

Industry Commitments

What responsible CRV operators should deliver in return for public trust and program support.

OPERATING PROMISE

Funding and flexibility must be matched by verification, service, and accountability.

✓ Verified CRV only

Accept eligible California CRV material and reject non-CRV, out-of-state, baled, or otherwise ineligible loads.

✓ Fraud prevention

Use staff training, identity and vehicle checks when required, no split loads, and documented escalation of red flags.

✓ Clean material

Detect excess liquid and contamination, separate material correctly, and protect processor quality.

✓ Transparent payment

Post material rates clearly, explain CRV versus scrap value, and offer secure digital payment where available.

✓ Reliable reporting

Maintain accurate weight, payment, shipment, and compliance records and upload required program data on time.

✓ Community access

Deliver respectful service, safe sites, reasonable hours, and convenient redemption in underserved communities.

✓ Employee readiness

Train teams on customer service, CRV rules, site safety, cash security, and incident reporting.

✓ Continuous improvement

Measure wait time, material quality, equipment uptime, customer concerns, and corrective actions.

Public money must produce visible public results: more access, cleaner material, less fraud, better service, and stronger recycling participation.