

10.37 –

They throw them out the window. So, I don't sort, like the lady, just to say it's recycled; it's a lot of work. What I am tired of is seeing, especially in Marseilles in the past, these 10.51 of stuff, rubbish to bury. That's what I do not understand, that a council whatever it is, whether it's Marseilles, or Saint George... They stopped, making piles of garbage and sending... before coming to the same conclusion as the lady, it's very good. It would have to come to that. We're not going to get there. Because it's been a few years since they were in Saint George 11.20 - 11.25 I said: "wait, in ten years we'll talk about it again." It's been 20 years since then. There has been a change, but you know how slow it's going to be, slow. And we see it with the clothes that people bring us. They throw them out. They throw them out. So of course, when a friend dies, we take all the stuff, but it's tons, tons of clothes that people bring. So they get rid of it through charities. We have a car boot sale and then we bring this. We make a ton of clothes a month. Fifteen tons last year. Plus what we keep. So, before people understand that we must avoid throwing things away.... Some of them will do...

Maybe some of the young people. The young people on the side of the road to St. George, when I came back in the evening, there were seven cans of beer.

12.28 –

I'm not that pessimistic. I think that if....

12.32 –

Good for you. Good for you. I don't....

12.35 –

No, but you don't want to just see the negative side.

12.37 –

No, I'm being realistic.

12.39 –

It's a question of education. If we want children to sort, it's up to us to show them, to show them the example. If we show them the example, what are they going to do next? And even if our children... I have my grandson, he told me a while ago: "Grandma, I went to see. You have to put the stuff in the black bin. You have to do this; you have to do that." I may be a great-grandmother, but I listen to my grandson. And the fact is there. It's everyone... I think that if we really put our minds..., we believe in sorting, well if we are convinced, we will convince the people around us. That's all. Anyway 13.21 -13.23 Not necessarily. You take the example of someone 13.28 -13.31 maybe old people, but....

13.37 –

Not necessarily the old people, because the old people are used to saving.

13.43 –

Yes, so they hoard everything at home.

13.47 –

... I'm talking about people of my generation, because that's how we were raised. Our children we have them..., who are now 45/50 years old, we raised them like that. They try to raise their children in the same way. But it's not certain that it will..., that it will be good...

14.05 –

I don't know, I see that with my grandchildren it works. Or maybe it's exceptional. I don't know, but...

14.10 –

The question I have is why we are not charging by weight.

14.15 –

It will come soon.

14.16 –

The heavier the bins, the more people will pay.

14.21 –14.25–

14.25 –

Let's listen to what they have to say.

14.29 –

Yes, I don't understand why, it's done... So once 14.33 but a very long time ago, a gentleman who had come from a town... It's in Alsace. I don't remember the name. And he explained that in his commune, but it's been a while, about fifteen years ago, he had explained in his commune they had set up rubbish collection, but how can I say it, the bins were weighed and people paid according to the weight of their bins. And they noticed that there had been a marked improvement. On the other hand, there was, if I remember well ... I do not know if it is once a month, but once every fortnight, a truck that passed to pick up all the bulky stuff. The cumbersome things that we want to get rid of and so this truck passed for free to pick up all that. And for them, apparently the experience was conclusive. I tell myself why isn't it something that spreads to other cities or other municipalities. There is surely a problem somewhere.

15.28 –

There is an incentive but I do not know if I have to talk about it or if we let people react?

15.35 –

I'd like to...

15.36 –

...react to that...

M1: 15.38 –

Do you think that something like that would be useful?

15.42 –

It would be ideal.

15.43 – 15.46 –

15.47 –

... because in my opinion it's the door open to illegal dumping. Those who don't want to pay...

15.49 – 15.52

15.53 –

There are mattresses in the fields. We found not long ago a mattress in great condition, not damaged, not stained, not torn. Two leather jackets that were a little wet because it had rained, that we dried out, and sold at low prices. In other words, if we throw something away that is broken, that is dirty [that's OK]. And here the example was things that could still be useful to many people. Why it had been thrown away 16.23 anyone passing by could see it and it was recovered.

16.28 -16.35

16.35 –

If we force people to pay, as soon as it is a question of money, I think they will find solutions to not pay.

16.46 –

Then we can go ..., I'm not saying that at the beginning there won't be rubbish bins in 19.49

16.50 –

I think that this is a good method if it's associated once again with what was said earlier, with a form of pedagogy, education and awareness to explain the ins and outs of this approach. But if it's an approach that's applied just like that, finally people will see it as an additional tax that's added to others ...

17.09 -17.11

17.12 –

... and saying that if you don't want to pay by weight, be careful when sorting your rubbish. I mean somewhere it's sad to say but it takes a little ...

17.24 –

I notice something else, it's that there's enormous disproportion between the treatment of waste at home here, it's very well done, and I see with my daughters who are in Paris area when they arrive here, they don't know where to put things. There is only one bin. There is no sorting. So...

17.40 –

So it depends where.

17:42

Yes, it depends where. I live at l'Isle Adam, next to l'Isle Adam, there is only one bin.

17.48 –

She doesn't know how to sort. When she comes to my house, she throws it everywhere.

17.50 –

Disparities are even local because we see at Rochefort which really has a very different policy. And the 17.57 system shows it today, the distinction is very blurred between Rochefort and us but we're poles apart, I think. La Rochelle doesn't work in the same way. We're really on local systems that mean that when we change streets, it can be another system. The information then is very important especially for those who are not local but who are for example visitors. We still have a lot of tourism here. It's essential that the information is ... I often say, the magnets on the fridge, the permanent sticker and not something that wears off on the container. Things that allow people to say to themselves, oh yes here the information is given in such-and-such a way. We went camping a little, or stayed at a B&B I don't know last year and we had a sorting bag that looks like a supermarket shopping bag. We used it just now. It's got the sorting instructions written on it. And suddenly it is the object that everyone has in his car permanently ... Yes, we were in Clermont-Ferrand camping and as soon as we arrived, they gave us the information. It was legible, simple and what's more they were very different rules from here, so there was some effort being made at providing information. There is no need to reach out. Because the people who don't really want to, if they have to dig a little, we've already lost them.

19.17 –

There will always be some.

19.20 –

Yes. As for waste, simply if we take initiatives ... When I go shopping, I take small cloth bags. When I buy lentils. I put them in. So I don't have any rubbish. I do not have any of this, I don't have any of that. So already my black bin, even if they make me pay, that's it. That's what I said earlier: education. Education and making people responsible. That's one way of doing things. I have iron pots. I weigh them beforehand. I take the product and that's it. It's just a habit to adopt.

19.58 –

Then again, not everything is available ...

20.02 –

Yes, everything you can, already eliminates packaging. You can buy in bulk in all the small shops. When I buy organic, it doesn't matter but in stores, Intermarché and all, you have everything, at least at any rate you have the basics in bulk, so if ... Instead of taking a bag, even for your vegetables, instead of taking a bag, you just take ..., you weigh them like that. You put them in your trolley. You don't need a bag. So that's all ..., in the end, it's been educational for me, and it's just a rhythm to get into. There you are.

20.36 –

Housewives ... first. When we do our shopping. That's where we can start. When we do our shopping with our children. **You take yoghurt pots where there is no cardboard [packaging].** That's right, all that education there.

20.46 –

Yes. That's what I do there. **20.49 -20.52**

20.53 –

So, it's interesting to find out if there isn't a relationship between the sensitivity of people to advertising and the production of waste, because people who watch advertising on TV, or in newspapers, etc., are encouraged to buy everything you're talking about.

21.13 –

Organic plants in secondary packaging...

21.20 –

We only have an hour and a half on sorting waste. It's very interesting...

21.28 –

Ask us questions. We all have a lot to say, so ...

M1: 21.34 –

Are there among you some of you sorting waste, some who don't do it because a family member told them not to, spoke to them about it, or because I heard someone say that their children were urging them on to sort? Is there any for whom it didn't come necessarily from themselves, out of conviction, but someone said to them: "Oh, it's important to sort."?

21.53 –

No. We followed the instructions and the change in things that makes us sort, that's it. We followed ... We followed the instructions we were given.

22.01 –

As for me, anyway, because I come from Rochefort where sorting is non-existent, I met my wife, I arrived here and I learnt through the way of doing things here. But ... no, but I didn't have that education.

22.19 –

It's different for each person.

22.22 –

And why, when it comes to that ... 22.23-22.29 did this gesture of sorting at Rochefort not develop? If I may ...

22.39 –

There is a sorting system but it is rather limited. So there they're changing, too. They changed a lot. No information. Zero information. The only information we had was the day of rubbish collection. What we put in, zero.

22.57-

It's not written on the bag?

22.58 –

Who manages the waste there? Do you know?

23.04 –

I do not mean local councils 23.07 -23.10

23.11 –

Yes, that's why it's the greater urban area. Doesn't matter, it's the greater urban area. Sorting has existed for a long time in Rochefort, but that was why it was interesting to understand. That's the idea ... to understand why ... sorting exists. Actually, that's what you said, it's been twenty years here in Rochefort if it's a question of the minimum paper/ glass packaging. It must be that pretty much. So, it's ... How come ...

23.39 –

What we were saying is that it was on the containers, so rubbish bins. This is what we put in the yellow bin. This is what we put in the black bin. What is it? Two or three pictures to tell you how to sort. It's complicated. Here I find that the little booklets we had were quite explicit. So they change. They evolve according to ... I do not know what the treatment plant was called any more. It evolves. The yoghurt lids, we sort, we don't sort. At Rochefort, zero information. At least, very, very little.

24.17 –

And a lot of refuse collection. In other words, no voluntary contribution. Did you have the truck passing all the time?

24.23 –

Yes. There I saw that they'd made sorting areas, and when I arrived here. Like my wife is part of "positive energy family" so any consciousness-raising was, really was at that time.

24.41 –

And it's not so hard, in the end ...

24.42 –

It's complicated.

24.45 –

I became aware of it is when I was about fifteen so for me it's something natural. There you are. And as a result, I passed it on to my son. In fact, we sort a lot. After we made a choice to consume a lot of bulk so of course we have less waste and we're like the lady, we consider it a raw material to recycle. And the less we consume raw material, the less there'll be to recycle and the less we'll pump into our soil and there you are, the less waste we'll make. And I think that education, as the lady said, is super important. We educate our children but in return they also educate us. It's really ... I think it's interactive in families and that's what makes it happen. And we have a little snowball effect in our circle. At least that's it. Progressively, my brother wasn't at all into sorting and he got into it. We're not at all in the same regions. They don't have the same instructions but we manage to do it, yes, a snowball effect. I think it's rather more ... what I see is quite positive even if sometimes I see some of them who absolutely do not sort. In my work processes, we don't sort either. It isn't possible. It's not designed for sorting, so yes, we try to ... to move forward and make sure ... even within ..., in my job I help with the snowball effect too. I try and I think that if you start young it's easier ... yes you get into the habit. It's something natural. It's natural.

26.23 –

I also think that the fact that it is not standardised, this method of sorting, may lead people to think that it's not as important as that, as what we're told. Since in one commune they have 26.36 rubbish bins and in others there are only two. I think people must say to themselves: "If they do it like that elsewhere, and we do things differently, why rack our brains?" Why isn't it standardised? That's the question we all ask ourselves.

26.56 –

I don't have the answer.

26.59 –

It's a good question.

27.00 -27.17

27.18 –

No, no. You have the town hall that has jurisdiction, for example over the roads. The federation of communes has jurisdiction for example over economic development. You know that the department has jurisdiction over for example welfare. When you need welfare it's the department. You know that the region has jurisdiction and that the state has jurisdiction, over security, the gendarmerie and all that. And it turns out that the management of waste is under federated communal jurisdiction. And that means that the collection system, when sorting was set up in the 90s and 2000s depending on where you lived, was under federated communal jurisdiction. So, the elected representatives of each federation of communes. At the time there were design offices in every way. There were different scenarios. Such-and-such a test corresponded to a scenario, another test corresponded to another scenario and all that. There is a common desire, led by Citeo, to standardise all that. But we try to move forward. It's really a story of jurisdiction. Why are the roads not managed in Surgères the way they are managed in Rochefort? Because it's under the jurisdiction of the town hall. So it's the "decentralized" (in quotation marks) system finally that we're familiar with for many other things. Water isn't the same price when you live here. So, I'm not going to take any more time. The explanation is very rational, that is, that it's the jurisdiction. Then we agree that the result is not rational.

28.41 –

Yes, but why in a place where it works like this, why it isn't spreading...

28.48 –

Because our sorting system is not **28.50** You said it very well. Our sorting centre is new. It can accommodate all types of packaging. If the sorting centre in..., let's say, randomly, in..., in another department, is fifteen years old, that there haven't been..., any investments..., we won't have the same sorting system because we won't be able to sort flexible packaging. All this is a story of investment in a tool so the explanation is rational. The result actually complicates the perception but there is always an explanation.

29.27 –

In sorting there is still something that bothers me because we try to give it a value and it's true that if we have small metal parts etc., I think we can easily recycle them as raw material. But I think there is the big problem of plastic and it feels like doing something good by putting plastic in yellow bins. While this plastic will inevitably have a very limited life I think as raw material. It certainly depends

on the plastic. And then it annoys me a lot to hear regularly that because I sort, I enable the creation of raw material. Because most of what I see in our ... in our yellow bin for recycling is plastic. Even if we buy a lot in bulk, which is still, it will be a lot of plastic. I exclude the glass that goes in another bin. What we're looking at, finally when I sort a little bit what's in my yellow bin, it's still plastic. And to say that we will give it a value, while we know that at any given moment, we'll perhaps do it once, rarely twice. It bothers me because I think that, somewhere it serves only to give the stamp of approval to a discourse that says: "Look at my soda! I sell it in a nice recyclable plastic bottle", although we know it isn't [recyclable] forever. So, I think that as far as education is concerned, maybe we could advance a little more on these aspects, to allow people to change a little faster to bulk.

31.19 –

Yes, that's it.

31.20 –

For example, and stop using plastic

31.22 –

It's frankly because right now they're advertising flasks. So that's the end of the plastic bottles, now it's a lot of flasks. There are shops that offer to buy gourds precisely to avoid consuming plastic bottles. It's progress, anyway.

31.34 –

But there are two ambivalent behaviours, that is to say, that I think there's a fashion phenomenon clearly around buying in bulk, and things being reusable and I find that very good. But at the same time, it's what was said earlier, just look at the side of the roads you'll find waste materials. I think it's actually a younger population that does it. Somewhere I say to myself that perhaps we should raise awareness a little more in teenagers and young adults. The small kids are good but it should perhaps we should make more progress with people who are simply in high school.

32.10 –

It's not just them. There are also older people who under the pretext ..., how can I say it ... "I have the means to waste", there. There are a lot who say: "I have the means to waste." Except that it isn't a question of means.

32.24 –

Yes, and then it's ..., there is also another phenomenon which agrees with your thoughts. I work in a furniture and decorative design company called Alinea where recycling was not a priority at all. It's the Auchan Group so it's the big manufacturers. It's difficult, explaining to people that they

should sort, throw their plastic glasses in a bin, whereas when there is the least, I don't know, let's say, a leaving party and you throw all three hundred plastic goblets in the normal rubbish bin, employees see it, very few are offended in the end and there are even some who say after all why should I sort in my personal life, when big companies like that don't do it and the volumes that it represents are far superior to what I as a citizen will generate in terms of weight. So suddenly there is an opposite effect that completely demotivates the average citizen and it's really a synergy. We, as citizens, must take responsibility for this, that is a certainty, but there are also important people in this loop who today I think are not sufficiently invested in this direction.

33.43 –

So I saw ... I have the opposite example. That's to say, a company in Surgères invested in pretty stainless-steel mugs ..., actually, in, I don't know what metal, really nice for people to take their coffee in their mug, not to have plastic cups. Well, people took the mug home and continued drinking coffee from their plastic goblets.

34.08 –

So, we'll leave that ...

34.12 –

... disposable plastic 34.12 -34.18 That's quite something.

M1: 34.20 –

Let's come back to the central topic of sorting waste. Maybe we can talk a bit about prevention in the end. A very down to earth question. Is it easy for you to sort at home?

34.37 –

Pretty easy yes.

34.38 –

Yes, very easy.

34.40 –

Relatively easy.

34.41 –

It means organising. For me there is a willingness, therefore an organisation. The bins that you need ...

34.49 –

Yes, but when everything is set up it becomes easy.

34.51 –

Before, it's a lot of effort.

34.52 –

Yes.

34.53 –

Yes, it's a lot of effort

34.55 –

Yes and no. I find green waste complicated. 35.03 -35.17 for the rest yes.

M1: 35.19 –

So, this was a question that I had for after but which has already been raised. Are there types of waste that are easier than others? Packaging? The rest?

35.30 –

It is the green waste that is most complicated.

35.35 –

If I don't have a garden and I don't have a trailer.

35.38 –

In the city there are currently, there are cities where there is much less, not much vegetation. It's true that it's different. It is true that in the countryside when you have land that is much larger actually. There are always hedges, trees, all that. It generates not necessarily a great weight but a large volume, because a branch ... It's not necessarily heavy but it's going to be bulky, because there are small branches that are above it, so in fact...

36.05 –

After you have to make chipped branch-wood.

36.06 –

We see them a lot here, if they don't even care. They cut the tree down any time, what's more, there is no season for it. I thought there was one. They cut and they burn immediately, so they don't need to bother afterwards. Sometimes they apparently go five kilometres further out to do it there;

it's a disaster. I think that there's a need for more information and maybe even more because it's ..., it can be very annoying depending on where you live.

36.30 –

Faced with the volume, I chose to leave a part on the site, so I put it under the hedges let's say. It breaks down nicely and like that I get it back to 36.42 -36.46

36.47 –

I don't know who talked about bulky items... I come from the north, they pass every week for bulky items. So, it's true when we come to the really large waste to carry, it's complicated.

37.00 –

Yes, a gas stove, stuff like that, what do you do if you don't ...

M1: 37.02 –

And how would you define the frequency of waste collection?

37.09 –

Adapted.

37.10 – 37.19

37.20 –

Collection for black bins are too frequent.

37.22 –

Yes, yes, I empty it once a month. 37.24 -37.30 –

37.31 –

Yes, I tend to forget the collection days so I can empty into the black bin, and put too much in one bin that can overflow. So, once I had to store bin bags in my workshop, because they didn't fit in the container anymore. I missed the day, so, there you are, that's not necessarily true for everyone. After, in my efforts at ...

38.00 –

And what do you put in the black bin?

38.02 –

A lot of nappies.

38.03 –

That's it. It remains a problem.

38.08 –

I have children who are still small, so it's a lot of nappies.

38.12 –

It is a problem.

38.13 –

The nappies are a real concern, yes.

38.15 –

My daughter found the solution. She found a nappy compactor. It compresses them, so instead of having a package like this, she has a package like that.

38.23 –

That makes a nice juice!

38.24 –

It's very effective.

38.27 – 38.31

38.32 –

At any rate, everyone rather adapted, around the table.

38.36 –

We adapted because I think we have suitable houses too.

38.38 –

That's not wrong either. 38.39 -38.42 if we didn't have a garage, the rubbish that would be in the kitchen, after a fortnight ...

38.49 –

In the black bin, from the moment we use the composting and sorting, there is almost nothing, especially nothing that smells.

39.02 –

Usually.

39.04 –

Then we have suitable houses. I mean, composting is easy because we have some land. If ever we get a flat, making compost there? In Surgères we are a bit...

39.18 –

This is where I actually saw, so I don't know where it is, a vermicomposter bin. I thought it was great that in a building here in the city we can use the vermicomposter. I think there was mostly one person who used it, but if people in flats talk to each other a little bit more, they could put that in their building as well. And then, I ... I know someone who lives in La Rochelle and who just has a small house with a very small courtyard. It's probably no bigger than 60m², so he put his composter in, in spite of everything. Why not. Why not.

40.02 –

What does he do with his compost?

40.04 –

After it's simple, he has a small plot 40.09 -40.11 and some flower pots. So it doesn't produce that much compost. 40.19 -40.21

40.22 –

I knew of someone in Surgères who had a small garden and who ate only organic food, who made his compost. He called me for help because they had too much compost. So he put in the little garden they had and soon after they had too much. I took it off their hands

40.38 –

It's true that we also had an overflow 40.44-40.46, well, actually, if we forget once it's true that it becomes full quickly. What's more, we made the choice to keep 40.53

40.54 –

It's true that when you have five children it can be fast, more packaging. If we have friends that visit and everything. You've got to be ..., you've got to be careful.

41.04 -41.16

41.17 –

... every two weeks, so it's already quite rare.

41.23 –

On the other hand, there are many people who complain about having maggots. I told them a bin can be cleaned too. The bags are waterproof but after they've been in a bin they can be cleaned.

41.35 –

In the black bin? Maggots?

41.36 –

Yes

41.37 –

That means there are probably leftovers ...

41.40 –

... which normally shouldn't be ...

41.42 –

Broken objects normally don't get maggots.

41.47 –

But hey, anyway 41. 50

41.51 –

Potentially there can be more maggots in the yellow bin, since we don't wash the packaging.

42.00 –

One question. I don't know if it's the day and the place but in relation to the experiment that they're doing on recuperating food, organic vegetable matter, let's say, in the containers in town on a voluntary basis in Surgères, what's happening?

42. 16 –

I wouldn't be able to say.

42.18 –

Are there any people who are involved here in the collection of organic waste on a voluntary basis in Surgères? Not everyone is composting?

42.28 – 42.31

42.32 –

It was so successful that they had to extend the experiment, if I understood correctly.

42.40 –

It isn't necessarily such a success. Let me answer very quickly. Because it's pretty funny. This is a test, this organic waste collection. We didn't connect it to anything in fact. We put it in place. It's being tested simply because ... in short, the union is also thinking of setting up a collection of organic waste in whatever form. We're testing several things. And today there are 800 households participating and it's quite funny and we talked about it earlier. We're talking about maggots but in 850 homes we are still around 60% of participants who are already equipped with composters. So, we don't compost ..., people don't compost everything. There is a reluctance with some types of waste. And we have ..., people have this reflex to say that, I'm not going to with this waste because it will attract, it will create pests eventually, and I prefer to be ... I think we've still got this idea of throwing things away, throwing things away when I want...

43.41 –

What I like.

43.42 –

... when I want, which doesn't create a smell and we found ... They take the easy way because we talked about it and I listened to you a lot, the easy way and it's still waste and to make the choice to compost it, this environmental term, it stays at home. There they've forgotten a little, and bingo! they provide me with this solution I've just described. So it's working. Since we haven't deployed it ... We're talking about a one-year test, as we haven't deployed another system yet, that's why this test has been extended. We won't have harmonised everything **44.17**

M1: 44.19 –

Now on to another very similar subject. Another sort of waste actually, electronic waste. So, do you have a lot of it and what do you do with it? And a little bit the same questions. Is it easy to get rid of, for you?

44.40 –

So electronic waste ...

44.42 –

The dump.

44.43 –

The dump.

44.45 –

And before that..., at least before that if there is a possibility of repairing anything, we try.

44. 49 -44.59

45.00 –

And then we're also told, at least I had the problem of a bottle warmer that broke down. The bottle warmer, I was told very clearly that the spare part cost more than buying a bottle warmer. Well that was another problem but ... and there you go.

45.14 –

In our family we love computers. I have a son who is a real geek and I've caught the bug too. And ... so to avoid ..., because we'd like to change computers all the time actually. There is always something new, and I don't do it myself. We found a provider where regularly, in fact, we take the computer and we tell him, I want to keep this, that, and the other, but I want to develop that thing.

45.47 –

An upgrade.

45.48 –

And so, my computer is old but it's new. It's easier with a PC because it's true On a tower where everything is removable. On some laptops you can still do it 46.02 - 46.04

46.07 –

Who still has a tower?

46.08 –

I do.

46.13 –

No, but in reality, people who still have a tower in this day and age, I'd say maybe it's 20% of people who have a computer.

46.20 –

So not necessarily 46.20 -46. 26

46.28 –

... and who won't bother, already because it's a little more complicated than just turning a screw and then, because, that's what you said there are constantly new products, which are better, which are sometimes no more expensive than, if we had to improve his computer it would cost us so much, by putting the same price we have something new, with a guarantee. That says it all. There's no use fighting it.

46.50 –

They don't realise that it costs more in fact.

46.53 –

Yes, they don't realise, because it's not the message that's gone out, either. The message that went out is as you said, that it will cost less to replace it, than to buy a spare part, the labour, repairing it, getting there...

47.05 –

I think it seems cheaper and then we have the benefit ...

47.10 –

In the short-term.

47.12 –

On electronic waste, two little things. I want to come back to the bulky items, since the big washing machine that you have to transport if you don't have a trailer is problematic. And something else too, shops ..., shops that must logically take back waste if they sell it. We are told, "No, we don't take it back..." Yes, we don't want to report anyone.

47.43 –

In Surgères it's Intermarché 47.43. Let's not talk about it anymore. ... but which has an obligation, that's what we understood, which has a small household appliances section and we wanted because we found near a voluntary collection point near the paper for recycling a food processor which was on the ground. So, we took it back to Intermarché because it shouldn't have been there. And Intermarché sells food processors. They told us: "No, we don't know what to do with it. Take it to the dump."

48.12 –

Which we did but ...

48.13 –

But the procedure should. I'd say that there is a regulatory part in all this. All the echelons must play the game.

48.23 –

When we pay something.

48.24 – 48.33

48.34 –

Normally they have the obligation to take back the type of products they sell.

48.39 –

Even if they are not buying it back?

48.40 –

That's when you buy something ..., for example we have a washing machine. They deliver a washing machine and on delivery they take back the old one. That's what, usually, normally, is done.

48.53 –

What's crazy about this type of electronic waste is that, yes sometimes there is the electronic card that goes, but maybe it will be before the pump, or something like that and it's a shame because what costs the most to manufacture, which certainly had the most impact on the environment is the card. The card will be thrown at the same time as the rest, just because a piece of plastic broke. So maybe the 3D printing is the solution to avoid having a lot of waste, when it's just a piece of plastic. So you have to know how to do it, or you have to know someone who can do it. I find that here there may not be enough repair-café's to repair it...

49.43 –

Yes 49.43 and companies, yes ...

49.44 –

I remember as a child we had a TV that we kept for years, we had it repaired a lot and today that no longer exists. We have a huge flat screen that breaks down, we go I remember this shop that was well established, and it was great to go there, to meet ... And he even explained how it worked, eventually we learned. I worked a little bit with him and that's knowledge that's lost, that no longer exists, that they no longer have.

50.17 –

I think that what happens is, that indeed there was a time it was just like that, there were design offices. I don't think they were put there by accident. They told them that it was absolutely

necessary, that the equipment breaks down 50.27 -50.30 because when you disassemble some appliances now, you can see that everything is cast in wax, and you know that it gets hot and that it's not heat resistant, it goes straight into the bin and it's obsolete from the start. So, there's ... and in many areas it's like that. So, I think, yes, to reprocess materials, like electronic cards, things like that, it certainly must be possible but for the moment I think that financially it costs too much and we don't want to bother with it. Because we know where the gold is. We'll get as much as we want. We'll destroy the land if it's necessary, that doesn't matter, because anyway we know that we'll sell it, we'll sell it at gold prices. You can say that again. Because we'll have buyers, so we don't care a bit about the ecological impact since anyway repairing it costs so much, buying it, ah, well yes, it costs that much. We don't take into account what's underneath, everything that was destroyed, to be able to have it. We don't care about that for now. And I think that this too really needs to be worked on, to make people realise that a smartphone is indeed good, but that we can keep it for more than two years, because we can maybe have it repaired. And from there, there are people who will rush into that breach and open it up.

51.33 –

Sometimes there is another argument that, when there are regular updates for the software that are made and in fact there isn't really any planned obsolescence in that sense, it's not the hardware that becomes defective after a while, it's that the software evolves, applications evolve and in fact at some point the phone no longer works optimally ...

51.55 –

Yes, since we changed its language, little by little we're changing to Spanish 51.57

51.58 –

... after a while even though we can have hardware ... I have phones that are very old, that work perfectly, but today I can't run them with current applications simply because it's no longer possible. So there's ...

52.16 -52.20

52.21 –

What is true of the phone is also true now for TVs. Since the TVs are connected.

52.29 –

Everything is connected. It will be truer and truer for connected washing machines, for connected fridges. All that will become connected will be of the same ilk.

M1: 52.38

Let's return briefly to collection, because there we went on to repairing. Collection is also a way to recycle. Not necessarily the best but in some cases, maybe the least worst so to say. You all mentioned the dump. Is it easy for you to go there? And you all mentioned almost in unison, do you have enough information on that? Is...

53.03

On the Cyclad site and the dump, the schedules are not identical. So that's a nuisance. It's Tuesday I think it's closed. In fact, I don't know anymore.

53.13 –

The site of the town hall has conflicting information sometimes and we wasted our time quite often
53.19 -53.21

53.22

The opening hours are marked... It's marked on the thing about the bins. Because we have a thing about the bins, a flyer, the opening days of the dump are marked on the flyer.

53.32 –

On the flyer. Of course! Absolutely. We have to get the info. So, if we're on the road, moving from one point to another and we say: "Let's go to the dump" On the smartphone, whose obsolescence is planned, we do a little research and we have some info ... We put it ..., 53.50 - 53.53 it's misled us several times, because it says one thing on the town hall site and another on Cyclad's. There you are.

M1: 54.03 –

Apart from that, is it easy?

54.06 –

If you've got a car.

54.08 –

If, if you've got a trailer.

54.08 -54.15

54.16 –

We got the message for the trailer.

54.18

Yes, so I guess for the person who doesn't have a car 54.23 takes a wheelbarrow.

54.27 –

It's stored in the garage.

54.29 –

He'll just go and see his neighbour.

54.31 –

I don't totally agree. I think that going to the dump is already a mandatory action, so when it's something big, which is a nuisance, we'll say OK, let's take it. When we have a lot of little things, it's: we've got to go. It's not necessarily that simple. At least, for us, we say, we won't go on purpose because 54.58 for diesel. There [has to be] three pieces of steel, three things, or it stays in the garage a little longer. The easy way can also be quick ... into the black bin and then it's gone. If we don't make these sorts of efforts, I'm not sure it's that simple, especially when it's small. When it's big? If you have a couch you can't put it in the trash. It won't fit. But the little things you have to take to the dump and that don't go in the yellow bin, I'm not sure ... They can easily get put into the black bin.

55.37 –

And wouldn't it be possible to have a pickup, for example, once or twice a month? A truck that comes by. People like you who want to get rid of little things, put it on the pavement. There's the truck that comes by and picks all that up. If people can't be bothered to go to the dump for x reason, because they don't have vehicles ...

55.58 –

Because they're old.

55.59 –

Or that the opening hours aren't suitable.

56.00 –

Older people, for example, can't do anything. There's an association that recovers stuff from the elderly. We find things that they've had for years, whereas if for example, I come back to the village of Alsace that I mentioned earlier, people put things on the pavement, things that they wanted to get rid of, the bulky things, and there was a truck that came on a certain day, in that area, and picked all that up. And it worked very well. You wonder why this isn't extended to others 56.31 -56.38 who'd been invited by the council I believe at the time

56.44 –

It was in Saint Jean d'Angeli.

56.45 –

Sorry?

56.46 –

It was in Saint Jean d'Angeli.

56.47 –

No, it was Surgères. 56.48 -56.49 I remember, there were a whole lot of people and I remember it. 56.57 -57.00 it's a rather complicated name.

57.04 – 57.09

57.10 –

But is there anybody else, well, I hate that ... there are many questions that are asked and the idea is that everyone speaks. Is there anyone who can and who has the idea, who thinks why isn't it being done, when actually it seems so obvious?

57.26 –

It must have a cost. That's no secret. In the north, that's what I said earlier, it was done, it's not done anymore. Before there was a pickup once a month, I think. The truck went everywhere. After they saw that it was expensive. They said: "Well, we will do it some other way. You call and that day we come and pick it up, we will come by." Well, they stopped doing that.

57.55 –

It was very expensive. Very, very expensive.

57.59 –

Wouldn't it be possible to have small terminals, so I don't know, small terminals for voluntary contributions, in specific places in a town that are close to ...?

58.09 –

... that already exists in shopping centres.

58.10 –

Yes, that exists in shopping centres.

58.12 –

It's too small, it gets filled up quickly. A small terminal in a relay is quickly filled up. At Secours Catholique it gets crammed up quickly.

58.20 –

We have terminals for glass, why we don't we put small terminals in for small appliances as well? Stuff like that. After all, ... 58.29 -58.33

58.33 –

But it's only for bulbs, batteries ...

58.35 –

Small appliances ...

58.36 –

Yes, small appliances.

58.38 –

If we can't go to the dump I think, we can't necessarily take this broken washing machine anywhere. The question is going to be the same. How to load it in a vehicle that we have or we don't have, with a force that we have or that we don't have.

M1: 58.51 –

My question was for big and small. Bulbs, batteries ...

58.58 –

As a result, we don't throw them away. We keep them

58.59 –

Bulbs, batteries, etc. ... So you don't take them to the dump but the supermarket?

59.04 –

Both. It depends.

59.07 –

In the dump you have everything. There is everything. There are glasses..., I mean, at 59.15 there is everything.

59.17 –

We work at the dump. Well, we work ...

59.22 –

We make others work.

59.23 –

If I compare it to that of Rochefort, I'm sorry, it's not that interesting. Rochefort is a limited number of times you can go in the year. Which is 18 I believe. Here we're still lucky enough to go when we want.

59.38 –

I never heard that.

59.41 –

Yes, Yes. Where my daughter lives is limited to 500kg or I don't know what per family.

59.46 –

There you have it.

59.48 –

How do they manage?

59.49 –

They weigh.

59.54 –

... my mother has a limit. It's so many times a year and if they exceed that number...

01.00.00

... well they throw it on the side of the road.

01.00.00 – 01.00.03

01.00.04 –

It's better than throwing it in the woods. We know that people grumble at the dump ... I think that whoever works at the dump, he can bend down and pick up things and take them. It's annoying but ...

01.00.23 –

It's not his job. 01.00.24. – 01.00.26 But limited to a number of times like that.

01.00.31 –

I think that's a really good bad idea. Because everywhere they did it, they realised that there were more and more illegal dumping and I think it's the worst thing to say 01.00.43 - 01.00.44 in a little bit of forest and see 3 washing machines, 5 mattresses.

01.00.49 –

But don't you think that it encourages—and here I'm talking as a resident, I'll removed my Cyclad hat—don't you think that going a limited number of times isn't an incentive, encouraging repairing and doing something else?

01.00.57 –

Oh dear no. Not at all.

01.00.58 –

I don't think it does.

01.01.03 -

I believe it still limits people going to the dump, to be a little careful. They'll keep a little bit. They'll go there next month, or in a fortnight. Then there will always be those - 01.01.18 -01.01.25 –

01.01.26 –

I don't agree.

01.01.29 –

No, but people who have to go to the dump have a product that no longer works. They have a limited number of times to dispose of their refuse. They know they have two or three times left. They don't necessarily want this product, what will they do? They'll store it until next year. Anyway, it doesn't work anymore, so they'll throw it away. And if they can't throw it in a dump, they'll throw it away somewhere else. At least, that's what I think.

01.01.55 –

Why limit the number of times at the rubbish dump?

01.01.57 –

Well, I think that the approach is to imagine that people will take responsibility, to encourage them to repair things, encourage them to be careful about what they throw away. If they know that they are limited in the number of times, well, they'll try to go as little as possible. Going as little as possible means throwing away as little as possible, so reuse, repair. Except that I actually think it doesn't work at all.

01.02.24 –

Not everyone in the family is a handyman. There aren't many handymen.

01.02.27 –

No, I thought there was an economic interest for the structure that ran the centre, not to see people coming continually. But in my mind if there's a small traffic jam, it's more annoying for the user than for the people who operate the site. That's why I didn't understand their plan too much. Maybe you have the answer? Why limit, outside of the concern for making people feel responsible maybe ...?

01.02.55 –

Maybe the traffic?

M1: 01.02.59 –

Perhaps we could answer at the end of the discussion. And so you sort your electronic waste, you go to the dump etc. What is the link between doing that for electronic waste and sorting the waste at home? Organic waste, packaging, etc. Do you make a link and what is the link between all this?

01.03.25 –

It's the same thing.

01.03.26 –

It's the same as for green waste, for the rest it's to think, there is only one planet and the resources are limited contrary to what many imagine. And if we recycle it, we can potentially use a part to remake the same thing, with a little luck.

01.03.45 –

The link is I think also about the communication. The information we have, the little booklet. So, if we play along, we put it in the rubbish bin and all that, 01.03.55 We play along, as it were.

01.03.58 –

In proportion, however, we don't often throw away electronic waste. In relation to life, in everyday life.

M1: 01.04.09 –

My question was more about the process.

01.04.14 –

Excuse me, but in the process, there is also the concern that this item is taken care of properly, because if it's about electronics, it's about materials maybe ..., that can poison the soil, etc. ... I prefer to see it in the dump, rather than seeing it rust at the bottom of my garden.

01.04.31 –

But we don't know either, what will be possible to do. Even at the dump with mixed materials, welded things, with metal and plastic.

01.04.42 –

We are easing our consciences somewhere.

01.04.43 –

Especially that. We know very well that even if you take it to the right place, it will still end up in countries where children will walk in the waste material. At this moment they are sending it back to us and they're right.

01.04.57 –

I had the chance thanks to the Cyclad to visit an electronic waste treatment plant. Where it was...? It was at...?

01.05.07

In Angers.

01.05.08 –

In Angers. In Angers, yes. It was fantastic. So, they take a fridge ... They make a production line. They configure the factory only for fridges for example. They disassemble a fridge and they recover 99% of materials.

01.05.26

Everything is taken apart.

01.05.27 –

It's impressive. Even the insulation they use to heat the machine, as fuel ... It's impressive. So it's possible to recycle as much electronics as possible.

01.05.39 –

What I found very difficult was that our TV was no longer working. We didn't have a network to get it fixed. What we would have liked to do, but no network. So I took it to dump and the gentleman threw it away ..., excuse me, but threw it in the bin while potentially if it had been in a system that I didn't have, I didn't have a network, but if it'd been in a network maybe ... Certainly it was a flat screen with at the back...

01.06.10 –

A cathode ray tube.

01.06.11 –

There you are. A cathode ray tube, but maybe it could have been useful for another family after as second-hand. And here, in this case, it was I think destroyed afterwards.

01.06.22 –

My partner is from Pau. We often have the opportunity to go to Pau. We go a lot ... we go a lot to the Emmaus de Pau, which is the largest Emmaus in Europe. And indeed there, families like you, the reflex is quite common now. People take things to Emmaus. And they have the knowledge, the skill, the network. They repair. It's put back in the circuit. And it works very well. It's growing. This Emmaus is really huge. It's a village.

01.06.57 –

You have to know about it. To say to yourself, we'll take something defective, broken to Emmaus. If we don't know that after that, they repair the thing...

01.07.05 –01.07.10

01.07.12 –

In any case it's a system that has proved itself more and more and they have entire resale sheds where I've had the opportunity to go to buy photography equipment, things really, even times a little specialised. They have good prices. They have equipment, so we don't have the same guarantees as buying new, but we have quality equipment that is revised, that works. If there is a problem, we can come back. There is a form of after-sales service that is put in place without any problem. That's a system that works and that should be, which deserves to be deployed. And every time I go to the Emmaus in other cities, especially in Toulouse, I have not found the same energy, this same will to do it, but in any case, it is possible.

01.07.08 –

It's just ... That's what I've been wanting to ask since earlier on. Why isn't there ... We bring our electronic waste OK because we know alas for x reason there was accidental water damage, the screen next to it got wet. There we know that it's dead. It's definitive, the water has infiltrated everywhere it's over. But why for some things like our TV for example, why wouldn't there be, even if it represents space somewhere sleeping money—why wouldn't there be, in principle, a container or an agent who normally takes care of collecting all our waste who would say: "This one can be repaired and we'll put it aside." This one's for the dump. We go to the dump but yet again we go to throw things away but they can be re-sorted to leave. After, we know very well now, if it isn't a flat screen it's no good. But there aren't only flat screens. There can be a lot of things and I think

that again it would be a ..., again maybe a solution, a little bit of a bandage to say, OK, we can reuse these materials, these screens by repairing them, create jobs and so on.

01.09.06 –

There is no procedure.

01.09.07 –

That's it but for the moment there is no procedure. It may be precisely because of this that we will put it in place.

01.09.12 –

Yes, quite. That would be good. That would be good because I'm sure there are people who request that. On the other hand, there is one thing that has been good, at least in my opinion, that's been done well at Surgères at the dump and that's that there is a container for donations. So that's really good. Sometimes I go to the dump just for that. I go. I have nothing in my boot but I stop in front of the container, whenever there are interesting things.

01.09.36 –

Ideally, I dream of having a big store, like a Leclerc or Auchan store, a giant recycling centre where we go and where we buy all our products, whether it's Hi-Fi equipment, or...

01.09.51 –

... chairs, sofas ...

01.09.52 –

... decoration, everything second-hand and that's ... I'm sure that it would work. That people ... And then that ..., the educational aspect starts naturally.

01.10.09 –

But in Surgères there is ...

01.10.11 –

... a reintegration unit, an organisation 01.10.14 -01.10 15 We have a problem with furniture. The quantity of furniture and objects that we recover, we do not know what to do. It's amazing.

01.10.24 –

01.10.24 -01.1026 sometimes people bring us household appliances. We... the principle is before giving them back, to sell them, because we sell them at a low price, we sell them anyway to help people in difficulty. That's the goal of the association. Sometimes people bring us appliances that

don't work anymore. They want to get rid of it, so they don't look any further. They bring them to us and then they leave you to it. When we see the state, it's almost new. It doesn't work anymore. I have a husband who is quite handyman and before throwing it away, has a look at it. Because apparently, and fairly..., very regularly it happens that he finds the problem and it's nothing.

01.11.10 –

It's often nothing.

01.11.11 –

It's a button that doesn't make contact. He repairs it and it starts again. 01.11.16 -01.11.23 And sometimes it's nothing at all. It's a little wire that's come loose so ... That's it. There are people who don't know anything. Of course, it doesn't work anymore and “hup!”, we throw it out and that's it. It is given away and it starts again.

01.11.39 –

But they're already making the effort to come to you.

01.11.42 –

Yes. It is more convenient.

01.11.43 –

I'm not speaking at all about..., I think because then, we don't throw it in the household waste. We don't go to the dump but we still take it somewhere.

01.11.53 –

Somewhere where it can be used again.

01.11.56 –

But we must have the information.

M1 01.11.59 –

We don't have much time left. I still have two or three questions. And then you talk a lot. It's very good. 01.12.05 -01.12.21 You are all involved in the sorting of waste here, you look like you do in any case. If there was a reason not to do it, what would it be? What would be missing if you learned that or if you saw that?

01.12.38 –

I don't understand the question.

01.12.40 –

Why wouldn't you do it?

01.12.44 –

The question is silly.

01.12.45-01.12.51

01.12.52 –

We are all enthusiasts, in a voluntary, committed way. It's hard to put ourselves in their place.

01.12.59 –

The gentleman says there's a lack of space.

01.13.01 –

That's it, can we imagine it anyway?

01.13.03 –

For me, those I saw who didn't sort, didn't do it really because they couldn't be bothered. They couldn't be bothered to set up a composting system. They couldn't be bothered to think ... For example, in Toulouse, beer bottle caps weren't sorted in recycling. They weren't part of it. Here, they are. And in fact, I don't think that people necessarily want to bring themselves up to date concerning what used to be recycled, what isn't recycled any more, what will be recycled tomorrow. The information is sometimes a bit complicated. It's sometimes different from one commune to another, so many people get discouraged. So often it is I think a question of not being bothered.

01.13.49 –

And there are people who will hide that behind a waste of time too. They'll say it's a waste of time. I don't have time to do it. Not being bothered, the easy way out, perhaps, not to sort, because it is easy not to sort. In the end we put everything in a black bin. It's super simple

01.14.05 –

And suppose there are real reasons of convenience. Either it's not convenient, or people don't know, and then people don't sort. 01.14.17 –01.14.18

01.14.19 –

There is one that if ..., well, if one day we go to a place where there is no sorting, nothing, we'll put everything in the black bin. It's simple. Three years ago, my parents, who are in Loire Atlantique, put 90% in the black bin. When we go to their place: "Where do I put that? In the black bin." They want to put plastic ... Here we sort a lot and we come with all our plastic well you put it in the black bin.

In fact, we are also connected to the community. That's what we ... well yes forces us, too. 01.14 58
– 01.15.01

01.15.02 –

When I lived in the Var we had big containers. A big yellow container, you know, the opening just ..., the small opening where you couldn't put a pizza box inside. You had to bend it in four. That was for each neighbourhood. There was one per neighbourhood. It was better to live nearby, in other words.

01.15.24 –

In the sector I can't see a good reason ...

01.15.29 –

Except that the sorting centre lied to us and then we uncovered a secret: that they actually stored everything under the buildings, maybe we did indeed stop our efforts, but otherwise ...

01.15.41 –

Beyond the sorting, there's already... we were talking earlier about bulk consumption or things like that. That's the consumer reflexes that most people don't have today. They prefer to go to Leclerc, buy everything in the same place, rather than go to a grocer's, then go to various places to do their shopping.

01.16.00 –

Well, that takes time.

01.16.02 –

It takes time, it's going back and forth in different brands, different places sometimes. Actually, it's a bit more complicated, except that the advantages behind it are so huge that it's worth it. But it's true that to put it in place is to struggle against twenty or thirty years of consumer habits which were imposed by the Big Groups and which are today so anchored that it becomes complicated to overcome.

01.16.27 –

It's not a step backwards. I'm sorry, it's not a step backwards. Sorting your waste is not going backwards. It's fair to say that our kids are going to be lucky enough to have things; there's a big difference!

01.16.38 –

That's not what I meant.

01.16.40 – 01.16.42

01.16.43 –

At the time of our ancestors it's true that we used to go to the bakery, to go to the butcher's shop a lot more. Why go to the baker's when there's bread at Leclerc?

M1: 01.16.56 –

Nevertheless, I think the question is crucial. Can we look a little bit at the big picture and acknowledge that there are still many people for whom sorting is not systematic and these people are not on average more stupid, more mindless, more this or that? The meaning of the question also allows us to put ourselves in that position, and to imagine exactly how ...

01.17.28 –

The poor little grandmother who lives in town in a second floor flat...

01.17.35 –

Organic waste. There, well, organic waste. Not for the packaging.

01.17.39 –

.... Go to the dump. That's what was said earlier. It is a barrier to sorting.

01.17.45 –

It's not easy.

01.17.49 –

We have ..., well, we're all elderly. We have a vehicle. We can get around. We're still in good health. We can do it.

01.18.00 –

There is ... yes it can indeed be access to information, access to yellow bags, for those who are into bags. Here we use bins, it's a little different. But that's also part of things that may make it easier to get bins eventually. When we got bins, we thought it was going to make it easier for everyone. No one could say: I haven't got any more yellow bags, for example. So that's maybe one of the factors ... I don't know.

01.18.34 –

"If I have no container, I'll stop sorting. She's a lady. I'm going to talk about the lady I had on the phone this afternoon, who told me clearly: "I don't have any more containers. ... I had yellow bags. I arrive at St Jean d'Angeli, they have collective bins but they have no containers." She was used to

her yellow bag. She said: "I'll stop sorting. I'll stop sorting. I'm not going to walk around with a box." There you are. I'm trying ... I represent ... There's my discussion this afternoon, the lady, no more containers to go to a gathering point: "I'll stop sorting."

01.19.09 -

While actually if she had another container apart from the bag it wouldn't work.

M1: 01.19.11 –

I'm try to put it in perspective. To put, to show too, because you're all aware, because you came here tonight, you're already ... But that person ... That person wouldn't have come tonight. But it's just to tell you that today we're also in a reality in the field that makes ..., more than diversified, even us in our personal life, our friends, our families ... and to say, I had a lady who was sorting and who told me this afternoon: "I'll stop sorting because I don't have any more containers. "

01.19.45 –

So, we come back to what we said earlier about why we sort. If it's sorting because it's imposed by the council and you have to do it, then it's to make you feel good and that, and that, and indeed, on the right occasion you can say to yourself: "I'm sick of it, I'll stop sorting. "

01.20.02 –

It's a question of attitude.

01.20.04 –

Yes, it is a question of attitude but of ...

01.20.07 –

If we put so much money into bludgeoning people to make them understand that we have to sort as we do when they bludgeon us on TV with: "Buy my beautiful disposable wipes", at some point it would really be anchored in their minds and they would say that it is an aberration not to sort.

01.20.27 –

I explained it to him. I'm recording it....

01.20.30 –

That's interesting. We're coming full circle in relation to education. Don't you think so? Let's continue, because I don't understand....

01.20.40 –

To go further, in awareness raising we talk about, for example, the disappearance of certain animal species, but about things that are often a little abstract. We hear about polar bears... Yes, far away, that we have never seen and that we may never see.

01.20.28 –

What you both said is also the example of the boxes in which we work, where the quantities are indeed larger, she will say, I am a drop of water in relation to that. Indeed, this may be one of the reasons to say....

01.21.10 –

I think that if tomorrow we explain to people in a very concrete way the impact it can have on their daily lives, on their immediate environment, that we explain to them what the point is today of sorting and recycling. And if you don't do it, this is what it's going to have as an impact on your immediate environment, on your concrete way of life; so, investment becomes a necessity, I think. Just out of selfishness people will actually say to themselves, I don't want my comfort to be changed. I don't want to change it, so I'll do it. I don't think that this person makes the connection between his acts and the consequences. And his immediate quality of life, his environment. That's it, it's completely abstract. So, an idea that is abstract can be quickly eliminated, and it doesn't change our daily lives. Except it's actually a mistake.

01.22.08 –

The need to understand the procedure... the circuit...

01.22.10 –

Yes, the circuit....

01.22.11 –

... the circuit? The product from its creation to its death.

01.22.15-

This is it from beginning to end and what does it mean to us... as citizens today, living in Surgères, Saint Georges du Bois no matter what impact it has on our immediate environment. That's really... And not tell us, there are species of animals that live 15,000 km away that will be saved because we're sorting. That's abstract. It shows its limitations today. It has raised awareness among a certain number of people, a large mass, but there are still those who are diehards and those we really need to target. I think so.

01.22.47 –

Except also for people who say....

01.22.49 –

I wonder if the fact that people were told: here you are, sorting. This waste is collected and used to do other things. If we were told what we can do with it, I think people might react differently. I used to watch a show where they explained to us that with plastic, they would take, well, with other mixtures, they would make a road surface. If people..., if we knew that, we'd say to ourselves; well, my bottle can be used to make a bit of a road. The media already, not necessarily messages but programmes. I saw that on a programme. If it were explained more clearly. Now I don't know if in a dump you're going to put your thing, well, a poster; we can do that with the paper, that, that, that, I think... I know it will make me want to....

01.23.52 –

That is what is being done. It is done. On the other hand, perhaps the communication on sorting is concentrated in places where we sort. As a result, people who don't sort, don't see it.

01.24.06 –

He's right.

01.24.08 –

If you had messages everywhere and TV advertising campaigns like we see for road safety, like we see for other things, maybe there would be more people affected by the act of sorting.

01.24.22 –

Because, to come back... I work in construction too, and in fact on some skips there are fewer there, but for a while on some skips we saw, so many tons of cardboard equals and then we saw next to that, I don't know, it was the period that marked me, they explained that with the tons of cardboard that had been recycled they could make a cardboard house. That's right, immediately, we actually saw the concrete link, we sort, we can make things again with something else. But it's true you could only see that on certain skips. It's been some years since we've seen it because these companies had to change their policy a little bit too, but yes, advertising would be very important yes, but elsewhere than potentially on skips.

01.25.06 –

I saw that one, you're right. Two pallets equal a bike.

01.25.11 –

They have that at Nantes at the moment.

01.25.14 –

If you want to get through to people who don't sort, go get them where they are and certainly not in the sorting centres.

01.25.21 –

The analysis where we had comments if you like ..., Francis came to Secours Catholique, to explain to us, with a meeting, there were about twenty of us, thirty at the meeting table, he came for half an hour to explain to the ladies what had become of it. The ladies were delighted, but as the gentleman said, it was people who sort. People who come to put 01.25.51 and then leave quickly or after the garage sale just throw their stuff in.

01.25.57 –

Basically, for people who don't sort, there is only one thing that speaks, which is money. We were talking about ..., I'm not necessarily partisan of this solution but it was one of the ways to say it, it can help lower your household waste tax ...

01.26.16 –

I'm not even sure about that. I'm not even sure about that.

01.26.18 –

Really? Money talks to everyone. If you manage to show that this is the household waste tax, if you do the sorting ...

01.26.26 –

The illegal parking lots are severely punished, there's no decrease. We have several examples like this where we are taxed when we do not do something, and it is not necessarily ... I'm thinking of speed cameras for example. That still brings in billions. There is talk of billions a year that they make for the state, so that means that there are people who continue despite the presence of the speed cameras that are indicated, they continue to drive fast. So, I think that's the financial penalty ... And then the other problem with the financial penalty is how it can only be applied to people who don't sort in relation to people who do sort. I don't necessarily want to pay for people who do not sort.

01.27.05 –

No household waste tax, we see that if the region ..., finally maybe not the region, we will not go that far, we see that taxes are in numbers down. Sorting really impacts my wallet. That's what I was getting at, now yes, you'll always have guys ...

01.27.31 –

It's avenue to be explored, but I remain a little sceptical about this ...

01.27.37 –

Me too.

01.27.39 –

But yes, money is key to success.

01.27.41 –

It doesn't make people responsible because they don't understand why ...

01.27.43 –

I'm not even sure that ...

01.27.45 –

It's a bad reason to do it.

01.27.47 –

Changing out of fear of punishment for me is not a good change. I want to see people change by conviction, not by repression. Generally, it's necessary to actually find solutions if really there are reluctant people. You actually require this kind of solution.

01.28.07 –

I wouldn't be surprised. There are a lot of things that have been put in place for sorting and I have the impression that there are people who are against it or who don't approve. Personally, there are yellow bins, people play along anyway.

01.28.25 –

It is especially with the black bins, I think, it's especially with the black bins where people don't make the effort to go to the dump or go to drop things off in the store, you see problems.

M1: 01.28.35 –

But well, it's almost finished so just one last question because before there were ... we identified in the project key factors that make people participate or not in selective sorting. There are four factors. The first is the information we have about the system, how it works. The second is environmental beliefs. The third is the social norm. The group, are we in a group that does sorting, are we in a family that sorts, that doesn't sort. And the last factor that has been identified is the ease of the system. Is it easy or not to sort? I have one question that is quite boring. Do you already agree that these factors are paramount? If so, what is perhaps the most important for you among these four, and if not, do you see other factors that seem more important to you than those?

01.29.40 –

The first for me is information. Nothing will start without information. After there will be obstacles, blockages, talk of waste, bulky things, but as soon as we have the information the rest follows.

01.29.56 –

As for attitude, what you said at the beginning was the fact that the word waste is pejorative and the fact of speaking about what raw material actually was, in fact it's a reconditioning of the waste and there it makes sense. So yes education.

01.30.14 –

Maybe it is to link the environment, which for me is the most important, but instead of talking about rubbish, [talk about] raw material. It's true that changing the language, we saw it a few years ago with negative growth. I had ... at school I didn't get far but I never said that, and a few years ago, we heard it, actually everyone heard it: oh yes, it's negative growth. There was this positive side because the message was sent but sent differently. Because we couldn't try to apply this negative growth to waste, quite simply.

01.30.52 –

... information I think is fundamental.

01.30.57 –

It's important. It's essential. In Nantes. My oldest son lives in Nantes. He is therefore in a city that is aware, where he's part of a social and societal action, let's say. He was recruited by an association to try to educate, in quotation marks, the residents of the residence to stop illegally dumps in the car parks, because suddenly there was no place for cars, cars park there at the school gates, etc. The council housing has set up dedicated places with huge stickers, on white doors with huge stickers, where there is the drawing of what is supposed to happen in these premises. I'm thinking of sofas, things like that. And yet, all the big council flat buildings struggle against illegal dumping on the pavement opposite, where there have always been mounds of objects that were deposited, outside the collection days because the town hall continues to roll out collections with council trucks. They still continue to have this approach. There is information and it does not work. I think we have to go beyond that. Understanding. The information is coming to us. We see it constantly. We get a lot, a lot, a lot. I think it's essential. It must first be very easy to access. There they made an effort. They put up drawings. And then drawings, extremely simple signage. You have to go somewhere else. I still don't have the solution. My dear sir, there he is looking for incentives. He holds meetings, all kinds of things, but the act of depositing a piece of furniture, for example, with a glass part, outside the house, outside the building, and we know very well that it's going to be a nuisance to park his own car because it takes up a parking space, and that when someone drives by, the glass will break, and that we won't be able to park in the space next to it because there's glass there. They continue to do it, so there's something more about the idea of: it's my role. And I don't

think it's necessary to feel guilty, it's not at all, I don't think it's positive at all. Making people feel responsible is very complicated. I do not know where the solution is, what strings have to be pulled, but even with this kind of extremely facilitative action, it may not work.

01.33.22 –

After that, it's a population that doesn't want to understand. After ...

01.33.27 –

But we share the same planet.

01.33.31 –

These people ... how to educate them.

01.33.37 –

Listen to yourself speak.

01.33.41 –

If they are forced to do something, they may go against it. If we suggest it to them, maybe it's going to be different.

01.33.50 –

If they are made to believe that they had the idea.

01.33. 51 – 01.34.00

01.34.01 –

If we impose it on them, they will say, I'm forced to do it so I won't do it.

01.34.06 –

Or they must feel that they have something to gain.

01.34.10 –

Well, there it is. Exactly.

01.34.11 –

And the thing they might have to gain is ... it may be quality of life, an immediate environment that won't change its way ..., with polluted water, with ... that's it. But it is indeed necessary that people are aware of the links of cause and effect between their first acts and then their living conditions but not concretely ..., well, that's it if you don't sort it will make animal species disappear. Those

people ... that's not concrete. It's a reality but it's not concrete. As she said, if you throw it away and there is glass everywhere, or food, well, that's going to be a real nuisance and you can't park because your tyres will get punctured. These are concrete things. People say, yes, I don't want them to puncture my tyres.

01.35.06 –

If you have a person who is going to get flat tyres, next time he'll put his debris in the indicated place.

01.35.10 -01.35.23

01.35.23 –

It is still people who are really not privileged and who are put a little ...: go there on the side, it's true that at the state level these people aren't helped. To let's say make an effort ...

01.35.39 –

Especially since these people often work in factories ...

01.35.45 –

It's hard to go and ask them ...

01.35.48 –

Of course, I understand. It's all linked. Everything is nested, everything is linked and we can't work on one element without taking into account all the elements around it which complicates the problem.

4.4. Focus Group Meeting 3 - Warsaw

4.4.1 Guidelines

This chapter and the information below contain the participation information sheet that will be provided to the expert or citizen participants prior to their contributing actions.

1.1. General objective

Focus groups: this method is applied to gain understanding of ideas, wishes and concerns of citizens as regards to good waste collection practices. An important advantage of focus groups in

comparison to other research methods is that participants can respond to and build on the views expressed by the other participants. Because of this interaction, focus groups generate a large variety of opinions and ideas which provide insightful information, while maintaining a specific focus during the discussion. People from different parts of the cities will be invited randomly in order to get maximum distribution in demography, social status and geography.

1.2. General guideline

As the intention is to trigger the debate, generally speaking, it'd be good to avoid YES/NO questions and try to put them forward as HOW questions. The following questions have been identified as key to be discussed within the focus group, but these should not be exclusive and, precisely, the debate should trigger other questions allowing to better understand the constraints of citizens to participate in separate collection.

As the aim of the focus group is to obtain a free-flowing discussion among participants, **questions laid out in part 2 are only indicative and should serve as a support to start the discussion not to completely guide it.**

4.4.2 Questionnaire

Introductory question

- What makes you participate or not in separate collection of waste? (Information, environmental concern, social norms, convenience...)

General questions

- What are the strengths of separate collection? What are the drawbacks?
- How clear are the sorting guidelines?
- How easy is it to sort out the waste?
- What waste streams are easier for you to sort out and why?
- How would you define the frequency of collection of recyclables? And about bio-waste?
- How would you define the frequency of collection for residual waste?
- How widespread is sorting around you? Is there social pressure to sort?
- How clear is the whole system to you?
- What about other products like electronics? How convenient is it for you to sort them out?
- What do you think is the role of Warsaw?

Social factors regarding separate collection

- If you participate, what be a reason not to participate anymore?
- If you do not participate, what would make you participate?
- Would you say that your participation or not is mostly due to individual factors (environmental convictions, rewarding behavior, habits, belief in the system) or to external factors (social pressure, laws and regulations, convenience)?
- In other words, do you do it because you have to? Or because you believe in it?
- Would you say that the following factors are key to your participation in separate collection? Mostly among:
 - Information (State of knowledge and information about the system)
 - Environmental concern (Attitude and environmental belief)
 - Social norms (Local culture and/or influence of social group)
 - Convenience (How easy do you consider using and understanding the system)
- If yes, could you say which are the most important for you?
- If none of the above seem relevant, do you see any other relevant factors?
- In general, would you say that you participate -or not- because of one specific reason or because of a set of different reasons?

4.4.3 Minutes

Duration: 2 hours and 30 minutes

M: Your opinions will not be included in any reports in relation to your personal details. We have to abide by GDPR and personal data protection act. The meeting is being recorded so that I can come back to those recordings and prepare a report. Let's get to know each other. Could you please introduce yourself and say a few words about yourselves.

R10: My name is Agata, I have loads of time because I have an adult daughter. I devote my time to pleasures, e.g. fitness classes, biking, going to the theatre.

M: What do you do professionally?

R10: I work at a medical institution at a department responsible for reports, so this job is rather difficult.

M: Yes, but at least you leave on time.

R10: Yes, at 2:30 pm.

M: That is a major advantage. Whom have I got on my left? What's your name?

R1: Maciej.

M: Mr Maciej, tell us a little about yourself, please.

R1: I work at a training company, and as the name suggests we organise training, conferences, workshops. I have recently become a dad.

M: Congratulations.

R: Thank you very much.

R3: And we are sorry for you at the same time.

R1: Precisely, it is tough especially at the very beginning.

M: So I understand that your free time is mostly devoted to taking care of the baby?

R1: Precisely.

R2: Agnieszka, I also have a child, a husband and dogs. I work as a salesperson at a garment store. In my free time I like going to the Vistula river bank, I live near there.

M: What about you?

R3: Ania. I work in the financial sector, in my free time I like travelling, sightseeing, I like biking, and some gardening, too.

M: Is your family large?

R3: There are three of us now, and our daughter does not live with us anymore. It is not bad.

M: And what is your name?

R9: My name is Grzesiek, I work at a small pharmaceutical company, near here, I came here on foot. In my free time I go to the swimming pool, to the movies. Generally I do not have much free time.

M: How big is your household? How many people is it made of?

R9: One person.

M: What about you?

R8: My name is Mirek. I work at a logistic company, as a storeman. It is a large company, related to the automotive sector. I have a husband and a son. There are three of us at home.

R7: Monika, I am a broker at a real estate agency, I live with my husband, I deliberately do not want to have any children. I also love gardening. I came here by bike from Mokotów, because my car is at a repair station. I go to a swimming pool, just like a colleague of mine here, 3 times a week. And we travel at least twice a year.

M: Thank you so much. You have said a lot about your activities after work, and I remembered that Mr Mirek has not told us anything about his interests after work.

R8: Biking, and skiing in winter.

M: Cross-country skiing?

R8: No, downhill.

M: And what about you, opposite me?

R6: My name is Jacek, I work at a company that manages documentation for other companies. I am an archiver at this company. I am single now. I am a grandpa, I have two granddaughters. My hobbies include numismatics, some photography, history.

R5: My name is Weronika, just like Mrs Agata, I work at a medical company and I guess I do the same thing, I guess. Because I also leave at 2:30. A boring job, with documents, settlements.

M: Yes, but so very needed.

R5: I have a household made of three individuals. And I also like biking. I spend most of my free time away from home.

M: What about you?

R4: My name is Sebastian, I work as a history teacher in a primary school, now I am on holidays. I am so glad.

R5: My daughter has had a recruitment for school and she got admitted to the very school she wanted to get to.

M: So you are happy.

R4: In my free time I also like biking, swimming pool, travelling, movies, theatre. I live with my girlfriend and we plan to get married.

M: I know more or less that you have different types of households, made of one, two, three individuals, you have different professions, but some quite similar, you are all from Warsaw, but what districts are you from?

R1: Żoliborz.

R2: Wawer.

R3: Białołęka.

R4: Ursynów.

R5: Ursus.

R6: Bemowo.

R7: Mokotów.

R8: Rembertów.

R9: Bielany.

R10: Wola.

M: Wola, Bielany, Rembertów, Mokotów, Bemowo, Ursus, Ursynów, Białołęka, Wawer, Żoliborz. I am from Muranów, between Wola and Śródmieście. Do you live in flats or houses? Hands up who lives in a block of flats.?

R4: I do.

R6: I do.

R7: I do.

R9: I do.

R10: I do.

M: Who lives in a house? The remaining 5, it is not difficult to calculate. OK. Well, I can tell you that you have been purposely selected to represent different age groups and districts, half of you from flats and half from houses. We have done so, because we want to gather opinions from people living in various conditions. I will give you pens and I'd like you to write an answer to my question on the back of those name tents, and only then we will read them. When you hear about sorting waste, then what comes to your mind in the first place? Write down, please.

(the respondents are writing down their associations with waste sorting)

M: The very first things that come to your minds, no matter how silly or wise they are. Just the very first associations. Before you read out what you have read, tell me please whether those associations were nice or not?

R10: No.

R1: No.

R5: Not really.

R9: Mine were nice.

R2: Mine were also not particularly nice.

R3: Not much.

M: So let's read them out. Mrs Agata, what does waste sorting make you think of?

R10: I have written down: division into groups, types.

M: Division into groups, and types. This is your association, right? What about you Mr Maciej?

R1: Learning how to be systematic.

M: Mr Jacek.

R6: Additional duties.

M: Mrs Weronika?

R5: Many bags, a lot of space occupied.

M: Mr Sebastian?

R4: Order and ecology.

M: Mrs Ania?

R3: A duty.

M: Mrs Agnieszka?

R2: Colours of bags.

M: Mr Grzegorz?

R9: Plastic sorting.

M: Mr Mirek?

R8: Sorting.

M: Mrs Monika?

R7: A lot of containers underneath my kitchen sink.

M: Right, your associations go into several directions. Let me write down on the flipchart sorting, organising. Could you please elaborate? Division, sorting?

R3: A duty.

M: So first of all we have sorting, i.e. division. You are saying it is a duty. Has anyone had similar associations here?

R1: Being systematic, so it is quite similar.

M: So being systematic, right?

R3: Add remembering about the timing.

R5: Precisely. Especially that all those companies tend to change it over time.

M: Wait a minute. Remembering about the timing. I guess that Mr Jacek said something about duties.

R6: But I meant here something more pejorative.

M: What have you written down, could you please remind me?

R6: An extra duty in your life. Because I remember the times when it was not necessary.

M: So the one route of our associations is related to sorting, and division, the second to a duty, as it requires regularity, keeping the timing, and it is also an additional duty. What was the third association you have had?

R10: You here had ecology.

M: Ecology – that is another association. Could you please elaborate?

R4: If we sort garbage, if we separate plastic from biodegradable items, then it will be easier to store it all, and to discard of it.

M: There were some other ones, as far as I remember – it takes a lot of space.

R10: You have also mentioned colour bags

R2: Large containers, different colours of bags.

M: Bags, containers.

R5: You need room to store it all, to get it ready.

R3: You also have to store them for longer.

M: Storage?

R5: Yes, storing it all.

M: Did you have any other associations? Something entirely different from what I have written down here?

R10: No.

M: Nothing else has come to your mind?

R2: Too many of those packs, I guess.

R5: I mean too many colours.

R3: What I mean is that companies offer products in 10 different packs.

R5: Well, maybe not 10.

R2: Foil, carton box.

M: Good. I will leave it here, too. I can see that some threads were repeated. And that is very good. If we were to talk about what it is like in practice. What do you think are the advantages of sorting waste?

R9: Lower cost of waste management for us.

M: Do you live in a house?

R9: No, in a block of flats.

M: And you pay less for waste management?

R9: Well, theoretically it should be this way.

R10: It really is cheaper if you live in a house.

R5: That is the way it is in houses.

M: Is it a major difference?

R5: Yes, quite a lot if you think about it in annual terms.

M: How much do you pay for waste management per month?

R5: Well, I must admit that when it comes to household payments, it is my husband who takes care of it. But I guess it is around PLN 30 per month.

M: For sorted garbage?

R5: Yes.

M: Mrs Agnieszka, what about you?

R2: I pay less, I pay ca. PLN 50.

M: In total?

R2: Yes.

M: For sorted waste?

R2: Yes.

M: What it is like in other houses, I have been wondering?

R8: I guess it should be the same way in the entire Warsaw.

R3: I guess so.

R5: It is divided according to districts. Some pay less, others pay more.

R8: Rembertów pays a lump sum for houses – PLN 60.

M: What about the rest of you?

R3: We also pay PLN 60, I believe.

M: Are you from Białołęka?

R3: Yes, I am.

M: Do others know how much you pay, or is it included in the rent?

R9: In the rent.

R6: In the rent.

R10: In the rent. But it is around several dozen per person. The more people there are in the household, the lower the cost per person.

M: So if you live on your own it is PLN 100, and what a household made of two, how much is it?

R10: Well, I do not know how much it is if you live on your own, but possibly it is about PLN 15-16 per person, maybe a bit more. The more individuals in the household, the less you pay per person, I suspect it is about PLN 2-3 less, and then you just multiply this sum by the number of household members.

M: So I understand that in various districts those systems of paying for waste management are different, right?

R10: I do not know.

R5: I hear it is so.

M: Coming back to my question, what are the advantages of sorting waste?

R3: I guess that the very awareness of doing it makes you feel better.

M: Just as you have said, that you are aware of how much packaging there is?

R3: Yes, precisely. You feel better that you sort it, and that it will be used. At least I hope it will be.

R5: Well, I just watched a programme yesterday about sorting and how it is utilised. Generally if we sort it, then the sorted waste can be excellently used. I hear that all companies that collect waste are obliged to take it all to the right places. I have learned that we even use it for heating.

M: What programme was it? Do you remember what channel it was on?

R7: I guess it was shot in a waste incineration plant.

R5: Yes, Byś.

M: At the company called Byś?

R5: Yes. They showed it how they burn that waste. I was surprised to see it.

R7: Yes, they do it 24/7.

R5: Yes, we do not realise the fact that they burn it all 24/7, and then it is used for heating housing estates, for instance.

M: So first of all thanks to sorting we feel more aware?

R5: Yes.

M: Because we have used it better. The second thing is that there is a real benefit related to it, according to what you are saying based on that programme?

R5: Yes, at least this is how it was shown there.

M: That it is utilised?

R5: Now they have such a duty. All companies that collect waste from us are obliged to delivered sorted waste to such places.

R10: I can tell you that I have never seen any vehicle packaging sorted waste at our housing estate, I really have not.

R6: I haven't either.

R10: I do not know if I have not been lucky, but I have not. For me it is just not credible.

R5: They come on one day and collect one colour of bags, on the next day another, on the third day the collect biodegradable waste. I have 5 bags at home, it takes quite some room.

R2: They come to me and collect one bag. They repeat it several times.

M: One round for one type of garbage?

R2: Yes.

R5: Yes.

M: Maybe that is the way it is in block of flats, too?

R10: I have never seen such a vehicle. I have seen the ones that put it all inside, but I have been wondering how they sort it, if one big garbage truck comes for it all.

R6: Yes, precisely.

R10: How is it solved from the technical point of view? I do not know, I have never focused on it, but I have never seen anything like that at our housing estate. And I have been living here since I was born.

M: So you have not seen them collect it sorted?

R10: I have not.

M: Well, but coming back to my question. What are the other advantages of waste sorting? It can be reused, it is done with higher level of awareness.

R10: It should all be environmentally friendly.

M: Environmentally friendly, that is the third advantage. What other advantages do you see?

R8: Most definitely there will be room at all those landfill sites for longer. If we sort it all and store there only items that cannot be reused, and everything else that is reusable will be recycled in one way or another.

M: Saving space at landfill sites?

R8: Precisely. I know the difference between what it was like in the past when it was not sorted. Everything ended up there. Now non-sorted garbage occupies ca. 5% of all the waste, the entire rest is recycled.

M: Are you talking about what is collected from your block of flats?

R8: I happen to live in a house.

R5: But in the past we produced less plastic. You bought everything in glass bottles, with a deposit.

R6: yes, that is the way we used to buy milk.

R5: Precisely, milk, everything, even cream was bought in glass.

M: What are the other advantages of sorting garbage? You have said that we save some room, we recycle materials, ecology, what else?

R10: Well, plastic, for instance, is used to make fleece.

M: For polyester fabrics.

R10: Yes. I do not know how true it is.

M: So it can be recycled. Something made of those bottles, or that polyester. What about you Mr Sebastian?

R4: Paying less for garbage management.

M: We pay less.

R4: We pay less, and that matters that some money is left in our pockets, right?

M: This is a rather measurable advantage.

R4: Yes.

R6: But first we have to put some concrete effort into it. We just get paid for the job we have done.

M: So instead of that man at the sorting plant we get those PLN 15?

R6: Yes.

R5: And this increases the unemployment level. 😊

R4: I have never had such a case, but maybe it is so that we declare that we sort waste, but then we might not, and someone might notice it and report it to some authorities, and then we can pay a fine.

M: So when someone promises to sort, but they do not, they get a fine?

R4: Yes, a fine. It is to scare us.

M: Ok. Since you have started talking about fines, then what are the weaknesses of sorting waste?

R1: For me it is bothersome.

M: Why so, could you tell us please?

R1: Generally speaking, especially now when our daughter was born, we sometimes have total chaos at home, and I have to think about what to put where. It is an extra effort for me. I know what it is done for, but sometimes I just find it very tiring.

M: So it is a bit of an extra duty, something that Mr Jacek has mentioned?

R1: Yes.

M: Because now you have little time anyway. What are the other drawbacks of waste sorting?

R3: We have to find space for it.

R5: Preparing the space, that is right.

M: Tell me more about it Mrs Ania, please.

R3: You keep it for longer, for about a month. This is actually the entire month.

M: And where do you keep it?

R3: We always look for some room for it, and there is always too little of it.

M: Do you live in houses?

R3: Yes.

R5: Yes. I guess that biodegradable waste is collected once a week, and plastic or glass once a month. And we have to store it somewhere, and we have to make sure that no animals scatter it around. My husband has built a special shed with some hooks for bags.

R3: These are the costs... I am sorry to interrupt.

R5: Yes, most definitely, they need to be covered to prevent cats from jumping in.

R6: Should we wash glass or not?

R5: Just rinse it, not necessarily wash.

R6: It is just unthinkable how much water you have to use.

R5: A nightmare.

M: Coming back to those drawbacks: we need some room, we put some effort into it.

R6: We use water.

R5: Because you have to wash them if it is to be at home for the entire month.

M: It stinks.

R5: Yes, it is enough to leave a milk container when it is 40 degrees outside.

R6: This is why we can sort it and throw it to the shed every day without losing water, which I also pay for.

M: Yes, I do not have an opinion about it. We just want to make a list of all pros and cons. So these are the costs of constructing such a shed with a metal structure?

R5: Yes.

M: Making sure that either cats or rooks do not scatter that litter around, make some effort, sort, wash. Are there any other drawbacks you can think of?

R3: Make sure you take it all outside on time.

R5: Yes. You have to remember about it.

R3: Because if you miss it, you will have to wait for another month.

R5: They can sometimes come at 5:45. Because they start working at 5:00 am.

M: Cannot you take it a day before?

R5: But what if you forget? If you forget, you have a problem.

R6: Or if you leave?

R5: No, then the neighbours take it out.

M: So you can make an appointment with your neighbours?

R5: You have to. There are also some limitations regarding the quantity. It is not so that I can have no bags for 3 months and then 3 in one month – it is not like that.

M: So it is a rather complicated procedure, you have to make it on time, you have to make sure it is the right amount?

R5: Yes. My husband happened to chase those guys a couple of times.

M: I can see it differs. What does the sorting system look like in your district? Mr Maciej, what about you?

R1: I live in a detached house, it is actually a semidetached house. And it is so that we have to control the timing. When it comes to flats, I guess it is done twice a week. So it is not all that bad.

R3: impossible.

M: Do you have a schedule of those collections?

R1: Yes.

R5: Impossible, probably once.

R3: You have exaggerated now.

R1: What with?

R3: Mixed is collected one, I guess.

R7: Mixed every 2 weeks.

R5: Every 2 weeks. Biodegradable, small.

R1: Mixed twice a month. My wife takes care of that. I also sometimes visit the MPO website.

M: To check what they will collect and when?

R: Precisely.

M: So this schedule is available and you can keep track of it?

R1: Yes, you can, the schedule is available there.

R5: You sometimes have to enter that website, as we, for instance, have had some changes.

M: So you have to be vigilant?

R1: It changes in our case.

R5: Because there was one schedule given there, and in a week's time it changed totally

M: So the collection schedule can change. And even if you know you have to wake up at 5 am tomorrow, you should still check if it is really so?

R5: Yes.

M: What about you?

R3: The company has changed, the previous one did not keep the dates at all, cons. And that stinky garbage was lying there for a whole month, waiting for another company to collect it.

M: It was even in the media and in the press that the company changed in some districts.

R3: Yes, and all those bags lie there just waiting, people are hoping they will come in the meantime, but I guess they will not.

M: So the change of the provider is a major problem?

R3: Yes.

M: What about you Mr Maciej?

R3: The same.

M: Particular type of garbage on particular days?

R3: Yes.

M: They come and collect plastic once a month, and glass once a month?

R3: Yes.

R2: Yes.

M: Do others living in houses have the same system?

R5: Yes.

R1: Yes.

R8: From what I know this is what it looks like.

M: Is it the same with you, Mr Mirek, does it look the same way in Rembertow?

R8: Yes, once a month paper, plastic and glass. Every two weeks mixed and bio once a week.

R10: Gosh.

R6: It is quite a challenge to remember it all.

R10: Precisely.

R5: And there is green waste, too.

M: What is green waste?

R8: Green is like bio, but this is grass, leaves.

R5: Grass, leaves, branches that have been raked up.

R8: What is collected every 2 weeks, but only from spring to autumn.

R5: Yes.

M: But do they give any timetables?

R3: They do.

R8: On the same day as bio, every 2 weeks. It is pretty complicated, you have to use the Internet.

M: How many groups is garbage sorted into by those who live in houses?

R8: 5.

M: What is it?

R5: Paper, plastic.

R8: Plastic with metal.

R5: Glass.

R3: Glass.

R2: Bio.

M: Bio, i.e. such compost?

R3: Yes.

R2: Food waste, peel.

M: Peel.

R3: And mixed.

R5: And green, too.

R5: This is bio, but different.

R8: This is bio, but cannot be together with bio. And you have to have your own bags, because there is not enough of them.

R3: And the sixth – bulky waste.

R8: The seventh.

R2: Yes, bulky waste, too.

R10: What is mixed according to you? E.g. a cheese pack?

R8: Everything else.

R5: No, you can wash the cheese pack, and it can be plastic, too.

R10: But such a soft one.

R3: For instance, diapers, pet litter.

R2: Yes, this is mixed.

R3: Bones

R2: Food waste, deli meats, meat.

R10: Is it mixed or bio?

R3: It is mixed.

R8: Some rubber.

R3: Because bio is made only of fruit and veggies, everything that will decompose.

R10: Ok. I know the answer now.

M: And all of you living in houses confirm that too, right?

R3: Yes.

M: And it is collected the way you said it is.

R8: Yes.

R3: But it has been introduced recently.

R8: That bio has been introduced recently.

M: Because sorting as such has been there for quite a while?

R8: For a couple of years.

M: And what about those who live in multi-family houses, how do you sort your garbage? Mrs Monika? What are the collection regulations where you live?

R7: As long as we had sorting into plastic, glass and paper in one bag it was quite fine.

R5: that was good.

R7: Two containers under the sink, and a bag with potatoes.

M: So you had everything that was recyclable in one bag, and the rest in the other?

R7: Yes. But now it all has to be separate – glass, paper, and plastic separately. I do not have room for that.

R5: A friend of mine has such separate cupboards for it all.

M: Mr Sebastian, do you live in an apartment or a block of flats?

R4: In an apartment.

M: What does it look like with that garbage there?

R4: For me it is pretty bothersome. I do not have much room, 35 square meters.

M: How does that system work at your place?

R4: Bulky waste is collected every two weeks.

M: Bulky waste every 2 weeks? So if you want to throw away a mattress or a cupboard?

R4: Yes.

R3: That is pretty often.

M: What apart from that? Because in a block of flats it has to be done often.

R4: I do not pay attention to how often it is done. But bio is collected once or twice a week. Most definitely. Plastic once a week. Glass, etc. – those containers are relatively rarely overfilled.

M: How many groups do you sort that garbage into?

R4: Well, there is bio... I do not really pay much attention to that, i.e. whether I have to collect bones separately, for me bio is just one big group. But I separate plastic, paper, glass. Four groups.

M: What about the rest of you, Mr Grzegorz?

R9: We have no sorting at our housing estate at all.

M: What does it look like?

R9: My sorting is the simplest it can get. I have one and only bag and I put everything there. Then I take it to a closed shed inside the building. And this is what this sorting looks like. I guess there is no sorting in the entire building. Even if I wanted to, I cannot do it.

M: So you throw it all into one container?

R9: Yes, I do.

M: Maybe your cooperative decided this way? Did you have any impact on that?

R6: Or maybe they declared that nobody would sort. As far as I remember we had to declare it, at least this is the way it was at my cooperative – whether you would sort your garbage or not.

R9: No, no, no. Well, based on what this garbage shed looks like, then definitely there is no sorting there.

M: So you had no choice, this is the way it is.

R9: That is just the way it is.

M: Mrs Agata, what does it look like in your case?

R10: We can sort garbage. But I do not do it. Generally I try not to buy any beverages in plastic bottles, I do not buy any semi-finished products, so generally I do not generate much litter. I have seen that bio container, but honestly speaking I have not taken much interest in it. That container disappeared because it was standing on the outside of the shed, under someone's windows, so it is not there anymore. There is this room for sorting garbage, by the end of the building. When I looked inside once there was some division between some dry types of waste.

R5: Wet, mixed?

R10: And something else, too, I cannot really tell you what it was, as I did not really take much interest in it, I said I would not sort, because as I have said, I do not see anyone come and collect it. So I just do not do it. I once saw this vehicle, I do not know if you remember, there were those green

containers for glass, yellow for... these were such containers. A vehicle came and collected it all from each of them. So I told myself – no way. I used to sort garbage. And then when I saw it, I said no, no, no. It is a waste of my effort, let others earn money sorting that garbage, at least they have a job.

M: So this is how you treat it?

R10: Yes.

M: Have you mentioned all types of garbage now?

R10: And there is electro garbage, too.

R6: And there is also bulky waste, and you have to put it in front of your house and they will collect it for free, right?

R5: Yes.

R3: yes, you just have to report it.

R8: Once a month, on a particular day.

R3: Once a month? I have it only once a year.

R8: No, once a month, on a particular day, you have to call them and tell them you have placed it there, and then they will come.

R3: In my case it is so that if one person informs them about it, everyone puts their own garbage there, too, and that is about it.

R5: We have a totally different solution. In Ursus our authorities get organised 2-3 times a year, and we can get some herbs, trees or thujas for the garden.

M: Seedlings. For that electro garbage that Mrs Agata has mentioned, right?

R6: I throw it away at electro stores, there are special containers there.

M: What about the rest of you?

R3: Something bigger, e.g. TV sets?

R6: There are special companies that collect it.

R10: When I have some kind of an electro waste, usually still in working order, I place it in front of my house, and when someone guesses it is Ok, they take it away.

M: So you can also take it out for someone to take it. You can do it by the store.

R3: We cannot do it.

R6: I meant here batteries, etc. such small stuff.

R10: I take it all to work.

R2: We have such a message put into our mail boxes, I do not know maybe it is a private company, but they inform us that we have electro garbage collection on a given day.

M: And you put it outside then?

R2: Yes.

R4: I have such containers for electro waste close to a nearby shopping mall, so when I go out, I take it there.

M: What do you take there?

R4: used batteries.

R3: I have heard that there are some places you can collect such stuff to yourself.

R10: Yes, there are.

R3: I am not talking about such big ones as fridges, etc..

R5: But small ones.

R3: Kettles.

R5: But now they have the duty to collect your old equipment if you buy something new, a washing machine, or new electro equipment.

M: The merchant?

R5: Yes.

R10: Yes.

R8: Yes.

M: So we have a couple of solutions here, if we buy something new, we can leave the old item at a store, so the salesperson collects it.

R3: They will come and collect it?

R8: No, no, you have to take it, they have a duty to...

R6: I saw some ads of some private companies, I do not know how it works, a big truck, bulky items, if you have a problem call us and we will come, collect it. They have to make some money on it.

R10: When I bought a washing machine, at EuroRTV I guess, two men came.

R5: Yes, they have come.

R4: Yes, there is something like that.

R10: I just had to tick that I wanted my old equipment to be collected.

R4: There is this option that the store can collect it from you.

R5: Yes, you just have to tick this option.

R2: You have to declare it earlier.

M: **OK, I'd like to come back to...**

R7: And there are also those containers for clothes.

R4: Yes, there is one.

R7: And I also return medications past their sell by date.

R5: At every single pharmacy.

R3: Past their sell by date.

R2: Yes.

M: **So electro waste either at larger stores, or back to the merchant, or there are companies that can collect them. Expired or unused medications can be taken to a pharmacy. There are also clothes collection containers. Have we mentioned everything? I guess so. Mrs Ania has also mentioned those collection points.**

R3: There are such points in the district.

M: **What can you take there?**

R3: Tires, used batteries.

M: **Used item collection point?**

R3: Some old taps, or a washbasin, if you replace it. Where will you take this washbasin?

R8: Bulky waste.

R3: You can treat it as bulky waste, right.

R4: In my school there are collections of books, waste paper, bottle caps, clothes.

R10: Bottle caps are collected to be redeemed for wheelchairs, I believe.

R4: Yes.

M: I am not sure if everyone has told me how you manage it all at home. Because some of you have said that it takes quite a lot of space. Mrs Monika has said that with two bags it was fine, but when there are more it has gotten tough. What does it look like in your case now – do you have two?

R7: Yes, there is no room for more now.

R5: I have 4.

M: But 4 in that garbage shed?

R5: No, 4 bins in my kitchen, underneath my sink. In that cupboard there used to be one bin, and now I have 4 small ones there. All of the same type. In different colours. We have adjusted colours to that.

M: What do they contain?

R5: Glass, plastic, bio and all the rest.

R7: And mixed.

R5: Yes.

R3: And where does paper go?

R5: We take paper out without any container.

R10: Stands next to it.

R5: My daughter has one bin, only for bio. In the hall there are two more, and we use them pretty often, we place paper and glass there, and then take it all outside. It is a whole process.

M: And who does it?

R5: My husband does it.

R6: I cannot imagine it.

R5: This is the question of habit, we have been doing it for 3 years.

M: Mrs Agata and Mr Grzegorz, I know you do not have to do it. What about you Mrs Mirek, how many bins have you got?

R8: I have a very similar solution. I have recently bought such special bins installed under the sink.

M: Are there such bins?

R5: Precisely, I have it the same way.

R8: Yes, with runners.

R5: With runners.

R8: Very convenient.

R5: Precisely, they are small, so you have to do it very often.

R8: And when you close it, it has a lid, so you can use that space to place something on it.

M: And what 4 types are these?

R8: Separately plastic, separately paper, bio and mixed.

R5: These are such small containers.

R8: Well, they are not that small, but rather quite tall.

R5: Precisely. It has to be done more often.

R8: But it is almost like a bucket.

M: And what happens with those containers later?

R8: We have a relatively large house, we have a boiler room in the basement, and I always take those bags there. By the end of the month I have a couple of them.

R6: I thought you burnt them.

R5: It is so that I leave the kitchen with containers and my husband with other two. Each of us has his or her own bag.

R7: Since we have a major problem with those containers, and I still want to sort, and do something about it, and have a feeling that we do something good for the environment. But we are about to renovate our apartment, and probably we will have such a grinder, for all peel or bones.

M: A one installed in a sink?

R7: Precisely. So I will get rid of one container, and I can have glass and paper separately.

M: So you will use that grinder for all organic waste?

R: This is why we plan it. It will not stink, it will not lie there, etc.

R3: And then it flows down?

R7: Yes, to the pipes.

M: Mrs Agnieszka, what about you?

R2: I have it slightly differently. I have only mixed litter at home, and my sorting is about taking a couple of bottles and going to the garage with them.

M: Just like Mr Mirek.

R2: Yes, when I collect more of it, I take it to the cubbyhole. But I have one of each type.

M: So you do not have a shed but a cubbyhole?

R2: Yes, I have a cubbyhole on the outside.

M: And then when the truck comes you take it all out?

R2: Yes, I do.

R5: In the right bag.

M: The right bag on the right day. What about you Mrs Ania?

R5: The schedule hangs on my fridge.

R3: I first collect it all to one container, and then I go to the garage and I put it all there.

M: And you sort it all there?

R3: Yes, into those bags.

R7: Those who live in a block of flats and have a rubbish chute are the lucky ones.

R5: There are no rubbish chutes anymore.

R7: How come?

M: There are.

R5: really?

M: Yes. And down there in the rubbish chute room down there we have 4 containers, each in a different colour, but you cannot enter.

R5: but they are no longer used.

M: How come? They are used.

R5: And you throw litter there?

M: Normal mixed litter. I also tie it and throw it there. But when it comes to sorted, I have to go downstairs.

R8: but you can throw it all together, what difference does it make?

M: No, people do sort. And whole containers are collected by one company.

R5: and nobody enters it? no cockroaches?

M: No.

R3: It depends on how you treat it, right? Are you reliable or not.

R5: Precisely.

M: Well, some sort, others do not, but I guess that most of those containers with glass and plastic are full.

R3: Plastic is the easiest, it is the nicest.

M: What about you? How many bags and where do you have?

R7: Except the training bag.

R1: I have my sorting bags in the kitchen, so it is pretty similar, mixed garbage is outside the house. I must admit that most litter goes there.

M: Of course, with a small kid that is obvious. But I understand that you do sort something?

R1: Yes, of course we do, but that bin with mixed garbage makes it all easier for us, and a lot of stuff gets there.

M: I understand that this garbage is collected differently. One a month, sometimes more often, i.e. once a week?

R3: For instance bio.

M: Bio every week.

R5: It decomposes the fastest.

M: That is why it is collected most often, of course. What garbage is the easiest to sort, and what is most difficult?

R1: Mixed, I believe, maybe I do not have enough knoweldge here, but we have a lot of mixed garbage. I do not think much about it really.

M: So whenever you hesitate, you put it to the mixed bin?

R1: Precisely.

M: What about the rest of you? Which is the easiest and most difficult to sort?

R5: I do it exactly the same way that Maciek does.

R7: Bottles, plastic and paper are the easiest.

R5: The easiest, I agree.

R2: Precisely.

M: Plastic, paper.

R10: Cans.

R7: The most difficult ones include milk, cream, and everything that needs washing, it makes it so difficult.

R5: It usually goes to mixed litter.

R7: One person rinses it, another one does not.

M: It depends on how you treat it, right?

R7: Yes.

R5: That is correct.

M: What can those difficulties result from? Which cause most problems?

R3: The dirty ones.

M: A herring foil pack.

R3: Yes.

R5: For instance.

M: A sour cream cup, what else?

R4: You have to be careful with glass.

M: What else?

R5: Tea bags. The tea itself will decompose, but it is in paper, I guess.

R8: I guess you put it into bio.

R5: I also put it into bio.

M: Mrs Agata?

R10: I guess that some jars after some sauces or tomatoes that you buy.

R3: Because you would have to wash them.

R7: Precisely.

R5: You have to rinse them.

M: What is the easiest to sort?

R7: Mixed.

R4: Plastic, I guess.

R3: Plastic.

R2: Yes.

M: Does everyone agree that it is plastic.

R5: A bottle is a bottle, that is right.

R7: but you have to crush them.

R5: So you can crush it.

M: So clean plastic?

R7: Yes, but it is an extra activity.

R5: Well, if you do not crush it, it will not get inside, so you just have to crush it.

M: What does it result from that you sort it the way you do?

R10: We follow the instructions we get, I guess.

R5: Requirements of the company that collects that garbage from us.

R3: Yes, and recently there have been those brochures, too.

R2: But maybe it also results from some kind of a fad? It was not like that in the past.

M: A bit from a fad, a bit because the collecting company requires it.

R7: We have such a declaration, we had to sign it, and now we sort it.

R6: It is generally given a lot of publicity. I guess it is a trend, a fad, because we are not to blame for it, but manufacturers of products that we buy. Because we are doomed to bringing so much plastic home, in the past it was not this way. Someone came up with the idea of producing so much plastic, and switching away from glass. And now if something is sold in glass it is two times more expensive, for instance. Two times more expensive than plastic.

R5: The same is true for Mazowszanka or Ptys (*soft drinks from the communist times*), has anyone seen Ptys these days?

R3: It is not there anymore.

R10: There are other orangeades.

R5: Yes, but they come in plastic and not glass.

R6: I do not fully trust it, because it is good that we have choice, it is not imposed on us. You can choose, you do not have to sort. Why don't I trust it? Because I am not sure if all that hard work put into it either by me or by another person, as it takes a lot of organisational effort and remembering about it all, will not be wasted by putting it all together at a certain stage, even partially. I am not sure if all that hard work is not wasted. I have not heard about such initiatives as this movie, but generally ones that would make us aware of the fact that it makes sense, a lot of sense. For instance by showing good things resulting from it. I do not know what else results from it.

R5: In this film they show it how the garbage comes there, is all thrown away and sorted. Just as you have said, they collect it all in one place, bags are sorted by colours. There are certain people who sort the right bags and they are taken to the right conveyor belts. Everything is used there, including some magnets that attract cans if they are mixed with plastic. So such a can is picked out from plastic as they are not supposed to be there. This is one big machine, it works like a clock.

R3: But I guess it was not here in Poland.

R5: Here in Białotłęka, I guess.

R6: That is just great, but there is a lot of that mixed litter anyway. For me it only proves that it can be done. If it were done on a larger scale, none of us would have to do it. I as a layman believe that sorting is not needed, because it can be done at a different stage.

M: As Mrs Agata has said – giving employment to people, let them sort?

R6: Yes.

R10: This is also OK.

M: Mr Sebastian wanted to say something at this stage?

R4: I guess that those companies are not sure if we sort garbage systematically, and this is why they have to check it.

R3: They do.

R5: So they just double check.

R4: They check it before it all gets to the conveyor belt.

R5: Precisely, manually.

R4: Because something can be mixed.

M: Probably it has to be another ‘sieve’ there .

R4: Another ‘sieve’, precisely, this is why it all gets into one big bag.

R5: I must admit it all looked pretty impressive.

R8: Those magnets are there because plastic and metal are sorted together in one bag.

R5: yes, but there it was shown after sorting.

M: There is a special conveyor belt for plastic, I understand?

R5: Yes. A guy who was talking there, said that even a clip could not go unnoticed. To such an extent. Those magnets work in such a way that they will not miss a single clip.

R8: When it comes to plastic, one more thing. In a year or two the topic of huge quantities of plastic will be over, as we will have returnable bottles, just like in Germany, where it has been practiced for many years. This topic will be gone.

R10: Plastic straws are about to be withdrawn, too.

M: Would anyone like to add anything to what we have been talking about?

R4: The city has introduced such special points at which you can dispose of plastic bottles.

R3: And you get some discounts for it.

R5: Yes.

R7: Where is it?

R4: In the boulevards.

R5: There are a couple of them.

R4: I saw them there.

M: Such reverse vending machines?

R5: yes, reverse vending machines.

R7: what do you put inside?

R4: Glass, or plastic, for instance.

R5: You can get a discount for coffee, or cinema.

M: Have you seen such reverse vending machines in Warsaw?

R5: Yes, I have.

R6: I have not.

R3: The homeless have filled them all.

R5: But it was in Krakow not in Warsaw. The homeless filled them within an hour or two and got the entire pool meant for that month, i.e. PLN 5 000.

M: **So it worked beautifully.**

R10: I just wanted to say that there would not be any problems with garbage sorting if we could return everything.

R6: Yes.

R10: Just like that. I went to Germany to a small town, and there was some kind of a festival there, people were buying beer, you could drink it everywhere. There were no limitations at all. But there was one nice thing – each 0.5 l cup cost EUR 1. And I could return it and get my beer EUR 1 cheaper. It was just great.

R5: I just came back a week ago from Open'er, another festival.

R7: It was a real nightmare what was happening there.

R5: Yes, that is right. We are unaware of certain things. Heineken has been trying to introduce it for the last 3 years, as this festival is sponsored by Heineken. They have been trying to introduce such disposable cups for three years.

R7: One cup cost PLN 7.

R5: Yes, PLN 7 for one cup. We bought it and could exchange it, but the best thing about it is that you will not get Tymbark to a Heineken cup, you cannot get Deperados either – even though it is the second sponsor. And you cannot get water either. At most such festivals you get water with caps removed from it.

R7: Yes.

R5: You cannot have a cap, but you get it in a plastic bottle. But here? You get nothing. So what that I paid PLN 7 for a cap if my beverage was poured into another plastic cap.

M: **Because they did not want to...**

R7: And those cups should be transparent.

R5: It did not matter to me.

M: **You have said something about sorting, how important it is, because you can recycle, and pay less. And there were some other reasons, too. I have been wondering what it is like in your neighbourhoods, do people pay attention to whether their neighbours sort their litter?**

R10: In my neighbourhood? No.

R7: No.

R6: I guess that in blocks of flats you are more anonymous.

R7: Here we have Warsaw, so there is no peeping going on.

M: So there is no pressure on sorting if everyone else does it?

R3: No.

R5: I guess it is not about peeping, but about reactions. If my neighbour has put it outside, it means it will be collected tomorrow.

M: this is what I meant.

R8: I guess that in blocks of flats it looks somewhat different.

R5: As I have said, when we are not there, then our neighbours have the key to our shed and they take those bags out.

M: Because then you could not have more of them collected?

R5: Yes.

M: So it is not so that you are afraid that someone will talk about you behind your backs, but it is more about corporation?

R5:: Neighbour cooperation works pretty well.

M: Would you say that garbage is collected frequently enough or not really? Would you like it to be collected more often?

R5: It could.

R3: More often.

R1: Mixed garbage is collected about twice a month, and I believe it should be done more often than that.

R5: I guess that we produce terrible quantities of plastic, as most packs are usually made of plastic.

R10: And diapers are there for 2 weeks in a bag.

R5: This is a nightmare.

R10: And who will open that bag later?

R4: I guess that there are certain periods when garbage should be collected more frequently.

R3: in the summer.

R4: When it is hot outside, in the summer, it all starts rotting so fast, and it all smells bad in the neighbourhood.

R3: And some bugs start breeding, for instance.

R8: Yes, during heat waves it should all be collected two times faster. But who should do it?

R3: There are no people.

R8: Yes, there are no people to collect garbage normally. There are shortages of employees everywhere, so how are they supposed to do it twice as often?

R4: But there is this kind of garbage that could.

R5: We are talking about what could be done, so this is an idea.

R4: Yes, because you really have to block your nose when passing the rubbish shed on hot days.

R5: Yes, that is so very true.

M: Remind me one more time, what groups there are – mixed garbage collected once every 2 weeks. What is the second group?

R5: Plastic, glass.

M: Plastic, glass.

R2: Paper.

R7: Electro garbage, medications.

M: I have to write it down clearly. Mixed, plastic.

R7: Plastic and glass.

R5: Let me show you a photo of what it looked like after the Open'er party.

R4: Litter.

M: Papier, bio, then you talked about bulky waste.

R3: Bulky waste, green.

M: And electro garbage.

R6: Electro and medications.

R3: And clothes.

M: Clothes, i.e. textiles.

R3: Textiles, but honestly speaking I do not quite trust those textiles. I do not know how it works.

M: You are talking about collections?

R3: Yes.

R10: Because they come back with those items.

R3: They sell them later.

R5: I hear they sell them, I give clothes away to children's homes.

M: Where you have no other place to give it back to?

R5: Clothes or toys.

R7: Stuffed toys.

M: And they accept them? So you can also give them to those in need.

R5: Yes.

M: I'd like to come back to one of the things we have talked about. There are regulations, companies will not collect it if it is not sorted, but Mrs Ania said initially that she feels better if she sorts. I guess that Mrs Monika has also mentioned it.

R7: This is my second nature now. Initially it was so very annoying for me. I felt I had to do it, I had to buy another bin, and I did not know what it was all about. I had to start thinking about it all. Washing litter – I thought it was absurd. But now it comes naturally. We live in such times that we just have to do it.

M: Do you mean environmental protection?

R6: Yes. Ecology, reducing it all.

R5: but it is a vicious circle. If we wash the garbage, then we automatically use more water.

R6: Which we are also running out of.

R7: Yes, we are.

M: So there is no way out really. But I mean here more the question of nature and ecology – is it an important reason for you to sort garbage?

R6: No, it is not important. I do not sort, but I feel that the idea could be good.

M: So you do not trust whether it is executed the right way?

R6: I do not. If everyone is so very concerned about sorting, as I get an impression that many entities are, then why don't they show particular benefits of it to the society?

M: I.e. what should be presented?

R6: Such a positive outcome for the environment, i.e. what happens if you sort it into 10 categories, to show what sense it makes, and what good comes out of it.

M: So it would be something like that film one of you have mentioned, right?

R6: But it was a private company.

R5: No, I guess it was on Discovery, I guess. They have such a cycle of various programmes. It was about transport, and garbage in general, I guess it was sponsored by the capital city of Warsaw.

R6: Because if there are no arguments for making it wisely, and you have to wash it, i.e. waste water, or energy if you use the grinder.

M: Do you really have to wash this litter as otherwise it will not be collected?

R6: No, I have heard that in Pulawy it has to be washed.

R5: Rinsed.

R10: And what happens if it is not washed?

R3: They stink.

R8: I do not wash bottles, I simply throw them away.

R5: yes, but if you do not wash it and it is 30-40 degrees, if you use one milk a day, you can crush the carton, but it stinks so bad. It will just go sour.

M: But will they collect it?

R5: Yes, but I have that shed that is next to my kitchen and those odours can be smelled.

R8: but if you do not wash it and you put it to mixed garbage, it will stink too if it is there in the shed, so what difference does it make?

R6: What is missing is some straightforward arguments, given in a simple language or by means of some visuals showing it to us that it makes a lot of sense.

R10: For me sorting to make sense would have to offer some economic benefits. What I mean is that if I sort garbage, if I store plastic bottles separately from glass, then I can go somewhere and get money for it, which I can spend then on other things, on something nice. Moreover, sorting could also consist in using reusable glass bottles. I could return them and have an impression that I do not produce that much garbage, and the waste I produce still gives me some benefits, because

these are bottles I can return and get money for me – this is what ecology is about for me. This is when it makes sense. But if I sort garbage and then go to the woods for a walk to see that those bags with sorted litter lie there, then what kind of ecology is it? Someone has sorted it and then has thrown it away to the wood? Is this ecology? No. Ecology is there when there is no plastic at all, because we choose glass.

M: Or returnable bottles.

R10: Yes. We return them and get our money back.

R5: There should be some incentives.

R8: Most definitely there will be, bottles will be added to the price of a beverage. And then you have to return the bottle to get the deposit back.

R10: We also would like to return those bottles at a special place and get money back.

R3: Even the child could just go there and collect some of those bottles.

M: So I understand that you want some profits for your efforts, plus a conviction that it will affect the nature – this would be perfect, right?

R10: Yes.

R6: That is correct.

R2: But we do pay a bit less for sorted garbage.

R10: But this is so very little.

R6: I also get an impression that it is very little. I have an impression that someone is making really good money on us, because if they wanted to have it sorted, they would have to pay for it.

R5: This is a relative thing if it is actually less. Because if I pay less for garbage, but I have to rinse it and use water, then I will pay more for that water. So I break even.

M: Do your neighbours, friends, acquaintances sort waste?

R3: Yes.

R2: They do.

R5: they do.

R6: I do not know, I have not seen it.

R2: They do in my neighbourhood.

R10: Not everyone does.

R5: I have a friend who picks litter. She organises wood cleaning initiatives.

M: Such an eco-initiative when you clean a forest in your neighbourhood?

R5: Yes.

M: So you think that people generally sort or not really?

R5: It depends.

R3: It depends.

R10: they rather go carrying two bags.

R4: I can see that.

R7: Yes, it can be seen.

R4: I guess they do.

R7: I do not know what about you living in houses, but what really annoys me is that those litter sheds are right by the entrance, by the gate. I do not know what about you?

R3: It depends where the owner places them.

R5: Often by the gate.

R7: Yes, often by the gate, and when you enter you can smell the odour of that litter right away. The same is true for those gates in housing estates. A shed is located there. It does not encourage you to enter such a housing estate at all.

R6: In my housing estate it is located further away.

R7: but very often it is right by the entrance.

R6: They want to economise on construction materials.

R7: They should be there in some distance.

M: It is good, because people sort, but do they know how to sort?

R3: They do not.

R2: Not really.

R5: We often hesitate ourselves. We do not know ourselves.

R10: Too complicated division. Too many groups.

M: You have said they do not know, why do you think so, Ania?

R3: Because they have no place to learn about it from. There is no awareness, there are too few programmes, maybe there are not enough of some leaflets.

R2: Well, it is written on bags where to put what.

R5: We got them from the MPO, because they were the ones to collect it from us, before this whole initiative with dividing into colours was introduced we got a whole booklet from MPO explaining it all.

R6: And you have to learn it all on top of all of that.

M: What about the rest of you, who instructed you how to sort it?

R5: There was a leaflet in the mailbox, it was about 15 pages long.

R6: Such a brochure.

R5: A brochure, very nicely published, on art paper.

R7: But just see how many commercials there are. They could include such an instruction on how to sort in one of those commercial breaks.

M: Would you like such a commercial to be aired?

R5: Why not?

R7: Why not?

R6: As a social, or governmental announcement.

R6: Recently there have been such large billboards on the subway.

R5: There should be fewer groups and it should be shown clearly how it is to be sorted.

M: Mr Maciej, have you come across the information how to sort?

R1: When I wanted to, I could go to the MPO website.

M: Have you entered that website?

R1: Yes.

M: I wonder what you wanted to check there?

R1: The description of those categories, what they are. But if I had not looked online, then it would have been difficult to find that information, really.

M: That is correct. I have been wondering if you think that the waste sorting system here in Warsaw is properly organised or not really?

R4: It should be organised better, there should be more information.

R5: When it comes to information, it is not all that good.

R6: There is no feedback information, so I suspect it is not all that good. Because if we got information, and if they could boast about something, it would be great, and then they would show it.

M: What do you think is the role of the city when it comes to waste sorting and collection?

R3: I think it should be considerable.

R6: Very significant.

R4: It is the trademark of the city. A clean town is the trademark of the municipal office.

R5: We have an example from Napoli, when municipal services went on strike some years ago.

R6: I do not know, for instance, what the competencies of local authorities here in Warsaw, but I think they are quite huge. And the city would probably have to organise those points of plastic or bottle return at PLN 0.03 or 0.05. You would feel different if you did not have to throw it away not knowing what is happening with it. Because if you collect a 100 of such bottles, you can also have some gains. Everyone could decide.

R5: Those discounts that Mrs Agata talked about are interesting for me. I would like to buy cheaper tickets to the movies or theatre.

R7: Sure thing.

R5: I do not know, 30% off.

R3: 50%.

R5: 50%, would be too much. But I am talking about the very pleasure related to it.

M: Any incentive for sorting?

R5: Yes.

R10: I do not know if you have noticed that there are no cans scattered around the city.

R5: No, because they are collected.

R10: And those who collect them, get money for them. It is a very simple mechanism of action.

M: I saw it myself when they collected them by the sweat of their brows.

R8: And it will be the same with plastic bottles.

R6: I hope you are right.

M: Ok, everyone, Mr Sebastian has suggested a short break, so if we have any smokers here, this is the right moment. A 5-10 short break, you can go outside the building if you want to.

R6: Thank you.

(beginning of a break during the meeting)

R10: when it comes to garbage, I went to Egypt in April, to a region that has recently been opened to tourists, and we had a walk along the shore with some friends of mine. When we saw the amount of litter there, we took a bag, these were mostly plastic bottles and carrier bags.

M: Those bags are a genuine plague nowadays.

R10: These were bags just thrown away there on the shore. We brought two bags filled with that litter to our beach and asked the bartender what to do with them. And he was so surprised, he did not know where we had them from. We told him that we had been walking along the shore and had collected all that. And he started explaining it to us that this section of the beach belonged to them, and they did not care about the whole rest. But I told him that tourists came to them and it was their trademark. But he said that they were responsible only for that section. So this problem concerns not only Poland.

R3: We also have squares or woods and people litter there too.

M: Just like that friend that Mrs Monika has told us about, who collects garbage.

R3: I also have a friend who collects litter. But why do people throw it all away there in the first place?

M: Because not everyone has it.

R8: But everyone pays for it.

R3: not everyone, I guess.

R8: how can they not pay? If you are registered, you have to pay, it is mandatory.

R3: Maybe if someone is not..

R8: Or maybe someone erects a house and there is nobody registered there, right? And if you are registered, then you have to pay, and once you have paid, why take that litter to the woods somewhere?

R3: Maybe these are Ukrainians, Belarusians? Maybe these are them?

R10: When my daughter rented her apartment, she had to declare that two people were living there, as this is what the cooperative required of her, and they had to pay for two residents for waste

management, automatically. But here in Warsaw many people rent many apartments, and I do not know if they declare the exact number of residents.

R8: But in an apartment it does not matter if you pay or not, you just go to the rubbish chute and throw it away. This becomes an issue if you live in a house.

R10: You have said that if there are too many bags, they will not collect them.

R8: They will, we sometimes had a couple of them and they always collected it all.

R10: At no extra charge?

R8: No, it is a lump sum. If you have used up those bags, they give you new ones.

R10: So why do people throw those bags away in the woods? I do not understand where all that litter comes from in forests?

R3: Such heavy items after renovations.

R10: For instance rubble.

R7: And then you have to order a special container, right?

R3: But you have to pay for it.

R7: You do.

R3: Maybe that is the reason why?

R10: And then all neighbours throw everything into such a container. But I know that now you can order such a bag, not a container but a bag.

R7: yes, that is the way it is.

R10: For less rubble.

R3: But you have to pay for it anyway.

R10: Just like for everything, no matter if it is a container or a bag. And then a company comes and collects such a bag filled with rubble.

R8: In Switzerland, at the same time, you just buy bags for mixed litter, and when you pay for that bag you already pay for collection. This bag includes the price of filling it in with litter. Once you have filled it in, you then take it out on an adequate day. Everything has to be nicely pressed inside. On the bag you have the name of the location, the district written. And they will not collect it, unless it is from your place of residence.

R3: You have to be very careful with glass, because if it is too heavy, it can make the bag tear.

R10: With glass it is really insane that there are no collection points, the way it was in the past when you could return bottles.

R3: You buy beer and you can also return some bottles, but you cannot return other ones.

R7: There are many non-returnable bottles.

R3: Yes. And all in all you throw it all to the bag.

R10: Precisely.

R3: And when it comes to cans then those who come for garbage told me not to throw cans inside, but put them on the side, because they wanted to take them. It is about the money.

R10: Sure thing.

R3: They put it aside.

R6: It would be better if they introduced such small home mobile garbage sorting units. Nobody would have to think, everything would be sorted on its own.

R7: Those grinders are also a nice thing. In Poland they are not very popular, but some people have them. It is a really great solution.

R10: They are often there in American horror movies.

R5: This was also my first association.

R7: This is a very good solution, because it grinds everything, e.g. chicken bones, etc.

R10: But then again it produces sewage that needs to be filtered properly.

R6: The technology has to be adjusted to it.

R5: I got recruited for this study, and my husband told me that he recorded something for me. And when I watched that movie about this incineration plant it looked like a cog in a machine, all those conveyor belts, etc. and those magnets picking up cans. I did not realise it worked this way. I am not sure if it was the incineration plant in Białołęka.

R10: Such materials should be shown in schools, so that kids know what it is all about.

R6: Schools should generally teach a subject called ecology. Maybe it is already there?

R5: I do not know?

R10: There used to be this subject called 'preparation to life in the family' or something like that. But it was optional.

R6: What would they say during such classes. Those particles of plastic that we absorb cause cancers.

R10: I do not believe it to be healthy. I do not buy anything in plastic. I drink tap water only.

R5: We also have such water bottles at home.

R10: Filtrating, precisely.

R7: Everyone is here, except the moderator.

M: if you are discussing it all so nicely yourselves, why should I interrupt?

(the end of the break)

R10: There are certain things you can buy without that plastic, but most of it is in plastic.

M: I believe that this topic is interesting for everyone.

R6: But it is not so very clear.

M: No, it is not. This is why we have met here. I know what happens with waste in your homes. Let's now talk about what happens to it when it leaves your home. I would like you to describe 2-3 example of the journey made by such items. For instance, I have bought a pair of earphones. I got them from a store, I ordered them, and then received them. And there was a foil pack, a carton box, some sponge, everything. Now I have that box and some foil left. And the question is what happens to each of those items? I'd like you to describe it all to me. And I'd also like to find out what will happen when those earphones finally get broken? I.e. the very item, and the packaging, what will happen to it all when it leaves the home? For instance the earphones? Where will particular fractions go?

R7: We sort it in front of the rubbish shed. Honestly speaking, I unpacked such earphones today in the morning. I bought such underwater ones for my husband, you record music there. And there was also an invoice, so it is paper, right? And what? I opened the pack. It was wrapped in such terrible black foil, and I threw it away immediately to the plastic bin.

R6: To plastic.

R7: No, because I have got two, with glass, paper i plastic. I.e. dry. And the carton went there, too.

M: What else did you have?

R1: Earphones work.

R7: You keep the invoice.

R5: The accountant. 24 month warranty.

R7: I do not know if earphones should go to dry or electro waste?

R3: To dry, because they are small.

R5: Well, I have it slightly differently.

M: Mrs Weronika has it slightly differently, let's listen.

R5: Unfortunately I have such piles in my garage with cartons put into one another. And sometimes I make use of them, when I send various things to various places, etc.

R6: I will never make any use of it all.

R5: I really make use of such items, I really do, I have even retained an original pack that came with my concrete mixer, I really have.

R6: It takes quite a lot of time.

R5: It does. I also leave bubble wrap, because then I can wrap something in it if I send it somewhere.

M: So you reuse some of that packaging, and what about something you will not reuse?

R5: To dedicated bins. I am so eco that if I get something from DHL and it is in a bubble envelope and paper, I retain this smaller envelope and reuse it.

M: And once those bins with sorted garbage have already left our homes, what happens later?

R7: How should I know?

R8: We hope that this paper is processed somewhere, e.g. to produce toilet paper.

M: So that paper is at the paper production plant and will be recycled. What about plastic?

R5: Energy.

R10: Fleece.

M: Glass?

R8: To the glassworks.

M: And what about electro waste?

R10: I do not know that.

R5: Nobody knows what happens to that.

R8: It is probably disassembled and plastic is stored separately from metal. The processing gets started.

M: Just like Mrs Agata has said, we have a party, a crate filled with beverages, what will happen to it all later? They came, they drank it all, they left empty bottles.

R10: Their life will not be long if it is a party?

M: We have empty bottles, and what happens next?

R7: A headache.

R10: I will throw it you know where, but you will sort it.

M: How would you sort it?

R10: I have just wanted to ask about glass. In the past you had to separate colour and transparent glass from one another. But what it is like now?

M: I do not have a clue.

R4: No.

R8: It is not practised anymore.

R10: Because I heard somewhere that for recycling glass had to be sorted in such a way.

R6: I have also heard about something like that.

R8: Maybe they sort it this way later.

M: OK. We have a box with empty beverage bottles, what happens to it later? How do you think, Mr Grzegorz?

R9: I hope the crate goes to plastic.

M: The crate as such?

R9: Yes.

R8: But you should return it to the store.

M: And what about bottles?

R9: it depends on what bottles these are.

R5: Well, I think that when a store sells such a plastic crate, takes a deposit for it. If you come to return it, you will get that money back.

R10: They do it even at Makro.

R3: Crates are expensive.

R5: It is like with a wooden strawberry punnet.

R8: This is genuine ecology.

R2: The same with pallets.

M: So some packs are returnable, and you are saying that it is good if you pay the deposit and get it back. What about weekly shopping of yours, what does it include?

R3: Diapers.

R5: Wipes.

M: And what happens with that litter later?

R1: Diapers go to mixed trash, plastic bottles go to plastic, glass goes to glass. So I do practise some sorting after all.

M: Would you sort it the same way or differently?

R7: The same way.

R2: yes, the very same way.

R3: you definitely have a lot of mixed garbage.

R1: I do.

R6: But I believe that sometimes it is not all that easy, as I often have a plastic pack with an aluminium lid, for instance.

R10: Juices for instance.

R6: Juices and all other sorts of things. I do not know if anyone who sorts, disassembles it and puts each element into a different bin?

R8: No, you do not have to separate it, it goes into one.

R6: Because there is no separate metal.

R8: No there is none, it goes together with plastic.

R6: With plastic.

R3: Ok, but do you wash that lid? I do not, and I put it in the mixed bin.

R8: In the manual we got initially it was written that if something was dirty and greasy, we should throw it away into the mixed bin, without washing.

R10: Yes, mixed.

R8: It is not easy to get rid of oil that was there inside. Then you will use God knows how much water.

R3: The same is true for sour cream or cheese.

R5: No, I rinse such items and throw them away this way.

R6: So it means that even if we sort, then often within one group we have two different types of elements, i.e. materials. And then someone has to sort it anyway.

R8: But you sort out of 2 or 3, and not 10.

R5: Yes.

R8: This does make sense.

R10: Where do you throw juice cartons?

R3: To cans and to plastic.

R8: To plastic.

R7: To 'dry'.

R6: But we do not have 'dry' among those 10 listed.

R6: Paper is dry.

R5: Dry means it is not wet.

M: Do you know what system we have had in Warsaw since the beginning of 2019? How many fractions?

R6: No.

R5: No.

R10: 5.

R8: Bio has been added.

R5: Bio has been added, so 5.

M: Just as a reminder, I will show you a poster, maybe you have come across it somewhere.

(moderator shows the poster)

R1: On the MPO website.

R5: They even replaced our bins, they have labelled them.

M: So everything you have mentioned before.

R8: yes, that is correct.

R7: no metal, I guess

R8: Metal goes with plastic.

M: Metal and plastic together. So this yoghurt cup, too.

R3: Juice and milk cartons.

M: Glass, mixed waste, bulky waste, and green. I.e. just the way you explained it to me, I only understand that you are not sure where and how it all goes, right?

R3: Right.

R5: As I have said MPO has replaced our bins with labelled ones.

R6: So there are 7 of them?

M: Have a look.

R6: Seven. So theoretically in the shed the cooperative should provide us with 7 large containers, right?

R8: Well, here we have 7, but we can say these are actually 5.

R5: It goes with that, it is just treated differently. We have to have our own bags.

M: So green along with bio?

R5: It is collected with z bio, but just less often.

R8: Every 2 weeks.

R10: But you do not have to have the last group because they clean it up in the block of flats. And we do not have to worry about green waste.

R4: I did not know that mixed waste included glass, too.

R3: Sharp ones, right?

R8: Yes, for instance a broken mirror or a glass, then it goes to mixed.

R6: But have you noticed it is not so easy, simple and transparent. We have to think about it at home, trying to figure it out.

R2: But that is the way it is.

R3: I was just wondering about those bones and meat.

R8: Not to bio.

R3: I thought it was bio.

R6: But do I understand it right that this is the way it is in Warsaw and it might look different in other cities?

M: How do you think?

R8: No, I guess it is like that everywhere, right?

R6: There is some kind of an act regulating it?

R5: I guess it should be everywhere.

R8: It has been introduced because of the EU directive, we have to comply with certain norms.

R6: What do you know about it Mrs Agata?

M: Well, there are some EU norms. But what happens to that sorted waste later?

R5: It goes somewhere.

M: Where does it go?

R6: To another sorting facility, I believe.

R5: To a sorting facility.

M: And what happens next?

R10: and then when it is sorted it goes to the glassworks, to a paper plant, to an incineration plant.

R4: To an incineration plant.

M: So it is recycled somehow?

R6: It is managed somehow. Sold, or something.

R9: I guess no, it is not recycled into new materials. It is just easier and cheaper to produce a new bottle, than to buy an old one disinfect it and then reclose it. It is much easier to buy some sand, produce it and sell it later. So I guess it is all just disposed of in some kind of an ecological way.

R6: As a sceptic I would like to find out how it is disposed of. Is it not dug somewhere, for instance.

M: So you would like to know what happens later?

R6: Yes, a lot. And I can see that others would like to know it either.

M: And now we have a task in sub-groups. Let's divide into groups of 5. There are two of them. I'd like each to work alone. You have two tasks. I'd like one group to write down all those arguments for sorting. From the point of view of residents. And the other one should write down all barriers to sorting. Everything that stops people from doing it. What are the triggers?

(respondents are working in the task in groups)

R7: Too many of those bags, containers?

R6: Let's write everything that comes to your minds and seems reasonable.

R7: Many groups to sort. That is an extra duty.

R6: No precise criteria.

R4: Ecology as a plus.

R6: Frequently changing regulations in this respect. Because now they have introduced something that was not there in 2018, and you never know if they do not introduce anything new next year.

R7: Frequent changes of waste sorting classes.

R10: Their odour and low frequency of collection.

R7: What else?

R10: No knowledge about the further process. No information about the benefits of sorting, the necessity to follow deadlines. The drawback is also the fact that the gain, i.e. the discount you get for sorting is too small.

R10: No benefits of sorting and returning waste.

R6: Those containers are not available everywhere, you have said that they have only one shared container.

R9: No matter how hard we try, we will not outperform corporations.

R6: When it comes to waste production? That makes sense, we just have to find the right words for it.

Sorting vs manufacturers?

R9: Yes, the cost of sorting will always be higher than that of producing something anew.

R7: No containers.

R6: The sorting option is not available everywhere.

R5: There are such initiatives that you return an old mixer or something like that, and you get little herbs in a plant. And for large ones, e.g. screens you get large thujas.

R10: This is not very visible that we get something. It is nice that they give something in exchange, if you return something

R5: I wonder what those discounts are about.

R3: Where is it in Warsaw?

R5: Somewhere in Warsaw, but I do not exactly where, I know it is somewhere downtown.

R3: I do not know, maybe somewhere by the town hall.

R5: That is correct, I guess there is one downtown.

R10: In the past you could get toilet paper for waste paper.

R5: Yes. In schools all the time, at least in our primary school they keep on collecting paper, caps, there are book exchanges, or they go to a library.

R3: And those vending machines, right?

R4: There are really such programmes.

R5: I wonder if there is any machine that would crush that litter to make more room for it. Because there is a bin there and it gets filled.

R3: It has to get crushed. I remember when there were containers in various colours in housing estates and they were filled to the brim and then everything started falling out. Someone knocked one of them down.

R10: And then that vehicle came, collected it all and put it all into one container – all three.

R5: But generally it was sorted into three types.

R6: I prefer to read a chapter of a good book to sorting.

R5: It would be nice if they encouraged us with reduced costs, because it is over PLN 300 per year, which is a lot. I prefer to buy something at that PLN 300.

M: Let me start from the group that was to list triggers. What are these? Mr Maciej, could you please read out?

R1: Lower cost, waste recycling, ecology, serving your duty.

R5: Protecting mother nature.

R1: Regularity, more order, profits thanks to systematic sorting, e.g. seedlings, movie tickets, discounts. Generating less waste.

M: Here we have several reasons, would the other group add anything here? Lower cost, waste recycling, ecology, serving your duty to generations to come, more order, profits thanks to systematic sorting, generating less waste. These are the advantages.

R7: I think that our city will be cleaner in general.

R5: I can see that my local authorities are very active in this respect, nobody has mentioned that.

M: In Ursus, right?

R5: I am surprised.

R9: I can tell you that companies are obliged to sort garbage, as otherwise they can get a fine.

M: So it is about avoiding the fine?

R9: Yes.

R5: For instance, from what I know used cartridges and toners have to be replaced according to an EU directive of some kind.

R9: Yes.

R10: My company also sorts garbage.

M: Ok. so we are triggered by the fact that we can leave more order for generations to come.

R5: I hope so.

M: And the feeling that ecology is important, but also that you can save some money, and get some kind of a reward, and that it is all just prettier. What are the drawbacks and obstacles then? Could you please tell us.

R7: That you have to have a lot of those bags, containers at home, in the apartment. And there are pretty many groups for sorting, i.e. 7 or 10. And this is also some kind of a duty we have devote our time to. We do not fully know how to sort, this information is not available anywhere.

M: So the lack of certainty that we do the right thing?

R7: Yes. We also do not have enough room for storing all that. garages, sheds, etc. We do not have the knowledge about regulations and norms. There is this leaflet you have shown to us, and we have learned some things only from it, but generally we do not have enough knowledge. And the smell of that litter.

M: it just stinks.

R7: Yes.

R6: When it is there waiting to be collected.

R7: When it is waiting, and those collections are generally too rare. We also do not know the benefits of sorting.

R6: No tangible, concrete for the very person who sorts.

R7: We have to remember to prepare this type of waste on Wednesday, and that on Friday.

R5: this is pretty engaging.

R7: No financial gains related to sorting.

R6: Or very insignificant.

M: Insufficient gains?

R7: Yes. We have also written down that no matter how hard we try, etc. we will never win against food manufacturers.

R6: Such as Cocoa Cola.

R7: Because we will not be able to recycle it all anyway.

M: So you consider it a bit of a Sisyphean labour?

R7: A vicious circle.

M: Does it mean that it is not worth it?

R7: It is worth it.

R5: I mean here the introduction of alternative solutions.

R10: Yes, it should be simpler.

R5: I would like to come back to that Mazowszanka water in a glass bottle.

R7: Sorting is also not available everywhere, we have a colleague here who cannot sort even if he wanted to. There are no perks, e.g. a discount on movie tickets or something like that.

R6: it does not function everywhere, it is not common.

R8: I agree.

M: Both lists are pretty long, but the one with barriers is actually a bit longer. I have been wondering about one thing that Mrs Agata mentioned at some point, i.e. not bringing some things home.

R10: Yes.

M: To have less waste to sort in general.

R3: You have to unpack it before you come back home.

R6: And throw it into a bin next to your home.

R10: No, as I have said, I do not buy water in plastic bottles. If I want to buy herrings, I buy them sold by the weight. They are still packed in a foil back, but it is smaller than a large pack. I buy everything myself, nothing processed. I do not have any pizza or dumpling boxes, etc.

R5: For instance, from the moment when they introduced charges for plastic carrier bags, I carry my own ones. Every time I have a reusable one on me.

R7: I have a lot of plastic, because I drink both still and sparkling water, so I have been wondering if I should not get myself a soda siphon, just like that.

R5: I can tell you, because we have just talked about it. Now there is nothing like a siphon. You can buy various jugs, or charcoal filters installed in the tap, but there is nothing like a siphon anymore.

R9: They are there.

R8: They are.

R5: I tried to buy refills for a siphon and I could not get them anywhere. I have the old type, and I cannot buy them anywhere.

M: I understand that those plastic bottles make you think of water?

R10: Yes.

M: Do you all buy bottled water?

R6: Yes.

R3: Yes.

R5: Yes.

R4: I have a Brit pitcher and I filter water.

R7: I prefer tap water.

R10: I drink tap water.

R4: I filter with Brita, and buy a filter once a month.

R5: I also have charcoal filters.

R3: I like lightly carbonated water, this one is too bland for me.

M: Exactly, that is why I bought a siphon, but I will tell you about it later. It is also not a fully waste-free solution. Has anyone heard about the idea of Zero Waste?

R: No. *(everyone)*

R10: But what is it supposed to look like?

M: It is such a claim.

R4: Well, it is possible, to some extent.

R3: You take the herring into the hand.

R5: And eat it on the go.

R10: You can go there with your own container, the salesperson puts it on the scales.

R6: Tares it and weighs the product.

R5: When I buy a take-away, I use my own containers.

R10: I also carry them.

R6: But these are plastic containers.

R8: In Greece you can buy wine at a store and you have to come with your own bottle, and then they will pour it and weigh it.

R7: It is also a natural thing in Croatian vineries.

R10: It is a very good idea.

R6: but wine is stored for the longest, so it is much better to store it in glass.

R4: I have heard about Anna Mucha (*actress*) having some kind of catering every day – such homemade food. And at a certain moment she had some health problems, and then she had some tests that detected very high plastic concentration in her organism.

M: Because she reheated it.

R5: You do reheat it, right.

R6: that is why I did not want to pour that coffee hot.

M: A very relevant comment. I will tell my superiors that we have to stop using disposable cups. I understand that it would not be possible not to produce any waste at all?

R6: No.

M: But you can reduce its amount.

R2: Optimise.

M: OK. Which factors trigger sorting the most among the ones we have mentioned? Lower costs or ecology? Fulfilling our duties for generations to come?

R5: Generally everything.

R6: I think that ecology matters the most, and generally everything that is related to it - it works in such a way that you generally want to do good things living in this world.

M: So environmental protection and ecology would be the number one argument for you?

R6: Yes, I believe so.

M: And what is the main obstacle?

R3: The lack of cooperation with manufacturers?

R6: Yes, that is interesting.

R3: They should be somehow mobilised to act, they should come up with more eco packaging.

R5: If we are to be eco, they should be eco, too.

R4: Those foil bags that they pack fruit and vegetables into.

R6: Yes, why are there no EU directives for manufacturers?

R3: And only for us, right?

M: So it is the question of not selling products in plastic?

R6: Yes, plastic is such a most obvious example. Plastic is everywhere.

M: What could be another major obstacle for you personally? I will ask those of you who either sort garbage into fewer groups or do not do it at all. What would have to happen for you to start sorting garbage? Mr Grzegorz, what about you?

R9: First of all I would have to be given such an opportunity. That shed in the area in which I have been living for a long time is always stuffed with litter, it falls out of those containers. Even if it were sorted, even if I had 3 bags, I would still throw them away together. Because there is simply no room there.

R5: So we are coming to waste collection

M: What about you?

R10: It would have to have clearly specified sense.

M: What does it mean to you?

R10: Ecology is one thing, but I would like to see clear evidence that if I sort garbage, it will have positive impact on the ecology, and that everyone will do it, and it should not be so that I go to the woods and see litter scattered there.

M: So someone would have to convince you that this chain is not broken at some point?

R6: Me too.

R10: Precisely.

R5: But the thing is that if we people do not start doing it... most of us have, but those who throw their garbage to the woods do not give a damn about it.

R10: They have to be fined properly.

R6: There will always be individual people, but fining is good, of course. If they record someone in the woods, publicise it and then give them a fine.

R5: All you have to do is just go to the woods near Warsaw, in Rembertów, Otwock, Świder.

R6: For me such a comparison would be very convincing, e.g. in Wawer everyone sorts, and another place where they do not – it is just an example, of course.

M: And what?

R6: That is it, And what? I'd like to know what bad things might happen, and what good things happen at particular stages of that chain of processing it all. This is something that could convince me.

M: Meaning what?

R6: Illustrating gains and losses.

M: For each of those districts? The sorting and non-sorting one?

R6: Yes.

R5: After half a year you could see that.

M: How do you think, how could this difference show?

R6: The thing is that I do not want to think, I want to know all facts and figures.

M: Can you give me any examples?

R7: Measurable profits.

R10: For instance, thanks to returned bottles you achieve this or that.

R6: Or that the cost of processing in the case of sorting, e.g. for this district it was 50% lower. And I want that information to be reliable.

M: So you need hard data on how much the district that sorts and the one that does not has spent.

R6: Hard data, for instance.

M: How many fleeces have they made of that plastic?

R5: Or how much heat has been created by this incineration plant.

M: Now I will ask those of you who sort garbage – what would have to happen for you to stop doing it?

R5: I guess it has become my second nature.

R6: So you would sort it, even if there were no discounts.

R3: Yes.

R5: After those three years, I guess we would keep on doing it.

R3: But definitely not as much as we do it now.

M: But what would have to happen to discourage you?

R7: if a truck came and put it into one bag.

R8: And mix it all together.

R6: Yes, and all the work would be wasted.

R5: I am telling you that here they are collecting it all one after the other. They do it the right way.

R6: But you do not know in 100% if they do not mix it all in a factory 3 km away from here.

R5: I know, because I know where our MPO is and I know how it is all sorted by colours, etc. and then it is all collected by bigger vehicles.

M: Mrs Weronika sees it next to where she lives, and she watched a movie, but would others like to know what happens to your garbage later?

R1: I would, yes. I know that if I tried, I would find it online. But this information simply does not reach me. But I can see that I would find it if I wanted to. But it does not reach me on a daily basis in the news, in means of public transport, in the subway, it is not there.

M: Have you ever taken interest in what will happen with that carton that you throw away?

R6: No.

R10: No.

R2: It is impossible.

R4: I do not know whether it is so obvious where it goes.

R6: I think it is obvious. You can track it all. Especially if something is planned, when there is a campaign covering the entire Europe or the entire Poland, when there is a plan, a strategy to it, someone has come up with something. They know it, so they should share this knowledge.

R3: Because quite recently it was not believed to pay off.

R7: Because we do not know what is at the end of this road.

M: Would it be nice to know what is at the end of this road?

R7: Most definitely, and how it translates into particular figures.

R6: Figures and money.

R10: Most definitely, there was this great campaign about nutrition, do not gobble, with some fish crossed out...

R3: Yes, there was something like that.

R10: And it was about eating better, not consuming all that junk food. Maybe if there were such billboards around the city with a plastic bottle and what is made out of it. By means of pictorials. Pictures appeal to most people, right? If you are on a bus, look outside the window, and see such an add all of a sudden.

R5: It has to be visible around the city.

M: Mr Mirek, do you agree?

R8: I do, but I think that what is true is what I have said, e.g. this German example how to force people is by means of financial triggers.

R7: That is for sure.

R1: The best.

M: But do you think these should be fines?

R3: Rewards.

R8: No, what is mean is that they should pay for those bottles. The deposit should be added to the price of the bottle, and then we would return it.

R5: But that is something that was there in the past, but we moved away from it.

R10: Yes.

R6: Precisely.

R3: Plastic ones are not healthy, so what do we need them for? It turns out that they produce some negative compounds.

M: Mrs Agnieszka, what would you like to add to it all? What do you think about it?

R2: Just we have all said – some profits.

M: You need incentives?

R2: Yes.

M: Would you sort then?

R2: I sort it anyway.

M: What affects the decision about either sorting garbage or not, are these the regulations, requirements, or maybe eco awareness, or habits, as Mrs Weronika has said?

R3: For me it is the awareness.

R2: I guess it is a bit of everything.

M: but what the most? For you it is the awareness, why is that so?

R3: I have such a feeling that I do something good.

R2: But they have also introduced the regulation and that is the reason why we do it.

R3: yes, otherwise I would not know I could do it.

R6: it would be good if the regulation could inspire us, and then you could decide on your own, based on your free will.

R5: In my own mind.

R6: Yes, in your own mind, but you also need to get data from the outside.

M: So this choice matters?

R3: showing that it makes sense.

R6: Whether it makes, sense, right?

R10: First of all economy, no matter what. Money matters the most. This is what I think.

R6: But for everyone.

R10: for everyone.

R5: So it is important to reward, if we were rewarded, we would do it more eagerly, more often and more accurately.

R10: more accurately, and no regulations would be needed.

M: Mrs Sebastian?

R4: I guess that they generally introduced those regulations with sorting so suddenly that people were not ready for such a change fully. And this awareness building element should be present. More of that awareness building.

M: So we are a bit underinformed?

R4: Yes. Someone knows something, but they do not feel like doing it, because they do not know the benefits of it. They prefer to pay that PLN 10 more.

R6: I prefer to pay that PLN 10 per month more to getting involved in God knows what, not knowing if it generates any positives on the level of the entire country, or a given city. Whether the outcomes really make sense.

R3: Whether they make anything out of it.

R6: well, and you could devote the time devoted to it to something else.

M: So we want information, as if we do not fully know what it is all about, we prefer just to forget about it, right?

R4: to spoiling some other people's work.

M: I would like us to prepare a ranking now. I am very interested in how strong particular elements for sorting are. Let's say that we have here knowledge that Mr Sebastian has mentioned, i.e. information, understanding the system, knowledge about the ecology. I will write down on the flipchart that knowledge and information is the first thing. To be informed. The second thing is the concern about the environment, some of you have mentioned that you feel better when you take care of the environment. Another thing is that there are certain rules that have been accepted, i.e. when we see that everyone around does something, e.g. our neighbours, we do the same thing, because we can say that there are some norms here.

R3: Because if we do not, they will report on us.

R5: Or they will point their fingers at us, you never know.

M: So sorting is the type of topic that can cause pointing fingers?

R6: But in a small town? Between neighbours?

R5: It depends on what neighbours you have.

R6: but of course. But not in blocks of flat here in Warsaw.

M: So there are some differences?

R6: Yes.

R5: For instance, I have a neighbour who until very recently burnt all garbage, and I have new elevation on my home, and I just called. With a smile on my face I observed him get a PLN 200 fine.

R10: Only?

R5: But it was the first time around.

R10: Did you call a patrol?

R5: Yes, precisely. Three time. And he learned his lesson. He burnt some papers, egg shells, everything. The stink was just terrible.

M: So we have relatives', neighbours' or friends' opinions.

R5: My neighbour does not say hello to me.

R7: He feels offended.

R5: That is his problem.

R6: You bet.

M: so on the other hand it is a problem to have that many bags in the kitchen, or run there all the time.

R6: Carrying those 3-4 bags instead of just one.

M: Comfort is one thing. Are there any points I have not listed here?

R3: Economy.

R5: Economy, precisely.

R6: But are these arguments for or against?

M: These are general arguments for sorting garbage out or not.

R5: I'd put that economy higher.

R6: In the very beginning.

M: Are there any other factors?

R5: For sorting?

M: Or against. For making the decision. It is affected by information, convenience, economy. Should I add anything else?

R3: That transparency, i.e. that we should know what happens with it all later.

M: I.e. transparency and knowing what will happen later?

R3: Yes.

M: What I mean is that we should know that we do not do it all in vein, as you have said.

R6: Yes.

M: we have 6 such elements. And now I'd like to rank them from the most important to the least important one. Will we manage? Well, here you go, I' would like everyone to prepare an individual ranking on a slip of paper? I'd like each of you to prepare your own ranking on a slip of paper. From 1 to 6, write down what you personally find most important.

(respondents are preparing a ranking)

R6: But that information and transparency, isn't it the same thing here? The first and the last?

M: No. Because the information means that we know and that we know what it is for. But when it comes to transparency, it means that we are sure that it has all not been done in vein. Each of you can prepare your own personal ranking.

R7: So let's give numbers to them, so that we know it later.

M: Do not worry, we will collect them all later.

R7: But how are we to make this ranking? If convenience has a high score? I do not know whether I should have a ranking of pros or cons, or both?

R6: It will be tallied on its own.

M: Factors that affect the decision. What I mean is that particular factors affect decisions that we make, whether we decide to go for something or not. For some convenience matters the most, for others economy, and for someone else, yet another factor. I'd like each of you to do it in your own. I'd like each of you to write on your own what you believe to have the decisive impact? Is everyone ready with the ranking?

R6: No.

M: So let's wait for a while longer. Take it easy. Mr Grzegorz, could you please read your ranking.

R9: The first and most important, and then nothing for a long time – concern about health.

M: Why is it most important?

R9: We all remember some photos from beaches and the seas. Maybe less the seas, but beaches littered with bottles. I guess we would not like bottles to float in our rivers. Convenience would be No 2.

M: How do you understand convenience?

R9: Generally I like comfort in everyday life. I like to pay with a card, I like using apps in the phone, and convenient in the context of garbage sorting also matters. I'd expect MPO, the company responsible for sorting to make that sorting easier for us.

M: what should it look like to make it convenient for you?

R9: I would definitely not like to sort it the way people in single-family houses do, I cannot imagine it, it would be a total drama for me.

M: Why is it such a drama for you?

R9: Because of those couple of bags.

R5: taking space.

R9: Space, correctly.

R3: One room.

R9: No, for me it is really, really bad

M: What would be convenient and acceptable for you? What solution?

R9: If those cooperatives assumed more responsibility – I am now talking on behalf of people living in blocks of flats.

M: What could it look like?

R9: They should ensure one place for throwing garbage out whenever you want to.

M: So that you can take those bags at any moment?

R9: Yes, and no different colours of bags, just one, but different containers. That would already be a lot. And there should not be too many of them, as much as it is possible. I guess that the technology is moving forward so much that it is now easier to separate plastic from paper.

M: So there should just be a division into sorted and non-sorted garbage?

R9: pretty much so.

M: so you go to that shed at any time of the day, throw your garbage out, and then either the district authorities or the waste collecting company takes care of it.

R9: Yes.

M: First you have mentioned ecology, and then convenience, what would go next?

R9: information. I'd like to know if it really makes any sense.

M: Information about what happens to that waste, or how to do it?

R9: Information about the fact that I do not do all that in vein, but that it actually translates into ecology. And then economy, I believe that the fact that sorting is cheaper is not a particular advantages. It is an advantage in this sense that if I sort and someone else does not I like to be aware of the fact that I benefit from it somehow, and the other person does not.

M: So that you make some profits?

R9: Well, if we both paid the same amount it would be unfair. So here it is more about economy in the context of fairness. Social norms only provided that if I sort, I expect others to do the very same thing. And honesty meaning that if I have already declared that I sort, I actually do it.

M: What's your ranking Mrs Agata, I have been wondering?

R10: First I thought about our society, about what it looks like in general, so my No 1 is economy.

M: That would motivate people?

R10: Yes. Because I believe that this is what our society is like, I will not now talk about politics, but economy comes first. It is in the lead. It would be followed by concern about ecology, but when it comes to me personally, I'd rather reverse the order. But now we are talking generally about the society.

R6: But were we to talk about ourselves or the society?

M: About ourselves, but Mrs Agata has decided to do it differently.

R6: Then I am sorry, I thought I misunderstood it.

R10: The third is information. Because as I have already said, I would like to know what happens with it later, then it would make sense to sort garbage. The fourth is convenience, because all in all waste sorting is not a very peasant activity. You have to devote quite some time to it. You have to take those bags to a totally separate place which is located at the very end of my housing estate. You have to go there, rain or shine. The 5th is our No 3, i.e. social norms. I think that social norms have little to do with our society. I guess it is not an argument. And transparency is the 6th – this is not relevant at all.

M: What have you got?

R1: Information comes first. Just as we have talked, I feel underinformed. If I were more informed, then I would smoothly move on to the second point, namely concern about ecology. I believe the two to be strongly related to one another.

M: What next?

R1: The third is economy. From my point of view it should pay. Then I have convenience. It was more convenient before, when no sorting was needed. And if it were more convenient then it is obvious that it would be an advantage.

M: It would be easier.

R1: Yes. Honestly, just as you have said is far less relevant, and social norms at the very end, as they do not matter.

M: Mrs Agnieszka – what's your No 1?

R2: Economy.

M: Just like Mrs Agata.

R2: Convenience second.

M: Just the way Mr Grzegorz understands it, or differently?

R2: The same way.

M: Not to put too much effort into it?

R2: Yes, but then again it has become my second nature, I do it on an autopilot to some extent. The second is the concern about ecology, The fourth is honesty. And information and social norms as the last two together.

M: What about Mrs Ania? Does your ranking look similar or different?

R3: Concern about ecology comes first, then economy. Transparency – but here I mean that all those firms should be honest.

M: If they collect, they should sort it?

R3: Yes, this is exactly what I meant here, then convenience, information and social norms as the last ones on the list.

M: Mr Sebastian.

R4: Economy comes first. It is the easiest to attract people if they can gain something, have some money left in their pockets, can save. The second is information, i.e. presenting this whole

programme, from A to Z. When you have done it, when you have sorted it – what it leads to. Then concern about ecology, for me this is also information but focused more on concern about the world, about cleanliness, some order. And then social norms. Everyone, or at least most people, should stick to those directives, and everything should go into that direction. Transparency, i.e. that we should be honest towards others, and waste management companies towards us. And convenience at the very end, because when it comes to that it is not always so good, unfortunately.

M: Mr Mirek, what about your ranking.

R8: My ranking is very similar, i.e. economy comes first.

M: And what next?

R8: Concern about ecology, then information, social norms, convenience, and transparency.

M: Mrs Monika.

R7: I have an identical ranking as Mr Maciek. First information, but it is related to what happens to it, but first of all how to do it.

M: And then what happens to it.

R7: What happens to it, but also benefits, so the economy, I believe. And when I already have this knowledge, I can figure out the fact that it is good for the ecology. So it is No 2. Then I have transparency, convenience and norms.

M: Mrs Jacek, is your ranking similar or different?

R6: Similar, but slightly different. What I mean is that I understand certain notions differently.

M: Yes, tell us please.

R6: My number 1 is transparency, i.e. I expect originators to be honest, to present it.

M: Yes, I meant here that if we put effort into it, we should not do it in vein.

R6: Yes. And I understand it in such a way that they should show the objective, the sense of it clearly and honestly. Convenience is the second, because it is important to me personally. The fact that it is so high on the list does not mean that I am not concerned about the ecology. But what is it about? It is about giving all citizens some solutions to make them want to sort and benefit from it, but if someone does not want to sort, and yet wants to be eco-friendly, they should have a chance to pay someone else for sorting on their behalf. It is No 2, because we need to have choice, it cannot be imposed on us. We live in a free country and everyone should have the right to choose what they do. Of course, it has to be fair, and if one person sorts, devotes time to it, they should get a major discount.

M: Tickets 30% off?

R6: That is correct. And if you do not want to, you simply pay more. The third is concern about ecology. Right behind, because it is extremely important. The fourth is economy. It is here, because if you get a fine for not sorting, if you pay PLN 300 per month, then you will start doing it. You will not like to do it, but you will. I believe that it has nothing to do with that transparency and that it is related to the lack of the freedom of choice. Information is the 5th, if you decide to go for it, you need to inform people how to do it, and what they should do. And then social norms. I assume that if I pay more because I do not feel like sorting because I have no time or feel like doing something else, then my neighbour will not assume that I do not comply as the only one. But even if he thought this way, I would not care. This is why social norms are the last on my list.

M: Mrs Weronika. You are the last to speak.

R5: Saving the best for last. I chose economy as No 1, because rewarding us can make us want to be more eco-friendly. And here I can move on to the second point, i.e. ecology. Unfortunately social norms are the third because of that mean neighbour of mine. Because if I am eco-friendly...

M: And he uses litter as the fuel in his stove?

R: Not in the stove, she used litter for a bonfire. This is rather important to me. We live in a society in which nobody does that, he is the only one, or one of very few who do. And then convenience.

R6: But first of all he breaks some legal regulations.

R5: We do not have such a point to choose.

M: We have norms.

R5: Convenience, because we got used to it, we have done it, we have invested. Information and transparency. I wrote information as one of the last, because I have just watched that programme.

M: And now you know far more than we do?

R5: Yes. I hope that those companies are that honest, because I have already been reached with information, so I hope that they are as honest as it was shown in that film. And I do hope that it happens this way. So now I am informed, and I believe in their integrity.

M: You have explained it all so nicely to me. So I'd like to select a top 3. Who has economy among the top three factors? Hands up.

(hands up: R1, R2, R3, R4, R5, R7, R8, R10)

M: Everyone, except Mr Grzegorz and Mr Jacek. Who has economy among the top three factors? Everyone. What about convenience?

(hands up: R2, R6, R9)

M: Do we all agree that ecology, i.e. concern about the environment is our No 1?

R7: Economy.

M: I guess that economy will be our No 2, or maybe they will two go together. But when it comes to the third place, then it varied, but information was repeated a couple of times.

R7: yes, information.

M: Or maybe convenience, this is the impression I got. I will tally it all later. Social norms also matter to some extent, but they are not too high on your list. It also depends on where you live, on your neighbours. So I understand that it is important to know how to do it, what do it for, and how it ends – it is one of most important facts. Economic incentives also matter.

R6: Yes.

R7: Yes.

M: And we can put some effort into it, but without going to extremes, it has to be adjusted to our capabilities.

R6: Yes.

M: When it comes to our time, physical abilities, and finally space we have at our disposal.

R10: Precisely.

M: Because not everyone has a garage, or a shed.

R10: Or a boiler room.

R3: It was good in the past when everything was mixed. There was actually one bag, and you put everything to it. It was all fast and efficient.

R6: But now you cannot put everything into one bag in houses?

R8: No, you cannot.

R3: Now you cannot anymore.

R8: Paper separately.

R6: You cannot at all?

R8: No, you can.

R5: You can, but you will just pay far more.

R6: PLN 300 per year, I assume.

R3: Right.

R8: I read that it costs PLN 120 or 150 per month.

R3: For mixed waste.

R8: I do nothing, I throw everything away together and I pay PLN 120 per month.

R6: Yes.

R5: No, it would not work too well for my psyche if I put it all into one bag.

R3: but you can do many good things in the meantime.

M: Now I'd like each of you to write down one reason why you sort or do not sort your garbage. On most important one, if you may.

R7: Out of these?

R6: Out of these.

M: Or a different one.

(respondents are writing down reasons for sorting or not sorting garbage)

M: One most important one, decisive.

R10: In relation to myself?

R6: Of course, I know.

M: Mr Maciej?

R1: Economy, just as it has been said. It is one of the key issues.

M: Mrs Agata.

R10: I have written down ecology, on condition that I know what happens to that garbage later.

M: Mr Grzegorz?

R9: Ecology.

R8: Ecology.

R7: I have written down information, but it also includes economy, because it is general information, including benefits, and all details.

R6: Convenience, all in all, because I do not want anyone to impose anything on me and make decision for me about how much time of my life here on this earth I am to devote to something. If you sum it up, and see how much time per year you waste doing it, then excuse me... I would not like anyone to decide for me what I will do with my time.

M: So convenience, but meaning independence, actually.

R5: All in all, I selected ecology. Because just as Grzesiek has said, I can see what happens with our Baltic sea, what floats in it. I would like to stop using some things knowledgably, e.g. plastic straws, et. They can be replaced with something different. Instead of a plastic straw you can use a metal one. You can come with your own straw.

R3: Maybe it could be recycled.

R6: dissolved.

M: What have you written down?

R2: Ecology.

R3: Ecology.

M: A Mr Sebastian?

R4: Ecology.

M: So everything starting with an E, ecology, economy, sometimes also information. The beginning of the alphabet.

R10: We still known nothing about the zero waste system you told us about.

R6: and you were to tell us about the siphon.

R10: At the very end.

R5: where can I buy refills for a siphon, can anyone tell me that?

R3: Online, I hear.

R5: But I have not found such a siphon there.

M: Mr Jacek has said that he does not sort, while Mr Grzegorz has told me why he would be willing to sort. Why don't you do it now?

R9: Because I do not have such an option.

M: What about Mrs Agata? You have said why you would be willing, and why not?

R10: I do not sort because I have never seen that vehicle that collected sorted garbage in a particular way.

M: So you are not convinced what happens to it?

R10: I am not.

M: We are about to end our meeting. Maybe someone would like to add something about it? We have a couple of minutes left, so maybe we should explain a couple of things. Because the bottom line here is to find out what needs to change for sorting to be better in Warsaw, to make it more efficient, to encourage people?

R6: It has to be done as a part of the system, holistically, it has to be designed very carefully. We are complaining here about the lack of knowledge, the lack of information.

R5: There is no information.

R10: Via giving us more information about it.

M: so first of all you do not know enough about it all?

R10: Yes.

M: How should citizens be informed, how do you think?

R4: You have to inform citizens that plastic harms.

M: By means of what channels?

R7: TV ads, billboards, some leaflets.

R2: In the subway.

R10: On those screens displaying information.

R2: On buses.

M: Leaflets left in mailboxes?

R3: that too.

R5: Various media.

R9: In a block of flats in which my relatives live the president of the cooperative informs people who register there that they have to declare if they want to sort, and makes sure they know how to do it. So I think he talks about it during meetings, too.

M: So cooperatives should work harder in multifamily homes?

R9: First of all.

M: What else can you say about it?

R3: What is it like in companies? Is garbage sorted? Rarely ..

M: I think that companies, just like residents, pay for collection of that waste.

R8: It is sorted. I can tell you that I work at a large company and they pay a lot of attention to it. There are special firms, you have to have a contract signed with them, it is all weighed, calculated.

R10: Just like at those pharmaceutical companies.

R5: yes, I have just remembered it.

R10: In the medical business it is all weighed, there are special protocols.

R6: Because it is specialist waste, just like in hospitals. Well, we will soon move on to radioactive waste sorting.

M: Mrs Anna?

R3: It was a closed area, because it used to be a company in the past. And it turned out that at some points some trucks started coming there. Either early in the morning, or in the middle of the night, taking some rubble there. Once or twice, it was illegal, and then it turned out that the company did it illegally, and they got a fine. And it was written everywhere that it was restricted, private area, but companies also do it dishonestly.

M: Did the company collecting that waste get a fine?

R3: Yes.

M: A couple of times you have referred to good practice. Mr Mirek has mentioned some German solutions with bottle returns. You have mentioned that film. Has anybody else come across other solutions that you remember? The ones that you would like to quote as good examples?

R4: And also food collections, Or there are such places where you can leave food in a fridge.

R10: Food banks.

R4: Precisely.

M: Food banks or Jadalodzielnie ...

R4: Yes, Jadalodzielnie.

M: there is a fridge like that near here.

R4: Because we throw a lot of food away.

M: So we can add food here, too.

R4: We have not even opened it, and then we have to throw it away.

R5: This is why it is good to have such cups during mass events.

M: What Mrs Agata has mentioned – returnable cups?

R5: Yes. You take a token or a card. I would prefer a token because it is reusable. You return the cup, you get your money back. Or you take the cup with you.

M: So a returnable pack, with a deposit, sharing food or clothes with those who are in need. Can you think of anything else?

R3: Waste sorting in companies, as it does not always take place.

R6: But I would still like to stress, or even appeal to you that those of you who sort or will sort should not strive to achieve such an ideal that the entire society sorts everything from A to Z, and that those who do not do it are bad, etc. Let's not stigmatise, but let's give choice. Those who do not want to, have the right not to, and it does not mean that they are not environmentally friendly, because maybe they pay more to someone who does it for them .

M: Giving employment.

R6: That is correct. The second thing is that we have not talked about many things, like hospital waste, or rubble.

M: For construction and hospital waste there are separate regulations.

R6: But I think, yet I might be wrong, that in the West they introduced those systems earlier. And if there are certain examples of some solutions from Germany, for instance, and when those projects have been going on for longer, then maybe it is a good idea to reach for such solutions. To show people how it functions and that it is good.

M: So we can draw on examples of those who have already done something that works.

R6: That is correct.

R7: I do not know if you have the same problem, but our garbage truck comes before 6:00 am.

R5: Yes, after 5:00 am.

R7: This is such a roar. Thanks God my bedroom windows face the other side, but when I am in the living room and when the windows are open, everyone stands up when they hear that garbage truck approach.

R5: We can hear when they come, so we will not forget to put it all out.

M: So they should not produce noise. They come to me at different times of the day.

R7: Because quiet hours are there between 6:00 and 22:00, and all in all it is 5:00 am.

R10: At my friend's place it is so that they have several low-rise buildings and each of them has a contract signed with a different company for waste management. And she says that around noon

several trucks come right under her windows, each going to a different building. You can really go nuts.

M: Thank you so much for your participation in today's meeting.

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