

# Service Charter



Maglie  
Territorio  
Ambiente  
Servizi SpA



Year 2022



# Service Charter 2022

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## 1. PREMISE

The new Service Charter is prepared by **MTA - SERVIZI SPA** (hereinafter "manager") in order to establish the principles for the provision of services and inform citizens on the actual performance by indicating the quality factors that can be directly controlled by the user. .

It also provides for ways of accessing information and adequate communication channels for suggestions or complaints.

The Service Charter represents an additional instrument to the "Service Contract" which regulates the relations between the Municipality and MTA - SERVIZI SPA and to the "Municipal Regulation for the management of urban waste and the regulation of urban waste", in compliance with the regulatory directives national and regional.

The commitment of MTA - SERVIZI SPA to periodically check the services provided for in this document, together with a collaborative attitude of citizens, can give excellent results, especially in the area of environmental hygiene in our city.

The Company, a joint majority public company pursuant to art. 113 of Legislative Decree 267/00 (TUEL) is a joint stock company (51% Municipality of Maglie - 48% Ecotecnica srl - 1% Ecoimpianti Sud srl) which has expanded the range of its services, becoming, since 2002, the year of foundation, a real Multiservice, also addressing the market, acquiring further contracts both in the Urban Hygiene and parking sectors, in other local realities such as the Municipality of Castro, the Municipality of Ortelle, the City of Santa Cesarea Terme, the Municipality of Diso and the Municipality of Bagnolo del Salento.

Currently, MTA - Servizi SpA only carries out the Environmental hygiene service in the City of Maglie, as deriving from the public tender of 2018 and the consequent Contract no. 2428 of 30 September 2019.

In order to achieve high levels of service quality, MTA - SERVIZI SPA has introduced, over the years, management systems and organizational models aimed at continuous improvement and has subsequently acquired the quality certification of the production process (ISO 9001 : 2008), environmental (ISO 14001: 2015) and occupational safety (45001: 2018).

In the environmental hygiene sector, it has activated various improvements, including the reorganization and strengthening of the collection service, in particular paying close attention to separate collection, activating, as the first municipality in the ARO to which it belongs, the collection of the organic fraction.



## 1.1 Object and scope of application

The Municipal Waste Management Service Charter is the document through which the manager, as a public service provider, indicates the fundamental principles and quality standards of the service and declares to users the commitments it assumes to ensure the improvement of quality of service.

The Service Charter in particular:

- identifies the fundamental principles which the manager must abide by in managing the service;
- identifies service quality standards that the manager undertakes to respect in conducting their activities;
- defines the relationship between the manager and the users with regard to their participation and information rights;
- defines the complaint procedures that can be activated by the users themselves.

The Charter must be considered supplementary to the following documents with particular reference to the qualitative and quantitative aspects of the services, including the quality standards that the manager undertakes to respect:

- a) the service contract stipulated between the Municipality of Maglie and Maglie Territorio Ambiente Servizi SpA which defines the rights and obligations of the parties;
- b) the technical project of the waste management service proposed by the manager, which indicates the operating methods, the service standards, the methods of control by the Administration and any other aspect for which the agreement may refer to the technical specifications ;
- c) the regulation of the waste management service where the methods of the waste collection, transport and delivery service are established in order to guarantee separate management of the different waste fractions and promote their recovery;
- d) executive orders issued by the municipal administration specific to the regulation of waste delivery methods.

The Municipal Waste Management Service Charter is applied by the manager, for the service provided in the Municipality of Maglie, it was issued in compliance with the following legislation:

- Directive of the President of the Council of Ministers of 27 January 1994 "Principles on the provision of public services";
- Regional Law 20 August 2012, n. 24 and subsequent amendments "Strengthening of public functions in the organization and governance of local public services"



- Art. 11 paragraph 2 of law no. 286, as amended by Legislative Decree 150/2009 "Reorganization and strengthening of the mechanisms and tools for monitoring and evaluating costs, returns and results of the activity carried out by public administrations, pursuant to article 11 of the law of 15 March 1997, 59";
- Legislative Decree no. 152 of 3 April 2006 "Environmental regulations", fourth part "Regulations on waste management and remediation of polluted sites";

This Service Charter is completed by specific information material made available at the manager's counter and on the manager's website, as well as on the free downloadable MTA app.

The information material indicates:

- a) the specific procedures for providing the service (included in the Report attached to the PEF Economic and Financial Plan);
- b) the opening hours of the Collection Center to the public, however made available independently on the website of the operator;
- c) the location and opening hours of the physical counter reserved for users by the manager, as well as the methods of communication with the public.

## 1.2 Validity of the service charter

This Service Charter is valid from 16/03/2020, the start date of the new service, until the start of the new future assignment, in compliance with the principle of continuity of the public municipal waste management service, and is subject to upon verification at least three years. The contents of the Information Material may be verified and reviewed annually. It may be updated in relation to regulatory, contractual, technical-organizational changes to the service, the adoption of improvement standards, new needs expressed by the Municipal Administration of Maglie, by the manager and by users.

The approved Service Charter will be made available at the branches and on the manager's website.

The manager will inform users, with the means deemed most appropriate and widespread, within 3 months of publication or any modification of the document.

Any changes will be accompanied by a descriptive report of the review criteria and the methods envisaged for their achievement.

The standards of continuity, regularity of delivery and timeliness of service restoration are to be considered valid under normal operating conditions, understood as the normal activity carried out by the operator to guarantee the service levels indicated in this document. Events due to facts independent of the manager's will and ability are excluded, of an extraordinary and unpredictable nature (by way of example, damage caused by third parties with the exclusion of subcontractors, unscheduled strikes, acts of the public authority independent of the operator's fault, are excluded. natural disasters, etc.).

## 2. SERVICES POLICY

MTA - SERVIZI SPA has as its main purpose the provision of services able to completely satisfy all its interlocutors, guaranteeing sustainable development to protect future generations and in the field of environmental services, characterized by a marked complexity and competitiveness, and for contribute to the social development of the community.

This policy is based on a coherent set of principles to which every objective and every strategy must refer, especially in the field of environmental management.

## 3. PRINCIPLES

The commitment of MTA - SERVIZI SPA is constantly aimed at improving the quality and results of the environmental and social management of its activities and services provided. This is pursued through the use of the most advanced technologies available and economically viable.

MTA - SERVIZI SPA provides the services according to the principles of:

- Equality, guaranteeing equal treatment to all Customers / Citizens. No distinction can be made in the provision of the service for reasons of sex, race, language, religion, political opinion and socio-economic conditions. Equal treatment is also guaranteed in the performance of the service provided between the different territorial areas and between the different categories or groups of users, within the limits made possible by the technical and functional characteristics of the infrastructural system managed, with particular attention to the central areas of the territory affected by a strong influx of users also from outside. In any case, the manager undertakes to achieve, after adequate planning, the same level of service provided to users throughout the area of competence, compatibly with the different territorial characteristics. The manager undertakes to pay particular

attention, in providing the service, to people with disabilities, the elderly and those belonging to weak social groups, in accordance with the principles of sustainability and proportionality and according to criteria of technical and economic feasibility.

For this purpose, the manager shall:

- organize and maintain a functioning and accessible website, in compliance with international standards. By "accessibility" we mean a set of techniques and design applications aimed at making the information content of a website accessible and usable by the greatest number of subjects, trying to eliminate, as far as possible, obstacles, of a technological nature (outdated computers, compatibility with different browsers and video resolutions) and related to disabilities (visual difficulties);
- guarantee, as far as possible, access to information also to foreign users, by setting up special facilitation systems for access to administrative and commercial services such as the possibility of requesting / providing information via email in different languages (at least Italian and English), the publication and display at physical counters and on the website of information brochures in various languages containing basic information);
- to minimize, as far as possible, the wait at physical counters for disabled people, the elderly, women who are clearly pregnant;
- on the occasion of scheduled or unscheduled interruptions in the provision of the service to minimize the consequent inconvenience;
- **Impartiality**, through behavior inspired by criteria of objectivity, justice, impartiality. The manager has the obligation to inspire its behavior towards users on criteria of objectivity, justice and impartiality. In accordance with this obligation, the provision of the service must be carried out and the general and specific clauses of the regulation documents of the same and the sector regulations must be interpreted.
- **Continuity**, ensuring a continuous, regular and uninterrupted service. The manager provides a continuous, regular and uninterrupted service according to the procedures set out in the service contract. In the event of irregular operation or interruption of the service, the manager must intervene to resolve the problem as soon as possible, adopt measures aimed at causing users as little discomfort as possible, provide, upon request, to provide them with timely information on the reasons and the duration of the disruption and guaranteeing the essential



performances for the protection of the health and safety of the user. The lack of service can only be attributable to causes of force majeure (including the impediments of third parties), breakdowns or maintenance necessary to guarantee the quality and safety of the same, legitimate actions to protect the rights of workers in the sector (with safeguarding of the minimum service as per specific legislation).

- **Effectiveness and Efficiency:** pursuing the goal of continuously improving the efficiency and effectiveness of the service. The service is provided in such a way as to guarantee its efficiency and effectiveness with a view to continuous improvement, adopting the most functional technological, organizational and procedural solutions for the purpose in accordance with the principles of sustainability and proportionality and according to criteria of technical and economic feasibility.
- **Transparency and comprehensibility,** in using a communication process towards customers and all social partners, paying particular attention to defining the environmental effects deriving from management with particular reference to the social implications connected to it. The manager, in drafting any message to users, pays the utmost attention to the use of simple and easy-to-understand language for them.
- **Courtesy,** the manager guarantees the user a relationship based on courtesy and respect, adopting behaviors, ways and languages suitable for the purpose. To this end, employees are required to facilitate the user in the exercise of their rights and in the fulfillment of obligations, to undertake to satisfy, where possible, their requests, to indicate their personal details (both in the personal relationship and in communications telephone numbers) and to have an identification card in compliance with current legislation.
- **Participation,** the manager always guarantees the user's participation in the provision of the service, both to protect the right to the correct provision of the service, and to encourage collaboration with the providers. The user can produce complaints, memories and documents; make observations, which the manager is required to give feedback to. The manager periodically acquires the user's assessment of the quality of the service rendered. In any case, the user has the right to access the documents and information held by the manager in respect of which the user himself has a direct, concrete and current interest, corresponding to a legally protected situation and connected to the document to which access is requested. pursuant to the provisions of articles 22 and ss. of the Law of 7 August 1990 n. 241 on "New rules on administrative procedure and right of access to administrative documents" and subsequent

amendments. The methods of exercising the right of access are governed by art. n. 25 of the same Law and can be exercised by addressing the request to the certified electronic mailbox: [postacertificata@pec.mtaservizi.it](mailto:postacertificata@pec.mtaservizi.it).

**Clarity and comprehensibility of the messages**, the manager, in drafting any message to users, pays the utmost attention to the use of simple and immediately understandable

- language for them.

**Safety and respect for the environment and health**, the manager guarantees the implementation of a quality management system, aimed at continuous improvement of performance, which ensures the satisfaction of the legitimate needs and expectations of users. The manager guarantees the implementation of an environmental management system, ensuring, insofar as it is connected to the activity of the urban waste management service, continuous improvement, compliance with sector regulations, prevention and reduction of pollution. In carrying out the service and every activity, the manager guarantees, within the limits of his own competences, the protection of the health and safety of citizens and workers, as well as the protection of the environment. The manager is required to comply, also as regards tenders, with the laws governing activities in these sectors, with particular regard to Legislative Decree no. 81 on health and safety in the workplace. However, it remains the civic duty and responsibility of users to contribute to the quality of the service by adopting behaviors that respect the environment and public dignity.

**Privacy**, the manager undertakes to ensure that the processing of users' personal data is carried out in compliance with Legislative Decree 196/2003 "Code regarding the protection of personal data", as last amended by Legislative Decree 101/2018 for the adaptation of national legislation to the provisions of regulation (EU) 2016/679 of 27 April 2016. In particular, personal data are collected for the sole purpose of allowing the operator the correct provision of the service and the necessary operations are carried out on them for this purpose, such as collection, registration, storage, consultation, modification, comparison, cancellation and any other operation among those provided for by the privacy code. Without prejudice to the communications made in execution of legal obligations, personal data may be communicated, to the extent necessary and sufficient for the completion of some phases of the activities mentioned above and, consequently, processed only for these purposes by other subjects such as: banks, credit institutions,

law firms, credit recovery companies, credit insurance companies, companies operating in the transport sector, consultants and freelancers, subjects entitled to raise administrative sanctions in accordance with the relevant legislation. The personal or accounting data may be communicated to the Authorities upon request for the performance of the activities attributed to them by law, such as for example the Financial Administration. The data processor is the manager with registered office at the Town Hall in Piazza A. Moro 73024 Maglie (Le) and administrative office in via Indipendenza 5/9 73024 Maglie (Le). MTA - Servizi SpA does not manage and process the tariffs of the TARI role and therefore does not hold data relating to this. Any interested party can always exercise the rights referred to in articles 15-16-17-18 -20-21 of Chapter III of Regulation (EU) 2016/679. These rights and the right to revoke consent may be exercised by users through mail to the following addresses:

- **info@mtaservizi.it**

Or by contacting the following telephone numbers:

- **800.105.051**
- **0836.485747**

To support the entire process, MTA - SERVIZI SPA considers the involvement and motivation of all company staff to be fundamental so that a sense of responsibility towards the environment and the commitment to continuously improve the quality of services are developed at every level.

The company management undertakes to disseminate, implement, maintain, activate and periodically review this Policy on the basis of the evolution of the environmental, socio-economic and institutional context and to disseminate the results achieved.

## 4. OBJECTIVES AND STRATEGIES

- The objectives of MTA - SERVIZI SPA are oriented to the continuous improvement of processes and performances that move from a standard level of compliance to the provisions of the legislation and the agreements signed and with the commitment to ensure a constant preventive evaluation as regards the design of future activities.



- MTA - SERVIZI SPA undertakes to maintain constant dialogue with all its Customers / Users, Members, competent Authorities and all parties interested in company performances, in order to translate their expectations into internal objectives of the organization and to provide a contribution proportionate to the role played in order to fully satisfy the whole of the territorial government policies.
- The Company undertakes to monitor the impacts on the environment and to govern the processes through the introduction of adequate management systems accompanied by specific accounting and using performance indicators both in the preparation of financial statements and in the monitoring of processes.
- The Company will promote any useful action to acquire behaviors that are correct and consistent with this Policy from Suppliers and Contractors who work in collaboration with the Company.

## 5. CERTIFICATIONS

The commitment that MTA - SERVIZI SPA has undertaken, as described in the Services Policy, is to introduce a solid Environmental and Quality Management System for its activities and to certify it in compliance with internationally recognized standards: ISO 9001: 2008 - ISO 14001: 2015 - ISO 45001: 2018. Furthermore, MTA - Servizi SpA has adapted to the provisions of Legislative Decree 231/01.

The Environmental and Quality Management System provides for the description of the organizational structure, processes, procedures and resources through which the company carries out its activities, and has the purpose of ensuring that the needs and expectations of the Customers are met. / Users and interested parties, also guaranteeing constant monitoring and improvement of the environmental impacts due to the company's activities.

To achieve these objectives, an in-depth analysis of all company processes has been activated, in order to identify any critical issues and ensure their gradual improvement, as well as constant training of company personnel who work at all levels, so that each becomes aware of the impact of its activities, both on the quality and on the environmental-socio-economic aspects of the service provided.

To protect Customers / Users and all its interlocutors, the company is operating in accordance with the provisions of the Environmental Policy and in compliance with ISO standards and Legislative Decree 231/01.



# Environmental Hygiene Service



## 6. TOOLS

### 6.1 Service Quality Standard

MTA - SERVIZI SPA considers the following factors to be decisive for the quality of the urban hygiene service:

#### 6.1.1 Continuity and regularity of the disbursement

#### 6.1.2 Separate collection - Environmental protection, recovery and safety

Methods of carrying out the waste collection service

#### 6.1.3 Methods of the cleaning and street washing service

#### 6.1.4 Other Services

#### 6.1.5 Disposal

On the basis of these factors, the quality standards are identified and compliance is ensured. MTA - SERVIZI SPA undertakes to activate a system for monitoring the quality of the services provided through indicators to be measured periodically, to plan, in relation to their performance, interventions to improve the service.

#### 6.1.1 Continuity and regularity of the service

MTA - SERVIZI SPA undertakes to guarantee the regularity of the urban hygiene service, making use of a structure and an organizational system that allow it to monitor the regular performance of the planned actions.

The achievement of this objective is favored by the constant presence on the territory of assistants in charge of verifying the service and solving unexpected problematic situations, by the systematic detection of the relationship between planned and actually carried out actions. Alternating work shifts are also provided in the morning and afternoon slots to facilitate interventions throughout the day and minimum services on holidays.

This organization of work makes it possible to eliminate situations of danger or particular discomfort which, even on the recommendation of the competent authorities, are addressed and resolved with prompt interventions, even for a fee.



## 6.1.2 Waste sorting - environmental protection, recovery and safety - method of execution of the waste sorting service

### a. Indifferent waste sorting

MTA - SERVIZI SPA carries out the ordinary service of collection of unsorted municipal solid waste, on the entire territory of the Municipality of Maglie, through a home service of emptying green bins with a capacity of 40 lt for Domestic Users and 120 / lt 240/360/770 for non-domestic ones, all delivered on loan for use.

The aforementioned bins are emptied, after placing them in front of the house number of the users, with the following frequencies:

- **Tuesday and Friday morning for domestic users and non-domestic users with exposure obligation by 4.00 am or 8.00 pm the previous day;**
- **Wednesday afternoon ONLY for activities relating to the administration of food and beverages, with exposure obligation by 11.30 am.**

Failure to collect waste due to non-compliance is reported with a specific notice.

The User **MUST** reselect their refusal and give it to the next collection.

### b. Organic waste collection from kitchens and canteens

MTA - SERVIZI SPA carries out the ordinary collection service of organic waste from kitchens and canteens, on the entire territory of the Municipality of Maglie, through a home service of emptying of brown colored bins with a capacity of 30 liters for Domestic and LT 120/240/660 for non-domestic ones, all delivered on loan for use.

The aforementioned bins are emptied, after placing them in front of the house number of the users, with the following frequencies:

- **Monday - Wednesday - Thursday - Saturday morning for domestic users and non-domestic users with display obligation by 4.00 am or 8.00 pm the previous day;**
- **Tuesday - Friday afternoon ONLY for activities relating to the administration of food and beverages, with exposure obligation by 11.30 am.**

Failure to collect waste due to non-compliance is reported with a specific notice.

The User **MUST** reselect their refusal and give it to the next collection.

### c. Paper / cardboard waste collection

MTA - SERVIZI SPA carries out the ordinary collection service of differentiated waste in paper / cardboard, on the entire territory of the Municipality of Maglie, through a home collection service of special transparent bags with a volume of 120 liters, provided free of charge in an adequate number for the number of annual withdrawals, from Domestic and Non-Domestic Users.

The aforementioned collection takes place, after placing the bag in front of the street number of the users, with the following frequencies:

- **Wednesday morning for domestic users and non-domestic users with exposure obligation by 4.00 am or 8.00 pm the previous day;**

Failure to collect waste due to non-compliance is reported with a specific notice.

The User **MUST** reselect their refusal and give it to the next collection.

### d. Collection of waste from plastic packaging

MTA - SERVIZI SPA carries out the ordinary service of collection of differentiated waste from plastic packaging, throughout the territory of the Municipality of Maglie, through a home collection service of special transparent blue bags of differentiated volume of 80 liters (domestic users) and 120 liters (Non-domestic users), provided free of charge in a number adequate to the number of annual withdrawals, by Domestic and Non-Domestic Users.

The aforementioned collection takes place, after placing the bag in front of the street number of the users, with the following frequencies:

- **Monday and Thursday morning for domestic users and non-domestic users with exposure obligation by 4.00 am or 8.00 pm the previous day;**
- **Thursday afternoon only for "large retailers" (Shopping centers, wholesale, Supermarkets - NO commercial activities), with exposure obligation by 11.30 am**

Failure to collect waste due to non-compliance is reported with a specific notice.

The User **MUST** reselect their refusal and give it to the next collection.

#### e. Collection of waste from glass packaging

MTA - SERVIZI SPA carries out the ordinary service of collection of waste differentiated from glass packaging, on the entire territory of the Municipality of Maglie, through a home service of emptying yellow bins with a capacity of 40 lt for Domestic Users and 120 lt / 240/360 for non-domestic ones, all delivered on loan for use.

The aforementioned bins are emptied, after placing them in front of the house number of the users, with the following frequencies:

- **Tuesday and Friday morning for domestic users and non-domestic users with exposure obligation by 4.00 am or 8.00 pm the previous day;**

Failure to collect waste due to non-compliance is reported with a specific notice.

The User **MUST** reselect their refusal and give it to the next collection.

#### f. Collection of waste from aluminum / metal packaging

MTA - SERVIZI SPA carries out the ordinary waste collection service differentiated from aluminum / metal packaging, throughout the territory of the Municipality of Maglie, through a home service of emptying CONTAINERS OWNED BY THE SAME USERS, of suitable capacity. The aforementioned containers are emptied, after placing them in front of the house number of the users, with the following frequencies:

- **Saturday morning for domestic users and non-domestic users with exposure obligation by 4.00 am or 8.00 pm the previous day;**

Failure to collect waste due to non-compliance is reported with a specific notice.

The User **MUST** reselect their refusal and give it to the next collection.

#### g. Bulky waste and durable goods collection

The service is currently carried out in the following ways:

- By booking a free home collection service from Monday to Friday at the toll-free number 800.105.051, for the collection of durable and bulky goods such as furniture, furnishings, household appliances, etc., as long as they are delivered to company's operators at the sidewalk level. The service is carried out free of charge as long as it is limited to a maximum number of 3 pieces per year and does not result in a request for intervention for the emptying of environments and premises which, therefore, does not involve the use of particularly expensive vehicles.



- By autonomous delivery by users of bulky material at the Ecocentro, located in via Giovanni Conte in Maglie, according to the rules described below.

The service DOES NOT provide for the collection of waste deriving from RENOVATIONS, such as doors, windows, shutters, sanitary ware and ceramic objects or in any case waste that does not fall within the categories described. The photovoltaic panels can be delivered in a maximum number of 3 pieces.

The collection is ensured, unless otherwise impeded or unforeseen, within 7 working days following the booking.

#### **h. Cardboard packaging collection - door-to-door collection from non-domestic users**

It consists in the collection service of cardboard packaging directly from the house number of the SOLE commercial activity (NO DOMESTIC UTILITIES), which must obligatorily prepare the "cartons" in an orderly manner, or folded and stacked and place them on the sidewalk in front of the entrance within 11.30 am on the day indicated.

The service is carried out exclusively for NON-domestic users from Monday to Saturday with the exception of holidays. For further contributions or out of necessity, an additional service, possibly for a fee, can be requested from the company toll-free number 800.105.051.

#### **i. Result material and from pruning cuttings from domestic users**

Home collection on request. MTA - Servizi SpA makes available to citizens, upon request, as long as the area pertaining to the applicant (domestic users) allows for its size and accessibility, a bin with a nominal capacity of 5 cubic meters, in which the user autonomously enters the waste from "aggregates" or from "mowing and / or pruning", according to the indications that will be provided at the time of delivery. Once filled, and in any case by 10.00 on the same positioning day, which takes place by 6.30 in the morning, the bin is collected. Alternatively, for modest quantities, the user can deliver this type of waste directly to the Eco-center. The service is free for one placement per year for each type of waste.

Delivery is ensured, unless otherwise impeded or unforeseen, within 7 working days following the booking.

In the event of non-compliance of the waste delivered, in terms of quantity or quality, the User must immediately remedy the situation highlighted or may pay, with the application of specific rates previously communicated during the booking phase, for the resolution of the problems identified.

### **l. Collection of wooden packaging - door to door collection from non-domestic users**

It consists in the collection service of secondary packaging (no pallets being tertiary) in wood directly from the street number of the commercial activity, which must obligatorily arrange the waste in an orderly manner and place it on the sidewalk in front of the entrance by 11.30 am of the indicated day .

The service is carried out exclusively for NON-domestic users on Monday. For further contributions or out of necessity, an additional service, possibly for a fee, can be requested from the company toll-free number 800.105.051.

### **m. Waste disposal centers - ECOCENTRO in via Giovanni Conte (Totò Fitto football pitch)**

MTA - SERVIZI SPA manages an ecological station equipped pursuant to the Ministerial Decree of 8 April 2008 and subsequent amendments and additions, called ECOCENTRO located in via Giovanni Conte in Maglie (in front of the Totò Fitto football pitch) which is available to citizens for the delivery of waste and materials for which separate collection is activated. It can accept differentiated and single-material waste conferred autonomously by citizens:

- **Monday and Wednesday from 12.30pm to 7.30pm.**
- **Friday and Saturday from 1.30pm to 7.30pm**
- **Tuesday and Thursday from 7.30am to 1.30pm.**

At the ECOCENTRO the user who intends to deliver waste

- Must qualify by showing suitable identification documentation (identity card, etc.) and must declare the type and origin of the waste disposed of. The maximum admissible quantity cannot exceed 30 kg or three pieces per day, in order not to clog the delivery by other users;
- for non-domestic users, always upon presentation of suitable documentation certifying their company name and registration in the TARI register of Maglie, the quantity of waste being transferred must be checked (not exceeding 30 kilograms) so that there is also correspondence with those indicated in the municipal regulation and comply with the regulations currently in force on waste transport. These users, pursuant to the new provisions of the law (Legislative Decree 116/20), will not be able to deliver special waste and / or waste deriving from their activity but only municipal waste indicated in attachment L-quinquies pursuant to Legislative Decree 152/06, if included in the waste list accepted by the Ecocentro;

- He must directly and autonomously unload his own differentiated waste in the appropriate containers and if the user presents himself with different types of waste, he will have to provide in advance for their single-material separation for correct unloading in differentiated form.
- Must comply with the instructions given by the Manager in compliance with the regulations;
- Under no circumstances must he unload waste outside the special containers or the fence;
- It can confer:
  - a) bulky waste;
  - b) organic waste;
  - c) paper and cardboard;
  - d) glass packaging
  - e) aluminum packaging (cans and tinplate);
  - f) plastic packaging;
  - g) ferrous and non-ferrous metals;
  - h) wood (crates, pallets);
  - i) green (cuttings and twigs);
  - j) lead accumulators (of domestic origin);
  - k) used clothing, rags and other textile materials;
  - l) expired drugs;
  - m) T / F containers
  - n) waste from Electrical and Electronic Equipment (WEEE) (refrigerators, freezers, air conditioners, televisions, computers, printers, electronic circuits, photovoltaic panels - of domestic origin - spent lamps and neon);
  - o) waste vegetable oils of food origin (of domestic origin);
  - p) used mineral oils used for transport (from small mechanical maintenance of private individuals);
  - q) inert waste from minor maintenance jobs, provided they are free of asbestos (from domestic sources);
  - r) unsorted waste - nappies / diapers;

Non-domestic users will be able to deliver exclusively within the limit of 30 kg / day and only municipal waste indicated in Annex L-quinquies pursuant to Legislative Decree 152/06, if included in the list of waste accepted by the Eco-center.

#### **n. Dangerous urban waste: Collection of expired drugs**

It consists in the collection service of expired drugs given by citizens in special containers displayed near pharmacies.

Such waste can also be delivered to the ECOCENTRO.

#### **o. Dangerous urban waste: Exhausted batteries collection**

It consists in the collection service of exhausted batteries conferred by citizens in special containers displayed near tobacconists, hardware stores and photographers.

Such waste can also be delivered to the ECOCENTRO.

#### **p. Hazardous urban waste labeled "T" and / or "F"**

It consists of the collection service of containers labeled "T" and / or "F" (spray cans or cans containing residues of dangerous substances) delivered by citizens in special containers displayed near the hardware store. Such waste can also be delivered to the ECOCENTRO.

#### **q. Collection of used nappies and diapers**

From 1 February 2021 a little help in waste collection: USED NAPPIES and DIAPERS CAN BE DELIVERED TO THE ECOCENTER!

Furthermore, in collaboration with the Department of the Environment of the Municipality of Maglie, a new collection service for used diapers has been established, supplementary to the one normally carried out on Tuesdays and Fridays with unsorted waste. This service, which provides a further step compared to the current two, is dedicated only to those users who, having no type of outdoor space (atriums, balconies, etc.) where they can store their waste (diapers) are forced to keep them at home. . Those who fall into this type of domestic user can request a further collection step by filling out the form that can be downloaded from the manager's website or available at our MTA - SPA Services and attaching the required documentation. The application must be addressed exclusively to the Social Services Office of the Municipality of Maglie.

HOWEVER IT IS STRICTLY FORBIDDEN TO GIVE PANNOLONI / ABSORBENTS IF USED BY PEOPLE WHO USE RADIOTHERAPY DRUGS OR WHO HAVE BEEN SUBJECTED TO SPECIALIST EXAMINATIONS WITH RADIOACTIVE PRODUCTS. The competent ASL is required to indicate how to dispose of this waste.

## r. Home composting

The composter or composteer is a container in which organic waste is placed; after a certain period of time the waste becomes fertilizer, usable, for example, in the garden. MTA - Servizi SpA makes available, on loan for use, to those citizens with a house equipped with a garden, suitable containers (composters) dedicated to the collection of organic waste (vegetable waste, fruit, food, etc.) which, through a completely natural process, they can be converted into compost, or fertilizer for domestic use of the highest quality. Alternatively, for modest quantities, the user can deliver this type of waste directly to the Eco-center referred to in point m.

## Hygiene of the service

The hygiene of the service is ensured by the home collection method.

The washing of containers with a capacity greater than 40 liters (non-domestic users) can be requested upon payment of the service. The washing of the containers dedicated to the collection of the organic fraction used by the activities related to the administration of food and drinks is carried out on a monthly basis.

Failure to comply with the quality level of the service is due to causes unrelated to the organization such as:

- strike
- unauthorized parked vehicles
- road works
- adverse weather conditions
- traffic obstacles
- failure of the vehicles
- closure of transfer facilities

In such cases, the service is guaranteed over the next working day, except for technical impossibilities not directly attributable to the manager.

Currently the time slots during which the service takes place are the following:

- **in the morning from 5.00 to 11.00**
- **after midday from 11.30 to 17.30**

If the collection day falls on a public holiday, the service is carried out regularly.





## MAGLIE TERRITORIO AMBIENTE Service Charter

		Lunedì	Martedì	Mercoledì	Giovedì	Venerdì	Sabato	Domenica
<b>Raccolta Organico</b>	UD/UND							
	UND		food& beverage			food& beverage		
<b>Raccolta Secco Residuo</b>	UD/UND							
	UND			food& beverage				
<b>Raccolta Imballaggi in Plastica</b>	UD/UND							
	UND				Flusso B			
<b>Raccolta Imballaggi in Alluminio/Metallo</b>	UD/UND							
	UND							
<b>Raccolta Imballaggi in Vetro</b>	UD/UND							
	UND							
<b>Raccolta Carta/Cartoncino</b>	UD/UND							
	UND							
<b>Raccolta Imballaggi in Cartone</b>	UD/UND							
	UND							
<b>Raccolta Imballaggi in Legno</b>	UD/UND							
	UND							

### 6.1.3 Method of the road cleaning and washing service

#### a. Street sweeping

MTA - SERVIZI SPA cleans the streets and municipal squares both by manual sweeping and by the use of sweeping machines.

The mechanized sweeping is carried out in rotation on identified areas, starting from 5.00 am, according to pre-established programs, as resulting from the following table. These programs include daily interventions, including Sundays, in the city center, weekly in the other territorial areas. There is also a "minimum" service which is carried out every public holiday, in order to guarantee maintenance interventions in the most important and popular areas of the city, or interventions in conjunction with cultural and sporting events. Furthermore, daily, in the afternoon, manual sweeping of the pedestrian area currently in force in Piazza A. Moro and Via San Giuseppe is carried out. No sweeping interventions are foreseen in rural areas, on unpaved roads and outside the urbanized city perimeter.

Failure to comply with the quality levels of the sweeping services can only be justified by the following impediments:

- unauthorized parked vehicles
- road works
- adverse weather conditions
- traffic obstacles
- failure of the vehicles

In case of impossibility of the mechanical means, manual sweeping of the area is always ensured

**Red Zone** - central area - 6/7 days - manual and mechanical sweeping

**Green Zone** - central area - 6/7 days - manual and mechanical sweeping

**Violet Zone** - area between via Muro, via V. Emanuele and via Cursi - 2/7 days (Monday and Thursday) - mechanical sweeping

**Orange Zone** - area between via Muro and via Scorrano - 2/7 days (Monday and Thursday) - mechanical sweeping

**Pink Zone** - area between via Cutrofiano, Via Piave and via Madonna di Leuca - 2/7 days (Tuesday and Friday) - mechanical sweeping

**Light Blue Zone** - area between via Gallipoli, via Montegrappa and via Cutrofiano - 2/7 days - (Wednesday and Saturday) - mechanical sweeping

**White Zone** - area between via Scorrano, Via Montegrappa and via Gallipoli - 2/7 days (Tuesday and Friday) - mechanical sweeping

**Yellow Zone** - area between via M.nna di Leuca, via Piave, via Gramsci, via Brenta - Morigino - 2/7 days - (Wednesday and Saturday) - mechanical sweeping

servizi	Squadre	Composizione	Automezzo	inizio turno	fine turno	Zone di interesse	LUNEDI	MARTEDI	MERCOLEDI	GIOVEDI	VENERDI	SABATO	DOMENICA
Spazzamento meccanico del territorio	UOSSp 7	autista ed operatore a terra	Spazzatrice meccanica 6 mc	5,00	11,20	zone come da calendario grate raccolta acque	centro 2 zona Bianca	centro 2 zona Arancio	centro 2 zona Gialla	centro 2 zona Bianca	centro 2 zona Arancio	centro 2 zona Gialla	\
				13,30	16,30		\	\	\	\	\	riassetto area mercatale	\
	UOSSp 6	autista ed operatore a terra	Spazzatrice meccanica 4/5 mc	5,00	11,20	zone come da calendario grate raccolta acque	centro 1 Zona Rosa	Centro 1 zona Viola	Centro 1 Zona Celeste	centro 1 Zona Rosa	Centro 1 zona Viola	Centro 1 Zona Celeste	\
Spazzamento manuale	UOSSp 1	operatore	Ape 50	5,00	11,00	Zona Verde Chiaro + PORTICO + villette	Zona Verde chiaro Villetta don P. Palanca	Zona Verde chiaro Villetta Bachelet	Zona Verde chiaro Villetta don P. Palanca	Zona Verde chiaro Villetta Bachelet	Zona Verde chiaro Villetta don P. Palanca	Zona Verde chiaro Cimitero Parco Rimembranze	\
	UOSSp 2	operatore	Ape 50			Zona Rossa + villette	Zona Rossa Villetta Comi	Zona Rossa Parco Rimembranze	Zona Rossa Villetta Bachelet	Zona Rossa Villetta Comi	Zona Rossa Villetta Bachelet	Zona Rossa Cimitero Parco Rimembranze	
	UOSSp 3	operatore	Ape 50			centro	\	\	\	\	\	\	
MANTENIMENTO AREA PEDONALE pomeridiana PULIZIA MERCATO GIORNALIERO	UOSSp 4	operatore	carretto	12,00	13,00	mercato giornaliero	spazzamento mercato giornaliero centro	spazzamento mercato giornaliero centro	spazzamento mercato giornaliero centro	spazzamento mercato giornaliero centro	spazzamento mercato giornaliero centro	spazzamento/ sanificazione mercato giornaliero centro e settimanale	\
				17,00	18,00	centro	area pedonale	area pedonale	area pedonale	area pedonale	area pedonale	area pedonale	



# MAGLIE TERRITORIO AMBIENTE

## Service Charter



**Zona Rossa**



**Zona Verde**



# MAGLIE TERRITORIO AMBIENTE

## Service Charter







# MAGLIE TERRITORIO AMBIENTE Service Charter



**Zona Bianca**



**Zona Rosa**





# MAGLIE TERRITORIO AMBIENTE

## Service Charter



## **b. Mechanical weeding**

Maglie Territorio Ambiente Servizi SpA, as it has been doing for years, has favored a strategy to combat weeds based on mechanical means, also by virtue of the regional health provisions which do not authorize chemical weeding in urbanized areas. In detail, it uses mechanical processing throughout the territory, excluding rural areas, with weekly interventions dedicating 2 operators to this activity (one for cutting and the other for cleaning) who constantly provide mechanical trimming. In particular, daily interventions are implemented (from MONDAY to FRIDAY) lasting no more than 4 hours each, for a total of 20 hours per week. The intervention areas are the public pavements on public roads and regularly named, including any flower beds and zanelle, as well as road edges up to 1 meter wide in the absence of the pavement, all falling within the urbanized perimeter (no rural areas and PiP). The villas, public flower beds and the municipal villa do not fall within these competences. Private roads, condominium areas and all those roads insistent in public areas but used exclusively by private individuals are not affected by the service.

The service includes scheduled interventions according to a rotation of the areas recalled for sweeping. As a rule, weeding is carried out in the two central areas (Red Zone and Green Zone) every two peripheral areas, by virtue of the importance represented. The service usually starts around 6 am. Any delays or non-execution of the service can be attributed solely to force majeure. The Manager ensures the end of the weeding on the area affected by the programming before the regrowth of weeds on the roads of the same area.

## **c. Street washing**

The street washing service is carried out in the central areas of the city, including all the services necessary to guarantee the complete washing and sanitization of the road pavement. To obtain an excellent result, the street washing service is preceded by a mechanical sweeping intervention, in particular on the main axes of the center, with subsequent passage for aspiration of any excess liquids, in order above all to ensure a good level of sanitation. We use detergents with the addition of natural enzyme-based products that reduce smelly emissions and sanitize the flooring. The street washing is performed with the following frequency, having a duration of 1.50 hours each:

- 1 intervention / week for the summer period (June-September)
- 1 intervention / month for the remaining period (October-May)

The service is not performed only in the presence of causes of force majeure and independent of the will of MTA - Servizi SpA (rain, road works, road interruptions, cars parked in prohibition, etc.).

## 6.1.4 OTHER SERVICES

### a. Washing / sanitizing particular territorial areas

MTA - SERVIZI SPA also sanitizes / wash surfaces of particular value, such as fountains, the municipal portico, p.tta of the statue of A. Moro and other critical points, every two weeks. It also cleans numerous sections of pavements in the central areas, which are mainly affected by pigeon guano.

With a frequency of 3 days a week (Tuesday - Thursday and Saturday) it also sanitizes the DOG FREE AREA located in via C. Rizzelli.

The service is not performed only in the presence of causes of force majeure and independent of the will of MTA - Servizi SpA (rain, road works, road interruptions, cars parked in prohibition, etc.).

### b. Territorial deratization / disinfestation

MTA - SERVIZI SPA carries out appropriate rodent control and disinfestation interventions (anti-winged and anti-larval) throughout the municipal area, according to a specific schedule agreed with the Municipal Administration of Maglie.

The relative scheduling of the interventions is communicated to citizens with advertising on the channels regularly used by the manager (website, social page, application, posters, etc.). The interventions are carried out in compliance with current legislation, ensuring the minimum environmental impact. When using the products, the indications prescribed by the Ministry of Health necessary for their use and marketing are respected; in no case is there an exception to these indications and those reported on the product label. All the products used are registered as medical-surgical devices and provided with health authorization. They are however used formulated with the absence of odors or particularly irritating effects for the mucous membranes even at low concentrations and the absence of phytotoxicity at normal doses of use. The technical and safety data sheets are published on the Company's normal communication channels.

The service is not performed only in the presence of causes of force majeure and independent of the will of MTA - Servizi SpA (rain, wind, etc.).

#### **c. Bins washing**

MTA - SERVIZI SPA carries out the washing of the bins for the collection of the Organic Fraction of ONLY non-domestic users of the food & beverage type on a monthly basis. However, it is well understood that the users of the wheeled bins in question, having received the same on loan for use, will still be responsible for the routine cleaning of the containers entrusted to them. The physical execution of the service takes the connotations of the one called "train", that is, action is taken simultaneously with the emptying of the bins in order to prevent further deliveries between the time between emptying and washing. Specific enzymatic products mixed with water will be used, however agreed with the competent ASL.

#### **d. Services to individuals**

MTA - SERVIZI SPA is registered in the Waste Managers Register for Categories 1, 4, 5 Class D and Category 9 Class E concerning remediation interventions. In light of this, MTA - Servizi SpA offers collection, transport and disposal services to individuals, through an agreement, concerning hazardous and special waste, however not transferable to the public service, or specific collections also pursuant to the new provisions issued by Legislative Decree no. lgs 116/20.

#### **e. Supply of separate waste collection kits**

MTA - SERVIZI SPA provides free delivery to users registered in the TARI register of the Municipality of Maglie, at its administrative offices located in Maglie at via Indipendenza n. 5/9, of the consumables necessary for separate collection, i.e. bags of adequate volume for the collection of the organic fraction, plastic packaging and paper / cardboard. The delivery relates to the free half-yearly supply of appropriate envelopes adequate in volume for the type of user and in a number suitable for the forecast contributions. Each user may receive this supply by presenting themselves at the aforementioned offices with proof of payment of the TARI fees, or with adequate documentation relating to registration in the TARI Register of the Municipality of Maglie.

The new users, who will have been duly registered at the Tax Office of the Municipality of

Maglie, will receive the kit for separate waste collection, again at the Administrative Offices of MTA - Servizi SpA and upon presentation of the documentation certifying their registration, consisting in the supply of bins for unsorted waste, for glass packaging and for the organic fraction, as well as the first supply of bags for the collection of plastic packaging and paper / cardboard. Please note that aluminum / metal packaging must be delivered with proprietary containers. All containers delivered are provided on loan for use and, therefore, each user is responsible for their care, washing / hygiene and maintenance as well as for any loss or theft or damage. There is no further free supply, but only upon payment. For new non-domestic users who may need a different volume of containers, an inspection will be arranged to assess the actual need in contradiction, also as a result of the available space.

### 6.1.5 Disposal / recovery plants

Undifferentiated waste, code CER 200301, currently and up to new regional provisions, are disposed of in an authorized Biological Mechanical Treatment plant in Poggiardo.

The separate waste collection concerning paper - cardboard, plastic and aluminum are transferred to the CONAI platform located in Lequile and owned by the company Ecorisor-sesrl.

The separate waste collection concerning the glass is transferred to the CONAI platform located in Copertino and owned by the Ecotecnicasrl company.

Other fractions of differentiable waste are delivered to the CM snc plant in Surbo. Organic waste is currently delivered to a composting plant located in Erchie (Br). MTA - Servizi SpA also has an agreement with the WEEE Coordination Center which provides for the recovery of electrical and electronic equipment, as well as with the Cobat for batteries and batteries, while the disposal of waste oils is provided with the South of Taranto Ecological Company.

### 6.2 Simplification of Procedures

MTA - SERVIZI SPA undertakes to propose simple procedures to users that minimize the formalities required, both in terms of ease of access and the documentation to be produced in support of the request for service.

Again for these purposes, the manager also examines telephone requests from customers, which it provides by arranging inspections to verify the adequacy of the services provided to



the needs expressed. MTA - SERVIZI SPA has also activated telephone communication lines, for information on how to access the services.

## 6.3 Corporate Information Tools

MTA - SERVIZI SPA uses a plurality of communication tools in order to ensure that the user is constantly informed about all company procedures and initiatives that may interest him. These tools are listed below.

### a. Telephone communication lines - information desk

A toll-free number is active from Monday to Friday, from 9.00 to 13.00 and from 17.00 to 20.00, and on Saturdays, from 9.00 to 12.00, which allows the Customer to receive information for better use of the service.

The toll-free number 800.105.051 is free and can be used from mobile and landline telephony. On the same days and times it is possible to go to the company branches located in via Indipendenza n. 5/9 in Maglie, and ask the company staff for the information you need, as well as make appointments for any inspections, expose complaints, or book the positioning service of the "tubs" for the transfer of aggregates / rubble or pruning.

### b. Internet – [www.mtaservizi.it](http://www.mtaservizi.it) – e-mail: [info@mtaservizi.it](mailto:info@mtaservizi.it)

MTA - SERVIZI SPA has created its own website that allows you to access information about the company and its activities. The site also contains information necessary to forward messages, request clarifications or make reports by e-mail.

### c. Facebook page – MTA – Raccolta rifiuti Maglie

MTA Servizi SPA, adapting to the most modern type of "youthful" communication, has also opened a social profile on Facebook which is regularly used not only as an exchange of information between manager and user, but above all as an information vehicle relating to how to perform the collection differentiated but also to keep the Utilities updated on the execution of certain services or on the variation of some of them.

### d. App – MTApp

Our application, simple and intuitive, is available to users to help sort waste correctly. In addition to a new graphic interface, it is possible to identify the right disposal in the waste of many products of daily use (the number of which is constantly growing) that no one knows

where, how and when to deliver them; simply by framing the product barcode! In addition to this, with MTApp you can:

- Receive news to stay up to date on the service
- Receive any communications on changes or execution of certain services
- Request the withdrawal of their durable and bulky goods
- Report any inefficiencies or waste abandonment
- Have an up-to-date “waste dictionary” available
- Have our references but also the times of the eco-center and an interactive map available to be able to arrive without difficulty
- Know what can be conferred at the eco-center and the related procedures

MTApp can be downloaded for free from the AppStore or Google Play.

#### **e. Relations with the "mass media"**

MTA Servizi SPA establishes constant relationships with the communication and information bodies, ensuring through them ample and constant information on the methods of providing services and on any interruptions or changes in the services provided.

Maglie Territorio Ambiente promotes promotional campaigns aimed at the safer and more intelligent use of environmental and energy resources.

#### **f. Information brochures - Calendars**

Maglie Territorio Ambiente Periodically distributes to Users explanatory brochures on the services, and on any changes to be made to the services.

## **6.4 Relations with Customers and Utilities**

The staff of MTA - SERVIZI SPA is required to treat customers and users with respect and courtesy, to respond to their needs, to facilitate them in exercising their rights and fulfilling their obligations. Employees are also required to indicate their personal details both in interpersonal relationships and in telephone communications.

## **6.5 Valutazione della Qualità del Servizio erogato**

The user satisfaction survey activities will be carried out in accordance with the rules of good practice and may also be conducted with the collaboration of public administration bodies. The surveys will take place periodically and may consist of interviews, including telephone

interviews, on representative samples of all customers of the service, possibly involving the manager's main contact within the user core. In the above findings, among other things, the following will be indicated:

- the results achieved in relation to the standards;
- the causes of any non-compliance with them;
- the actions taken to remedy it;
- the number and type of complaints received (and comparison with the previous survey) and the follow-up given to them;
- the percentage of appointments met (comparison with the previous survey);
- the activities carried out to acquire the users' assessment of the quality of the service provided (questionnaires, telephone interviews, etc.) and the results of such surveys.

The monitoring of the quality of the service and user satisfaction can be carried out, in parallel with the manager, also in their own ways by the consumer protection associations which can send periodic reports to be compared with the report provided by the manager.

## 6.6 Complaint Procedures

Violations of the principles contained in this charter can be reported to the Administrative Office of the MTA, located in via independence no. 5/9 in Maglie. At the time of filing the complaint, the user must provide all the details in his possession (name of the official who followed the file, any photocopy of the same, etc.) regarding what is considered to be the object of the violation, so that the Office can provide to a reconstruction of the process followed.

Within a maximum of 7 days, the Office reports to the user the outcome of the checks carried out and undertakes to provide times and methods for removing any irregularities found.

Any type of complaint, clarification or request concerning the services offered by MTA - Servizi SpA, can in any case be presented directly to the administrative staff of the Company, via the company toll-free number or via e-mail, or personally at the offices located in Maglie at via Indipendenza. 5/9, ensuring an immediate response or at the latest within 24 working hours. For problems that are difficult to resolve, the Management is available on even days (excluding Saturdays), from 5.00 pm to 7.00 pm, at the administrative offices of the Company located in Maglie at via Indipendenza 5/9, without any need for a prior appointment.



# DIFFERENZIA*differente*







## Our communication campaigns

**Campagna informativa sul corretto conferimento dei rifiuti 2021/2022**

**DIFFERENZIA differente**

**IL MARTEDÌ E IL VENERDÌ RACCOGLIAMO IL RIFIUTO SECCO RESIDUO**

SI POSSONO CONFERIRE SOLO RIFIUTI NON RICICLABILI CON QUALSIASI BUSTA NEL VOSTRO BIDONCINO VERDE

Ricorda: per grandi produzioni di Pannolini e/o Pannoloni, puoi usufruire anche dell'Eccentro. Per i soli Pannoloni, se hai i requisiti richiesti, potrai usufruire di un servizio di raccolta in più.

Un aiuto in più nella tua raccolta dei rifiuti. Parte a Maglie la raccolta integrativa di pannolini da particolari utenze.

**ATTENZIONE!** La bustina con gli EScrementi degli animali va nel SECCO RESIDUO!!!

Gusci di cozze, ricci di mare, crostacei, vongole, ecc.

Guanti in lattice e mascherine chirurgiche, FFP2, FFP3, in TNT (tessuto non tessuto)

Bicchieri integri o rotti, posacenere, vetri di finestra, cristalli in genere. Piatti, oggetti e tazze in ceramica.

Pannolini, pannoloni, stracci, calze in nylon, lampadine a filamento, TOVAGLIOLI/CARTA PANNO IMBEVUTI DI DETERGENTI, Rasoi usa e getta, siringhe usate adeguatamente protette, SCONTRINI FISCALI, carte plastificate, poliaccoppiati (ad eccezione del Tetrapack) ecc.

Piccoli oggetti in plastica, posate, accendini, custodie CD, penne, spugne, ecc.





## Our communication campaigns

**Campagna informativa sul corretto conferimento dei rifiuti 2021/2022**

**DIFFERENZIA differente**

**IL MERCOLEDÌ RACCOGLIAMO LA CARTA ED IL CARTONCINO**

Usa le buste trasparenti che abbiamo consegnato oppure altre buste purché si veda il contenuto.

La raccolta della carta prevede poche regole. Si può conferire qualsiasi imballaggio in carta/cartone, ma anche il Tetra Pak, quaderni, giornali, libri, scatole di scarpe, di pasta, di detersivi, carta da imballaggio (NON plastificata), ecc. Ricorda: niente residui o altri rifiuti, solo carta pulita!

Separa dalla carta però gli altri materiali attaccati, quali i tappi in plastica, le cannucce, gli anelli in metallo dei raccoglitori, ecc.

Attento anche alle false carte: gli scontrini, le carte oleate, la carta forno, la carta chimica, i fazzolettini in genere (usati o no), la carta intrisa di detersivi, NON possono essere conferiti con la carta.

ATTENTO: GLI IMBALLAGGI IN TETRA PAK, VUOTI, VANNO CON LA CARTA, MA SENZA ALTRI MATERIALI. LA CANNUCIA DEL TUO SUCCO DI FRUTTA VA CON DIFFERENZIATO MENTRE I TAPPI DELLA SCATOLA DEL LATTE CON GLI IMBALLAGGI IN PLASTICA!

**comieco**  
Gestione Nazionale Rifiuti e Riciclo  
ogni imballaggio a suo carico

**LA SOSTA**

Per maggiori informazioni: [www.comieco.org](http://www.comieco.org) [www.tetrapak.com](http://www.tetrapak.com)



## MAGLIE TERRITORIO AMBIENTE Service Charter

### Our communication campaigns

Campagna informativa sul corretto conferimento dei rifiuti 2021/2022

**MAGLIE TERRITORIO AMBIENTE** **DIFFERENZIA differente** **Città di MAGLIE**

**IL MARTEDÌ E IL VENERDÌ**  
CONFERISCO GLI  
**IMBALLAGGI IN VETRO**  
NEL SECCHIO GIALLO.

POSSO CONFERIRE SOLO BOTTIGLIE, VASETTI, BOCCACCI IN VETRO SENZA BUSTE E SOPRATTUTTO SENZA TAPPI, METALLI, CRISTALLI E LAMPADINE

Il riciclo del vetro è un processo energeticamente virtuoso. Il risparmio diretto conseguibile con l'impiego del 10% di rottame "pronto al forno" come MPS (Materia Prima Seconda) è pari al 2,5% dei consumi energetici totali necessari per la trasformazione chimica e la fusione del vetro. L'uso del rottame in sostituzione delle materie prime vergini ha permesso, nel solo 2019, un risparmio di energia diretta ed indiretta, ed ha consentito di risparmiare energia equivalente a 2,5 milioni di barili di petrolio.

Per ulteriori informazioni: [www.coreve.it](http://www.coreve.it)

**RICORDA! SOLO BOTTIGLIE, VASETTI E BOCCACCI SENZA BUSTE E TAPPI!**

**SENZA BUSTE** **SENZA TAPPI**

I bicchieri, integri o rotti, non sono imballaggi e solitamente contengono piombo, deleterio per il riciclo del vetro. Vanno nel secco residuo.

I tappi vanno nel metallo. Conferirli con il vetro significa rovinare la raccolta ed un aggravio di costi.

Le lampadine a basso consumo ed i neon sono dei RAEE e NON degli imballaggi. Portale all'Ecocentro.

Le lampadine a filamento conferiscite nel secco residuo.

I vasi, i posacenere ed altri oggetti in vetro, come le tazzine o i piatti in ceramica non sono IMBALLAGGI IN VETRO ma soprattutto contengono componenti NOCIVI al recupero della materia prima che costituisce il vetro.

Il barattolame in metallo e/o alluminio va conferito il sabato con la specifica raccolta.





# MAGLIE TERRITORIO AMBIENTE Service Charter

## Our communication campaigns

**Campagna informativa sul corretto conferimento dei rifiuti 2021/2022**

**DIFFERENZIA differente**

**IL LUNEDÌ ED IL GIOVEDÌ POSSIAMO CONFERIRE IMBALLAGGI IN PLASTICA**

**CON LE BUSTE "AZZURRE" O ALTRE BUSTE TRASPARENTI**

**RICORDA! SOLO GLI IMBALLAGGI IN PLASTICA!**

- BOTTIGLIE DI ACQUA MINERALE, LATTE, BIBITE E OLIO
- FLACONI E DISPENSER PER DETERSIVI, SAPONI E COSMETICI
- CONTENITORI in plastica PER SALSE, CREME E YOGURT
- VASCHETTE PER ALIMENTI
- BLISTER E INVOLUCRI SAGOMATI
- BUSTE E SACCHETTI PER PASTA, PATATINE, CARAMELLE, VERDURE E SURGELATI
- RETI PER FRUTTA E VERDURA
- PELLICOLE TRASPARENTI
- PIATTI E BICCHIERI MONOUSO (privi di residuo di cibo)
- SACCHI PER PRODOTTI DA GIARDINAGGIO, PER DETERSIVI E ALIMENTI PER ANIMALI
- VASI DA FIORI E PIANTINE UTILIZZATI SOLO PER LA VENDITA E IL TRASPORTO
- MATERIALI PER LA PROTEZIONE E IL TRASPORTO DELLE MERCI (polistirolo)
- GRUCCE in plastica

Per altre informazioni e curiosità sul recupero della plastica vai su **CORE PLA** [www.corepla.it](http://www.corepla.it)

- Gli imballaggi in plastica devono essere vuoti e puliti, non lavati;
- Le bottiglie devono essere appiattite, non accartocciate;
- Non inserire pile, carta, barattolame o **OGGETTI IN PLASTICA CHE NON SIANO IMBALLAGGI**



## MAGLIE TERRITORIO AMBIENTE Service Charter

### Our communication campaigns

Campagna informativa sul corretto conferimento dei rifiuti 2021/2022

**MAGLIE TERRITORIO AMBIENTE** **DIFFERENZIA differente** **Città di MAGLIE**

IL LUNEDÌ,  
MERCOLEDÌ, GIOVEDÌ  
E SABATO  
POSSO CONFERIRE IL MIO  
**RIFIUTO ORGANICO**  
CON LE BUSTE  
"BIODEGRADABILI E COMPOSTABILI"  
INSERITE NEL BIDONE MARRONE

**SPORCHI!**

SOLO avanzi di cibo e di cucina, fiori secchi, piccole piante, frutta, verdura, uova, fondi di caffè e cialde (NO capsule), cenere spenta...  
...ma anche tovaglioli unti non colorati, carta tipo "Scottex" (non imbevuta di detergenti), fazzoletti, cartoni della pizza unti!

**ECOCENTRO**

Grosse quantità di potature devono essere conferite all'ECOCENTRO. Per ulteriori esigenze si può usufruire del servizio gratuito di consegna di una vasca di 5 mc.

Se hai un giardino di almeno 50 mq, puoi fare richiesta della COMPOSTIERA DOMESTICA.

SE HAI GROSSE QUANTITÀ DI VERDURA, UTILIZZA DIRETTAMENTE IL SECONDO MARRONE SENZA GUSTEI!





# MAGLIE TERRITORIO AMBIENTE Service Charter

## Our communication campaigns

Campagna informativa sul corretto conferimento dei rifiuti **2021/2022**

**MAGLIE TERRITORIO AMBIENTE** **DIFFERENZIA differente** **Città di MAGLIE**

**IL SABATO**  
CONFERISCO GLI  
**IMBALLAGGI IN ALLUMINIO/METALLO**  
IN UN MIO SECCHIO/CONTENITORE QUALSIASI.

POSSO CONFERIRE SOLO  
BARATTOLAME, TAPPI,  
VASCHETTE, SCATOLETTE  
IN ALLUMINIO/METALLO  
FOGLI IN ALLUMINIO

SENZA BUSTE E SOPRATTUTTO  
SENZA ALTRI OGGETTI IN METALLO

PER ULTERIORI INFORMAZIONI:  
[www.cial.it](http://www.cial.it) • [www.conservazioneterra.org](http://www.conservazioneterra.org)

Secchi o bombole di vernice,  
bombole spray con residui di  
sostanze pericolose e/o marchiate "T"  
e/o "F" (ossidi ed infiammabili).  
Se VUOTI possono essere conferiti  
all'ECCENTRO.  
Se PIENI sono rifiuti pericolosi da  
trattare separatamente!!

Le pentole non sono imballaggi ma  
beni durevoli e devono essere conferite  
all'ECCENTRO.

RICREA  
CNA  
CIAI

Calluminio possiede caratteristiche ottimali per il riciclo: può essere riciclato al 100% e riutilizzato all'infinito,  
per dare vita ogni volta a nuovi prodotti.  
Tutto l'alluminio prodotto nel nostro Paese proviene dal riciclo e non differisce per nulla da quello ottenuto dal  
minerale originale poiché le caratteristiche fondamentali del metallo rimangono invariate.  
Dopo la selezione, gli imballaggi in alluminio, prima raccolti poi pressati in balle, vengono avviati a riciclo in  
fonderia.  
Sostanzialmente qui il materiale viene pre-trattato a circa 500° per essere epurato da vernici o altre sostanze  
aderenti e poi fuso a 900° per ottenere alluminio liquido da cui si ottengono lingotti e placche destinate a essere  
lavorate per la produzione di semilavorati e nuovi manufatti.


**SENZA BUSTE**






## Our communication campaigns

### Il tuo rifiuto non è stato ritirato?



IL SUO RIFIUTO  
NON E' STATO  
RACCOLTO PER  
NON CONFORMITA'



Numero Verde  
**800 105 051**

Numero Verde  
**800 105 051**

La raccolta del bidone e/o bidoncino non viene effettuata al verificarsi delle seguenti ipotesi:

- **CONTENUTO NON CONFORME.** Il tuo rifiuto contiene materiali diversi o non conformi a quanto previsto dal regolamento.
- **CONTENITORE / BUSTA NON CONFORME.** Sono raccolti i rifiuti posti solo nei contenitori e nelle buste indicate su questo manuale.
- **GIORNATA ERRATA.** Ogni tipologia di rifiuto viene raccolta solo nella giornata dedicata.

### In caso di non conformità

L'operatore provvederà ad apporre sul sacchetto un adesivo indicante la scritta: RIFIUTO NON CONFORME. In questo caso **RIPORTA IN CASA IL TUO BIDONCINO O LA BUSTA** e controlla nel dettaglio l'eventuale errore commesso. Dopo aver posto rimedio, riposiziona il rifiuto fuori dal tuo domicilio nel giorno previsto di raccolta oppure presso l'ecocentro. Per eventuali informazioni contattaci al numero verde indicato.

## NON ABBANDONARE I RIFIUTI PER STRADA!

## DIFFERENZIA *differente*





## MAGLIE TERRITORIO AMBIENTE Service Charter

### Our communication campaigns

### Manteniamo pulita la città! Fai la tua parte rispettando le regole!

- Raccogli i rifiuti del tuo migliore amico, il tuo cane.
- Evita atti vandalici ai contenitori ed ai segnali.
- Evita di gettare a terra cartacce, lattine, mozziconi di sigarette ed altri rifiuti anziché depositarli negli appositi contenitori, cassonetti e cestini sparsi per tutto il territorio.
- Evita l'abbandono di cartoni ed imballaggi su aree pubbliche e private di uso pubblico in tutto il territorio comunale.



**DIFFERENZIA***differente*

800 105 051

### NON ABBANDONARE I TUOI RIFIUTI!

**Porta all'Ecocentro i tuoi rifiuti ingombranti o chiamaci per prenotare il ritiro a domicilio!**

L'abbandono dei rifiuti nelle campagne, per strada su suolo pubblico / privato provoca il degrado dell'ambiente e delle nostre città ed è sanzionabile per legge. Per evitare comportamenti scorretti e per potenziare la raccolta differenziata, la MTA fornisce un servizio di ritiro gratuito a domicilio di raccolta ingombranti mediante il numero verde. Puoi anche consegnarli autonomamente presso l'Ecocentro.

**ORARI DI APERTURA ECOCENTRO** Via Giovanni Conte sn

Lunedì - Mercoledì dalle ore 12.30 alle ore 19.30  
Venerdì - Sabato dalle ore 13.30 alle ore 19.30  
Martedì - Giovedì dalle ore 07.30 alle ore 13.30



**DIFFERENZIA***differente*

800 105 051

### I CARTONI DELLE PIZZE DOVE LI METTI?

Se è sporco, il cartone della pizza **NON** si butta insieme alla CARTA E CARTONCINO. Può essere conferito solo se è **COMPLETAMENTE PULITO** e privo di residui di cibo. Nel caso in cui il cartone è **MOLTO UNTO** va conferito nel RIFIUTO ORGANICO.

**SPORCHI** con il Rifiuto Organico

**PULITI** con Carta e Cartoncino



**DIFFERENZIA***differente*

800 105 051

### Ricorda! IL SABATO conferisci gli Imballaggi in Alluminio e Metallo

**SI** DIRETTAMENTE IN QUALSIASI CONTENITORE DI PROPRIETÀ

**NO** SENZA BUSTE



Da posizionare fuori il proprio domicilio entro le ore 4 del mattino oppure dopo le ore 20 del venerdì.

**DIFFERENZIA***differente*

800 105 051



## Our communication campaigns





# MAGLIE TERRITORIO AMBIENTE Service Charter

## Our communication campaigns

Campagna informativa sul corretto conferimento dei rifiuti 2021/2022

**DIFFERENZIA differente**

**ALCUNE COSE IMPORTANTI DA RICORDARE:**

SE HAI UNA  
GROSSA QUANTITÀ  
DI RESIDUI DI  
VERDURA E  
FRUTTA UTILIZZA  
DIRETTAMENTE IL  
SECONDO PARRONE  
EVENTUALMENTE  
PROTEGGENDO  
INTERNO CON UNA  
QUESTA LEGATA!

MA RICORDA: GUSCI DI COZZE,  
DI VONGOLE, DI VECI DI MARIE,  
NONCHÉ I GUSCI DEI CRUSTACEI  
SONO IN PRESENZA DI ORGANE  
CALCEA,  
VANO CONFERITI NEL  
RIFIUTO INDIFFERENZIATO!

CON LA "PLASTICA" PUOI CONFERIRE SOLO GLI  
IMBALLAGGI E NON GLI OGGETTI IN PLASTICA!  
INOLTRE PUOI CONFERIRE I PIATTI E BICCHIERI  
MA LE POSATE IN PLASTICA E LE GANCIE  
TOTALMENTE IN PLASTICA.

Campagna informativa sul corretto conferimento dei rifiuti 2021/2022

**DIFFERENZIA differente**

**IL RIFIUTO ORGANICO**

MALEDETTE  
BUSTE  
DELL' ORGANICO  
DELLA MITA...  
SONO PICCOLE!

MA BASTA POCO MONTE  
ANCHE ALTRE BUSTE!  
L' IMPORTANTE  
CHE SIANO  
DEI BIOLOGICI  
CHE COMPOSTABILI

BASTA IL PROPRIO  
NON CE LA FAI USA  
DIRETTAMENTE IL  
SECONDO PARRONE,  
SENZA BUSTE!

Campagna informativa sul corretto conferimento dei rifiuti 2021/2022

**DIFFERENZIA differente**

**IL MARTEDÌ  
E IL VENERDÌ  
SONO DEDICATI GLI  
IMBALLAGGI  
IN VETRO**  
NEL SECONDO PARRONE

POSSO CONFERIRE SOLO BOTTIGLIE,  
VASETTI, BUCCHIERI IN VETRO  
SENZA BUSTE E SOPRATTUTTO  
SENZA TAPPI, METALLI,  
CRISTALLI E LAMPADINE

SENZA BUSTE SENZA TAPPI

I PIATTI  
E TAZZE, GOTTI  
O INTEGRAL, E LE  
VISCONE  
LAMPADINE A  
FILAMENTO NON  
VANO CON IL  
VETRO MA CON  
L'INDIFFERENZIATO.

ATTENZIONE! I TAPPI  
DEVI CONFERIRLI IN  
ALTRE SACCHETE, IN  
BASE ALLA TIPOLOGIA  
DI MATERIALE  
CONTENUTO PLASTICA,  
CERAMICA, ECC.

RICORDATI DI  
LEGARE IL  
SECONDO GIALLO  
SENZA BUSTE.

I TUOI IMBALLAGGI  
IN VETRO DEVONO  
ESSERE VUOTI E  
PULITI, MA NON  
LAVATI

Campagna informativa sul corretto conferimento dei rifiuti 2021/2022

**Dove si buttano le  
SIRINGHE USATE?**

**NO → NON SI DEVONO ASSOLUTAMENTE  
METTERE NELLA PLASTICA!**  
Anche se in plastica, le siringhe non sono riciclabili. Metterle  
insieme alla plastica può provocare seri rischi alla salute degli  
operatori in fase di raccolta che agli addetti alla selezione nelle  
piattforme dove avviene una selezione manuale dei rifiuti  
presente da raccolta differenziata.

**NO → NON SI DEVONO ASSOLUTAMENTE  
METTERE NEI CONTENITORI PER I  
FARMACI SCADUTI POSIZIONATI NELLE  
FARMACIE.**

**NO → NON SI DEVONO ASSOLUTAMENTE  
METTERE NEI CESTINI PER RIFIUTI  
POSIZIONATI NEI LUOGHI PUBBLICI.**

**SI → VANNO MESSE SOLO NEI  
CONTENITORI O SACCHI PER  
RIFIUTO SECCO/INDIFFERENZIATO.**

Dopo aver protetto accuratamente  
l'ago con l'apposito cappuccio e  
ben chiuso.

Il corretto smaltimento di oggetti  
acuminati per uso medico, riduce  
il rischio di danni alla salute dei  
cittadini, degli addetti alla  
raccolta rifiuti e dell'ambiente!

**DIFFERENZIA differente**

800 105 051





## Our communication campaigns

### DIFFERENZIA *differente*

**Maglie: La Cultura della Differenziata, la Differenziata per Cultura.**

Nel nostro recente passato questo slogan ha fin da subito colto diversi aspetti rappresentativi della nostra cittadina. L'aver ripreso visivamente, a corredo di detto slogan, l'immagine della statua della nobildonna Francesca Capece, intenta ad infondere la fede e la conoscenza alle nuove generazioni, era finalizzato ad evidenziare la speranza di un ulteriore contributo che l'operato di questa nobildonna magliese avrebbe apportato alla cultura ma soprattutto alla civiltà della nostra Città.

Contributo che si sarebbe dovuto tramutare nell'attenzione generale dei gesti quotidiani, del benessere della collettività, della cura dell'ambiente e, quindi, anche della corretta gestione dei nostri rifiuti, elemento caratterizzante e prioritario dei tempi moderni.

La Cultura sinonimo di Civiltà. La Civiltà fonte di Benessere.

Ecco perché ora:

**Maglie: La Cultura della Differenziata, la Differenziata per Civiltà.**

Oggi, forse più di ieri, tale icona deve campeggiare nella nostra campagna di informazione e sensibilizzazione.

Di fatto, negli ultimi tempi, si è potuto riscontrare come, dopo un avvio incoraggiante e caratterizzato dal raggiungimento di lusinghieri obiettivi, si sia sottovalutata l'importanza non solo della differenziazione a monte dei propri rifiuti domestici, ma soprattutto del modo di conferirli al servizio pubblico, evidenziando un aumento dell'abbandono di rifiuti di varia natura, sia in campagna sia nel centro abitato (vedi i cestini gettacarte), piuttosto che un disaffezionamento alle regole della separazione dei propri rifiuti (buste di rifiuti senza contenitori, conferimenti non conformi, ecc).

Differenziare i rifiuti prodotti per tipologia, conferirli correttamente, attenersi alle regole elementari del vivere comune, in particolare per quanto riguarda l'ambiente, oltre che obbligo di Legge, è obbligo morale e civile, necessario per distinguerci come comunità evoluta ed attenta al nostro territorio, inteso come "casa". Il pagare una tassa non ci consente di fare "quello che vogliamo" e non ci esonera dall'essere "civili".

Ecco anche perché ora sta per evolversi il servizio di raccolta rifiuti, consentendo una maggiore frequenza di conferimento dei rifiuti prodotti, per venire incontro alle esigenze dei cittadini, a fronte di un maggiore impegno e differenziazione dei nostri rifiuti.

L'impegno richiesto sembra notevole, ma il rispetto di poche regole che devono divenire ritualità, risulta essenziale per una corretta gestione dei rifiuti e dell'ambiente in cui si vive.

Il benessere della collettività è interesse di tutti e non solo di alcuni.

Il Benessere fonte di Civiltà. La Civiltà sinonimo di Cultura.





## MAGLIE TERRITORIO AMBIENTE Service Charter

### Our communication campaigns

**DIFFERENZA  
differente** **DAL 16 MARZO**

**NUOVO CALENDARIO DI RACCOLTA**

Lunedì e Giovedì	Martedì e Venerdì
 <b>Organico</b> CONFERIMENTO: Busta compostabile in bidoncino marrone	 <b>Secco Residuo</b> CONFERIMENTO: Bidoncino verde
 <b>Imballaggi in Plastica</b> SOLO SENZA IMBALLAGGI IN ALLUMINIO / METALLO CONFERIMENTO: Busta azzurra semitrasparente	 <b>Imballaggi in Vetro</b> CONFERIMENTO: Bidoncino giallo senza buste, tappi e cerniere.
Mercoledì	Sabato
 <b>Organico</b> CONFERIMENTO: Busta compostabile in bidoncino marrone	 <b>Organico</b> CONFERIMENTO: Busta compostabile in bidoncino marrone
 <b>Carta e Cartone</b> NON PIÙ IL GIOVEDÌ CONFERIMENTO: Busta chiara/trasparente	 <b>Imballaggi in Alluminio e Metallo</b> SOLO SENZA IMBALLAGGI IN PLASTICA CONFERIMENTO: Qualsiasi contenitore di proprietà.

Buste e bidoncini da posizionare fuori il proprio domicilio entro le ore 4 del mattino del giorno di raccolta e dopo le ore 20 del giorno precedente.

**Usa solo le buste consegnate!** NO altre buste!  
NO buste nere!

Seguici su Facebook! MTA raccolta rifiuti Maglie  
L'App ufficiale è disponibile su  
 App Store Google Play

Numero Verde  
**800 105 051**



## Our communication campaigns

**DAL 16 MARZO**

**PARTE LA  
NUOVA  
RACCOLTA  
DIFFERENZIATA**

*dovrai conferire  
con le nuove regole!*

**DIFFERENZIA**  
*differente*

Ricorda le principali regole:

- ORGANICO**
- DIVISO DAL SECCO RESIDUO**
- IMBALLAGGI IN PLASTICA**
- DIVISI DA ALLUMINIO/METALLO**

**Questi rifiuti vanno raccolti separatamente!**


*Se hai dubbi sul conferimento di un determinato rifiuto  
consulta l'opuscolo distribuito insieme al nuovo kit!*

  
 Città di Maglie





## Our communication campaigns

*Differenzia Differente  
con l'App e con la mente  
Non buttar via niente  
chè recuperare è conveniente;  
Meno costi imminente,  
più sorrisi tra la gente!  
Ora più facile e divertente,  
Differenzia Differente*

 **MTA**pp

La nostra App gratuita per differenziare  
correttamente i tuoi rifiuti.  
Da oggi anche con lettore Bar Code.  
Scaricala da Google Play e App store!



## MAGLIE TERRITORIO AMBIENTE Service Charter

### Our communication campaigns



Ritira gratuitamente il tuo  
**Calendario**  
 **2022**

presso i nostri uffici  
in Via Indipendenza.

Un aiuto per la tua raccolta differenziata!  
Un pratico "pro memoria" da avere  
sempre in vista.



**DIFFERENZIA**  
*differente*

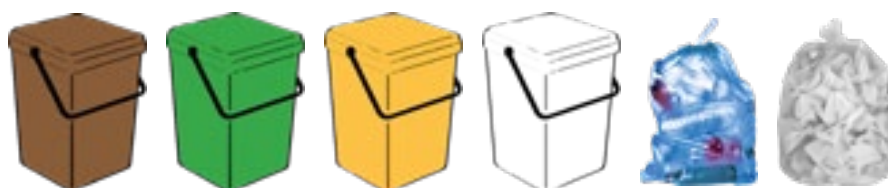


Gli uffici di MTA sono aperti dal LUNEDÌ al VENERDÌ  
dalle ore 9.00 alle ore 12.00 e dalle ore 17.00 alle ore 19.00.  
IL SABATO solo mattina dalle 9 alle 12.





# Service Charter 2022







Sede Legale: p.zza A. Moro 1 – 73024 Maglie (Le) Italy  
Sede Amministrativa: via Indipendenza 5/9 – 73024 Maglie (Le) Italy  
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e.mail: [info@mtaservizi.it](mailto:info@mtaservizi.it)

Cod. Fis e Partita iva n. 03607750753  
R.E.A. 232465



Certificato UNI EN ISO 9001:2008 - n. certificato 3909/0  
Certificato UNI EN ISO 14001:2015 - n. certificato 1033A/1  
Certificato UNI ISO 45001:2018 - n. certificato 0450L/1



**MTA***pp*

Disponibile su  Google Play e  App Store



[www.mtaservizi.it](http://www.mtaservizi.it)



MTA raccolta rifiuti Maglie