Waste Picker Registration Campaign South Africa

MANUAL

Building Strong Registration Campaign Teams

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“Government recognises the pioneering role of waste pickers in the development of recycling collection systems in South Africa. Waste picker integration is necessary to ensure that waste picker incomes, conditions, job security, position in the value chain and dignity is improved as the recycling economy is expanded. Waste picker integration advances key government priorities related to job creation, poverty alleviation, environmental protection and economic transformation. Waste picker integration ensures that official recycling programmes are appropriate for the South African context and increases their viability by building on (rather than competing with) waste pickers’ informal collection system.”

Waste Picker Integration Guideline for South Africa 2020
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1. Introduction

In 2020, government released the Waste Picker Integration Guideline for South Africa. Stakeholders developed the Guideline collectively through a three-year participatory process. When working on the Guideline, the stakeholders agreed that there was a pressing need to develop a waste picker registration system and register all waste pickers in the country.

The challenges encountered in finding and supporting waste pickers during the first phases of the COVID-19 pandemic heightened the urgency to move forward with registration.

Developing and piloting the South Africa Waste Picker Registration System

As a result, the City Support Programme in National Treasury, the Department of Science and Innovation, and UNIDO jointly supported the creation of the South Africa Waste Picker Registration System (SAWPRS). The SAWPRS was developed in 2021 (based on preliminary work conducted in 2020) through a participatory process. It was piloted in the first half of 2022.

Importantly, the two main waste picker organisations in South Africa – the African Reclaimers Organisation (ARO) and the South African Waste Pickers Association (SAWPA) - were actively involved in all stages of the development of the SAWPRS and led the piloting processes.

The need for a Registration Campaign

With anywhere between 60,000 and 215,000 waste pickers in South Africa (from the country and the region), only a concerted Registration Campaign will be able to reach out to waste pickers, help them to understand the significance of registration for their futures, and register them.

Another reason why a Campaign is necessary is that the Extended Producer Responsibility Regulations promulgated in 2020 and revised in 2021 require industry to pay waste pickers a service fee for the collection of regulated recyclable materials starting from November 2022. However, only waste pickers who are registered on the SAWPRS are eligible to receive the payment. It is therefore necessary to register all waste pickers in the country as quickly as possible.
**Why this manual**

This manual was developed to support the implementation of the Registration Campaign.

How can we register waste pickers? This manual explains everything!

The main purpose of the manual is to provide Waste Picker Registration Campaign Teams with a step-by-step guide on how to:

1. educate waste pickers on registration and mobilise them to register
2. register waste pickers on the SAWPRS
3. ensure that waste pickers receive their registration cards
4. collectively run an effective Registration Campaign.

**How to use the manual**

The manual is accompanied by a training guide. The training guide explains how to run a workshop to train new Campaign Teams to run a registration process. The “Training Registration Teams: A Workshop for Trainers Training Guide” involves workshop participants in reading, engaging, and using this Manual as part of their training activities. Facilitators can use the Manual when running a train-the-trainer workshop or any workshop related to registration.

The Manual is also a resource for Campaign Team Members who can read the Manual on their own to brush up on the information. They can also take it with them when they go out doing campaign work, to remind them of what needs to be done and to find information and ideas to draw on when engaging waste pickers and responding to their questions.
### What is in the manual?

This manual has nine sections:

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<td>1. <strong>Introduction</strong></td>
<td>Introduces the manual and the issues and topics included in it.</td>
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<td>2. <strong>Background on waste pickers and recycling</strong></td>
<td>Provides background information on waste pickers, what waste picker integration involves, and why it is so central to government waste management, recycling, and environmental strategies, and explains industry’s new responsibilities related to waste picker integration.</td>
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<td>4. <strong>What is waste picker registration?</strong></td>
<td>Explains what waste picker registration is and why it is an important part of integration.</td>
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<td>Explains the campaign approach.</td>
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<td>6. <strong>The three stages of Registration Campaigns</strong></td>
<td>Explains the three registration stages: 1) mobilisation, 2) registration, and 3) card distribution. For each stage, it sets out where it will happen, roles and responsibilities, the team composition, logistics, a checklist, detailed tasks, and the printed forms to be used by teams.</td>
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<td>7. <strong>Registering and verifying waste pickers on the SAWPRS</strong></td>
<td>Takes the reader through all steps of registering and verifying a waste picker and a waste picker cooperative on the SAWPRS.</td>
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<td>8. <strong>Troubleshooting questions and answers on the SAWPRS</strong></td>
<td>Provides answers to common questions about the SAWPRS and ways to troubleshoot problems that come up.</td>
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2. Background on waste pickers and recycling

Waste pickers (also known as reclaimers) are people who support themselves by salvaging materials that still have value out of waste. They do this in landfills, public spaces, residential areas, business areas, and industrial areas. They work anywhere that they can find items that still have value mixed with waste and that they can get access to.

Waste pickers collect items that they can sell for recycling, use at home, sell informally to other people who will reuse them, and make into new products that they will keep or sell.

Important

Only waste pickers who sell recyclables can be registrered!
Not all waste pickers sell materials for recycling. It is very important to note that the new government requirements for integration and registration are only for waste pickers who sell recyclable materials.

LEARN MORE

To learn more about waste pickers and waste picker integration go to www.wastepickerintegration.org
Race, class, gender and waste picking

Because of how colonialism and apartheid still shape our economy and society, South Africa’s economy continues to be defined by large-scale exploitation of black workers.

It is now also characterised by large-scale unemployment - in early 2022, 45.5% of working age South Africans were unemployed (including those who gave up looking for a job). However, while 50.1% of African people were unemployed, this figure was 12.1% for white people. Unsurprisingly, South Africa is still the most unequal country in the world and this inequality is deeply racialised.

Because of this, the overwhelming majority of waste pickers are black. In addition to being oppressed due to race and class prejudice, waste pickers are further stigmatized, harassed, dismissed, and criminalized because they work with waste.

Women waste pickers face even greater challenges than their male counterparts. Men generally monopolise collection of higher value materials. Women need to limit the places where they walk due to the extraordinarily high levels of violence against women. Women are more affected by the lack of public ablution facilities. Women can work fewer hours as they must take care of their children and households.

All of this means that there are deep power inequalities between industry and waste pickers, government and waste pickers, other residents and waste pickers, civil society organisations and waste pickers, and even between waste pickers themselves. For waste picker integration to happen and for it to be successful, this is something that must be acknowledged and changed.

Waste pickers of all ages, genders, nationalities, and levels of organisation need to be equally engaged and integrated.

How can we build the best recycling system in SA?

Who knows?

You, municipalities?

Industries?

Residents?

Pick me!
I know! I do it every day!
Understanding separation outside source, the waste picker collection system

For many years in South Africa, waste pickers have been salvaging and separating recyclables out of residents’ and business’ rubbish bins and at landfills after the bins have been put out to be collected. This is called separation outside source or SoS because the households and businesses are the immediate sources of the waste and recyclables (industry is the actual source).

More recently, municipalities have started asking residents and businesses to separate their recyclables from their rubbish before putting them out to be collected. In this way, the recyclables can be collected separately and be sent for recycling instead of to landfills. This is called separation at source or S@S.

They earn a little, but subsidise a lot

Waste pickers are paid only a small part of the value of the recyclables that they collect. Until now, this is the only income that waste pickers in South Africa have earned from their work (unless they also sell reusable and remade materials).

This is why we say that waste pickers subsidise municipalities and industry. They save municipalities money that would have been spent on transporting more waste to landfills. It also saves on building new landfills when existing ones fill up faster than they should.

Waste pickers also subsidise industry, because they are paid a very small proportion of the value of the recyclables that they sell. They are not paid for the work that they do to extract them from waste, prepare them, transport, or sell them into the recycling value chain.

Things are starting to change with waste picker registration and EPR

Waste picker registration will contribute to changing this situation. This is because the Extended Producer Responsibilities (EPR) Regulations that were adopted in 2020 and revised in 2021 say that if waste pickers who collect recyclables are registered on the SAWPRS, industry must pay them a fee for the collection and environmental services that they provide. This fee is in addition to the money waste pickers earn when they sell the recyclables.

How much waste pickers will be paid and how this will be determined is still being negotiated, so it is not yet clear how much EPR will create meaningful change for waste pickers and the sector. This is one reason why it is so important for waste picker organisations to be centrally involved in making these decisions.
Industries have to stop our products from becoming waste. Our Producer Responsibility Organisations have to pay waste pickers and support integration.

We collect and transport the recyclables you need for free. We are subsidising you!

NOW

With EPR we should be paying YOU!

Thank you for stopping recyclables from going to landfills!

Finally we are being recognised and valued.

With EPR

We are giving your organization the recycling machinery you requested.
Municipalities come into contact with waste pickers every day as waste pickers work on municipal landfills and salvage materials from bins, skips, and open spaces across the municipality. As a result, some municipalities began running projects for waste pickers more than a decade ago. They did this work without any guidance, training, support, or funding from national government, which placed incredible pressure on municipal officials.

Some industry producer responsibility organisations (PROs) have also had projects for waste pickers for many years.

**The old approach to working with waste pickers**

These municipal and industry projects generally had a number of things in common.

1. They were aimed at including individual waste pickers and their cooperatives in official waste management and recycling systems, leaving those systems relatively unchanged.

2. They focused mainly on providing individual waste pickers and waste picker cooperatives with personal protective equipment, trolleys, baling machines, and training. Only a small number involved waste pickers in separation at source (S@S) programmes.

3. They were planned by municipal officials, industry representatives, PRO staff, and consultants who have never worked as waste pickers.

4. Waste pickers may have been consulted, but they were not directly involved in deciding what projects to focus on, or designing, implementing, and evaluating the projects.

5. Waste pickers were not paid for the services they provided.

6. Support for waste pickers was seen as separate from separation at source, so while small projects were being conducted with the intention of benefitting waste pickers, the shift to separation at source collection services (provided by private companies and non-waste picker cooperatives) meant that the new

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**3. Waste picker integration and the Waste Picker Integration Guideline**

Waste Picker Registration Campaign Manual
recycling collection system prevented waste pickers from accessing materials, reducing their income, and ‘dis-integrating’ them from the waste management system and recycling value chain.

7. As a result of all of the previous points, these kinds of waste picker projects often did not achieve their objectives and sometimes waste pickers ended up worse off.

**LEARN MORE**

You can find more information on these issues at: https://wasteroadmap.co.za/wp-content/uploads/2020/06/1-Wits_Final_Report_Synthesis.pdf

**The Waste Picker Integration Guideline - A partnership approach**

The stakeholders who developed the Waste Picker Integration Guideline for South Africa decided that we need a new approach that respects waste pickers, acknowledges their contributions, values their knowledge, and partners with them. This approach is called “waste picker integration”.
Waste picker integration is now a legal requirement. 2020 was an important year for Waste Picker Integration in South Africa as government adopted 3 important documents:

1. **The Waste Picker Integration Guideline for South Africa**

   - provides information on waste pickers, the work that they do, the contributions they make, and the challenges they encounter.

   - it also presents information on challenges faced by municipal officials, municipalities and industries.

   - it shares examples of successful integration initiatives and integration ideas,

   - and it suggests collaborative processes and actions to help municipalities, industry and waste pickers to work together to design, implement, monitor, evaluate, and revise waste picker integration plans and programmes.
2. The National Waste Management Strategy (NWMS) of 2020

The NWMS set a number of deadlines to ensure implementation of waste picker integration:

• **2020**: Waste Picker Integration Guidelines to be adopted and implemented

• **2021**: All metros to have integration programmes in place

• **2024**: All secondary cities to have integration programmes in place

• **2024**: 500 jobs created/ decent livelihoods created in collecting recyclables prioritising women, youth and people living with disabilities.
3. The Extended Producer Responsibility Regulations (EPR) of 2020 and the EPR amendment of 2021

- Section 5A, 1(m) says that Producer Responsibility Organisations (PROs) “must integrate informal waste collectors, reclaimers and pickers into the post consumer collection value chain”.

- Section 5A, 1(p) requires Producer Responsibility Organisations (PROs) to “compensate waste collectors, reclaimers or pickers, who register with the National Registration Database, for collection services and environmental benefits, through the collection service fee by November 2022. The collection service fee and the National Registration Database shall be reviewed annually by the national Department responsible for Environmental Affairs”.
Defining waste picker integration in South Africa
The Guideline defines waste picker integration in the following way:

**Waste picker integration**

- **is the creation of a formally planned recycling system** that **values and improves** the present **role of waste pickers**, builds on the **strengths of their existing system** for collecting and revaluing materials,

- **includes** waste pickers as **key partners** in its design, implementation, evaluation, revision, and

- **includes** the integration of waste pickers’ **work**, as well as the **political, economic, social, legal** and **environmental integration** of waste pickers.

www.wastepickerintegration.org

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**Reclaim Revalue Reframe**
Building Capacity for Waste Picker Integration
This definition is important as it recognises and values waste pickers and their contributions, and acknowledges that we need to learn and build from their Separation Outside Source (SOS) system to integrate waste pickers and create effective recycling programmes that are appropriate for our South African context.

The Guideline presents different approaches to waste picker integration. These include – integration via cooperatives, the provision of infrastructure for integration, integration of independent waste pickers, and integration at landfills.

Key points about waste picker integration

- It must improve the incomes and working conditions of waste pickers.
- It is a partnership with waste pickers.
- It is a process that develops over time.
- It advances a number of key policy priorities in South Africa.
- The processes must address unequal power relations based on race, gender, class, and other social divisions.
- It requires transformation of the recycling value chain.
- It contributes to redressing historical injustices related to race, class, and the fact that waste pickers work with waste.
- It contributes to the democratization of our political processes, cities, neighbourhoods, and economy.
- It must be planned.
Waste Picker Integration Principles

The Guideline recognises that integration take different forms in different places. It sets out Ten Waste Picker Integration Principles that must underpin all integration programmes and projects:

1. Recognition, respect and redress

   Waste pickers’ role in the recycling system is recognised and taken into account.

   Waste pickers are engaged respectfully. Unequal power relations between waste pickers and municipal and industry officials, as well as those rooted in gender, race, class, nationality and so on are recognised and addressed.

2. Value waste pickers’ expertise

   Officials cannot presume to know what waste pickers want, how they are affected by changes in the recycling and waste management system, what the best form of integration would be, or how waste pickers work.

   Successful integration programmes are based on waste pickers’ needs and interests – as communicated by waste pickers.

3. Meaningful engagement

   Legitimate platforms are created to meaningfully include waste pickers as equal partners in decision-making related to recycling programmes and waste picker integration.

   Waste pickers are supported to organise themselves so that they can better represent themselves.
4 Build on what exists

Waste pickers’ informal system for collecting, preparing and selling recyclables is recognised and valued, and provides the basis for the development of new formal recycling programmes and contracts.

5 Increased diversion and cost effectiveness

New waste picker integration and recycling initiatives increase diversion of recyclables from landfills through cost-effective means.

6 Evidence-based

Waste picker integration and recycling policies and programmes are evidence-based. Piloting can assist in generating necessary evidence. Information generated through monitoring and evaluation contributes to revisions and future developments.

7 Enabling environment

Enabling environments for waste picker integration are created at national, provincial and local levels.
8 Improved conditions and income

Waste picker integration and recycling policies and programmes improve waste pickers’ working conditions, incomes and social security. Waste pickers are provided with alternatives and compensated for any displacement, deterioration of conditions, or decrease in income resulting from official waste picker integration and recycling programmes and contracts.

9 Compensation for services and savings

Waste pickers are remunerated for the collection services they provide, for costs avoided by municipalities and industry because of waste pickers’ services, and for the environmental benefits they generate.

10 Holistic integration

Successful waste picker integration requires changing how waste pickers are seen and engaged by residents, industry and government.

Waste pickers are recognised as active and equal participants in political, economic, social, cultural and environmental processes.
How can integration be implemented?
The Guideline sets out 7 steps that municipalities, industry, and waste pickers can go through together to develop meaningful partnerships and achieve waste picker integration. They are:

1. Prepare
2. Partner
3. Plan
4. Enable
5. Institutionalise
6. Implement
7. Revise
Step 2 Partner

We want to work together, but you ignored us for many years. Why should we trust you?

We'll build trust by working on the WPIP together.

And by following the 10 waste picker integration principles.

Build trust and agree to work together | Support waste pickers to participate effectively

Step 3 Plan

Our WPIP includes:
- Aims, objectives, principles
- Clear responsibility and lines of accountability for implementation
- Analysis of current and planned recycling systems
- New recycling and waste picker specific programmes, action plans
- Capacity building strategies
- Alignment with the municipal IDP
- Monitoring and evaluation procedures and commitments
- Clear budget
- Clear timelines and responsibilities

Problems current systems
- Waste pickers lost access to materials
- Their incomes dropped
- They have worse conditions

Solutions new systems
- Actively involving households
- Separation at source by reclaimer
- Paying waste pickers

Register waste pickers | Create new programmes | Develop a WPIP

Quick wins
- Secure access to materials on streets and landfills
- Provide sorting spaces
- Address harms from current programmes
- Waste pickers and officials work together

Let's pilot a project and learn from it!
Step 4 Enable

You need to align your regulatory environment.

Municipal regulations must be revised to enable waste picker integration.

Skills check

Regulation check

I’m attending a course on waste picker integration.

Support organizing

An expert in waste integration has joined our department.

An NGO is advising us on participation.

Public awareness check

We need to separate our recyclables and give them to WPS.

Build an enabling environment in which municipalities, residents and industry can support waste picker integration.

Step 5 Institutionalize

Adopt the WPIP

participatory monitoring and evaluation process

Establish a permanent WPI Committee

Align policies and plans
It is important to note that the last step is 'Revise', because we must always learn from our experiences and keep improving integration.
4. Waste picker registration and the SAWPRS

The Guideline states that waste picker registration is a key part of integration, as it will:

- formally recognize and value waste pickers, respecting their autonomy and systems of collection
- allow for Extended Producer Responsibility (EPR) payments to be made to waste pickers
- ensure accurate data on waste pickers to allow for effective local to national planning
- support municipalities and industry to understand waste pickers in their areas
- ensure information outreach and education for waste pickers on the benefits of integration and registration
- allow for self-identified capacity building support for waste picker organisations.

Waste picker registration is important to waste pickers for many reasons. Registration provides waste pickers with the respect and recognition that they merit for the important work that they do. Having registration cards helps waste pickers to prove that they have an occupation, develop better relationships with residents, and negotiate better access to recyclable materials.

Covid-19 is an example of why registration makes sense

The Covid-19 lockdowns showed the need for a countrywide waste picker registry. If waste pickers had registration cards during the lockdowns, it would have been easier for government, industry, and waste picker organisations to ensure that personal protective equipment (PPE), financial support, and food parcels were supplied directly and equitably to waste pickers.
South Africa Waste Picker Registration System (SAWPRS)
The SAWPRS is an online registration system. Only waste pickers who currently collect and sell recyclable materials (either as individuals or as members of a cooperative) may be registered. Registration is open to all waste pickers working in South Africa, regardless of nationality, as long as they have some form of identification.

As many waste pickers (both South African and from other countries) do not have identification documents, it will be important for the Campaign to introduce a component that assists them to apply for and receive ID Cards, passports, or some other form of official identification.

Registration is done using a handheld device (cell phone or tablet) by a Registrar and Verifier who work together. The Verifier must be present and attentive when the registrar enters the applicants’ details.

The registration process is initiated when the Registrar logs into the SAWPRS.

In order to be registered, a potential applicant must correctly answer locally specific screening questions to confirm that they are a waste picker. If the applicant qualifies for registration, the Registrar asks them a series of questions and enters their answers into the SAWPRS registration screens. The Registrar also takes a photo of the applicant and of their identification document. If the waste picker has sales slips, these are also uploaded.

Once the Registrar has completed all fields, the verifier logs into the same handheld device to review the information and ensure it is correct before approving the registration. If the Verifier identifies any errors they select the option to send the application back to the Registrar to be corrected.

A representative nominated by any stakeholder group can be a Registrar, but only waste pickers can be Verifiers.

After registration, registered waste pickers receive SAWPRS identification cards that include their name, photo, a unique person identification number, and a bar code.
1. Mobilisation

2. Registration

3. Card distribution

Waste Picker Registration Campaign Manual
5. Why have a Registration Campaign?

Industry must start paying waste pickers for their services from November 2022, so it is urgent that the largest possible number of waste pickers are registered as quickly as possible.

This is why we are taking a campaign approach.

A campaign is like a roll of waves on the ocean. Any powerful campaign needs a systematic process that builds up to a campaign moment (in our case registration day), like a wave. In the calm between waves, there is time for reflection and learning. Then the next campaign wave uses the lessons from the last one, to create a new even more powerful wave, and so it continues as the campaign rolls out.

Just as waves spread across the water, we want our Registration Campaign to stretch across the country by training more and more waste pickers and other stakeholders to be part of the campaign. We also want to improve the Campaign continually.
Stages of the Registration Campaign

There are three stages to the Registration Campaign:
1. Mobilisation
2. Registration
3. Card Distribution

Key roles in Campaign Teams

Campaign team roles include:
- Campaign Team Leader
- Mobilisation Leader
- Educators and Recruiters (may be created as different roles if the team is big or one person can do both these roles)
- Marshals
- Registrars
- Verifiers

Important

Special roles for waste pickers

Only waste pickers can be verifiers. This is because they are best able to confirm if someone who wants to be registered really is a waste picker, and because having a waste picker verify every registration helps waste pickers to have greater trust in the SAWPRS and makes them feel more comfortable sharing their personal details and registering.

Only waste pickers should be educators and recruiters. Many waste pickers have negative experiences of municipal officials and other people taking their personal details for registration, but never receiving a registration card. As a result, they are understandably distrustful of people promising to register them. Waste picker educators and recruiters have had the same experiences and can help to address these fears. When they show their own SAWPRS registration cards, this also provides proof that the registration is real and that registered waste pickers will receive their cards.
What makes a strong Registration Campaign team?

To create a strong Campaign Team, members need to:

- get to know each other before they start campaigning
- be diverse – include men and women, old and young, South African and cross-border waste pickers
- speak the languages spoken in the area
- work together to plan, implement, and report on the Registration Campaign
- know how to conduct each stage of the campaign
- have clear and agreed roles and responsibilities
- work with each other as equals and address unequal power relations
- communicate regularly and well with each other
- be accountable to the team
- work together to resolve problems that emerge in the team
- be patient and respectful when engaging and registering waste pickers
- ensure waste pickers understand what registration is and what it means to be registered
- be committed to the Registration Campaign!
We are registering waste pickers in this area, can you help us?

It is important to register, and you will be paid by industries. I understand your concerns. Look, here is my registration card. Come this Thursday and bring your ID, then we can register you.

Why should we register?

I didn’t get a card last time when the government registered me.

Great, I know everybody here, I am happy to help. What about Thursday?

1. Mobilisation

Scouting

Mobilising

Planning for Registration

Who does what:

- Scouting
- Mobilising
- Planning for Registration

Notes about the area:

- Vests
- Pamphlets
- Food
- Wifi
- Power
- Water and toilets

Collection schedule:

Contact details

Waste picker interests/needs/struggles

notes:
What is your name?

Registrar

Verifier

You've been registered, please come to collect your card on this date.

Verifying

I will verify if everything is correct.

Registered

Card distribution

Collecting

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6. The three stages of the Registration Campaign

The following sections provide detailed information on each of the three stages of the Registration Campaign.

For each stage we look at:
1. **why** we do that stage (the purpose)
2. **who** from the Registration Team should be part of that stage
3. **where** the work should be conducted
4. **when** the amount of time that should be allocated for that stage
5. **what** we do in that stage and **how** we do it (the activities that need to be undertaken)
6. **a checklist** for that stage
7. **roles and responsibilities** for different Campaign Team Members
8. **challenges** that can arise
9. **forms** that need to be completed in that stage

**Important**

Don’t forget to plan!
Before your Registration Team starts going out and mobilising it is extremely important that you develop a detailed Campaign Plan. This means that you need to:

- identify all of the places where you think you could do registration
- agree on what criteria you will use to prioritise them
- prioritise them
- conduct scouting visits to get detailed information on the level of interest, the number of waste pickers who could be registered, contact details of local waste pickers, identification of sites for registration, possible accommodation if needed etc (see the full list under Stage 2)
- develop a detailed Campaign Plan for each stage, in each area **before** any work begins so that the budget can be allocated, local waste pickers can be provided with dates for all stages, and the Campaign can be a success.

You can use the “Registration Planning Form” in the Registration Forms Pack to help you with your planning.
It is important to register, and you will be paid by industries. I understand your concerns. Look, here is my registration card. Come this Thursday and bring your ID, then we can register you.

Why should we register?

I didn't get a card last time when the government registered me...

Mobilisation
Stage 1 – Mobilisation

Why
To educate waste pickers about integration and registration, explain how registering will benefit them, answer their questions, and encourage them to register.

Who
Mobilisation must be conducted by waste pickers from the Registration Campaign Team as they are best able to connect with other waste pickers and foster trust in the SAWPRS and registration process. Showing other waste pickers their own registration cards and explaining why they registered can help to inspire others to register.

Where
A specific area where there are waste pickers who have not been registered on the SAWPRS and who could be encouraged to register. It can be where the waste pickers collect, where they sort, or where they live.

When - Allocated time
A minimum of three days, but more may be required.

What and How
This is the most important stage to get right! If we rush our approach to mobilisation, we could ruin any chance of recruiting waste pickers in a particular area to be registered.
Two steps in Mobilisation

The mobilisation stage has two steps to it:

1. **Scouting (initial visit)** – The first step is for the waste picker members of the Campaign Team to visit the area, connect with local waste pickers, learn more about the waste pickers and their issues, and recruit local waste pickers to do mobilisation with them and join the Campaign Team. It might be necessary to explain the Campaign to people with particular roles, such as community leaders, local community formation organisers, particular municipal officials, tribal authorities, ward councillors, buy back centre staff, etcetera. The scouting visit makes it possible for the Campaign Team to make concrete decisions about how many days are needed for mobilisation.

2. **Mobilisation** – Waste picker Campaign Team Members conduct at least two mobilisation days in each area. This is important to show local waste pickers that this Campaign is a coordinated and organised effort, and will help reduce possible fears about the team and registration. If waste pickers are particularly hesitant, then more time might be required. The number of mobilisation days will also depend on the size of the area, number of waste pickers, and number of waste picker members of the Campaign Team (because waste pickers should conduct the mobilisation stage).

**Scouting Visit Activities**

The Scouting Visit Days should include the following activities:

1. **Plan the best place to start from in the area**, using waste picker contacts you have in the area as your starting point. If you do not know the area at all, and have no contacts, contact waste picker organisations you know to see if they have contacts in the area. You should also contact the municipality and look on maps to find out where the landfill and any buy-back centres are. There may be NGOs in the area that can introduce you to waste pickers, but be aware that meeting waste pickers through an NGO could align you by accident, to some recycling approach without you knowing it.

2. **After you arrive, start meeting with local waste pickers as quickly as possible** to test out interest and potential support for the Registration Campaign.

3. **Find out from local waste pickers if waste pickers have created any organisations** in the area and if so find out how to contact these groupings.

4. **Hand out pamphlets** about the campaign as you connect with waste pickers.

5. **Move around to different parts of the area** that the campaign team is targeting, in pairs or groups if possible.
6. **Meet briefly at the end of each day** to bring different learning and experiences together and to improve the scouting approach for the next Scouting Day.

7. **Ensure the Mobilisation Leader submits the Online Daily Feedback Form**

8. **Agree the best dates & sites for the Mobilisation Days**, after one or two days of scouting

9. **Hold a last day summary reflection** as the pre-visit or scouting team for a celebration of what was achieved, and have a team member document the important lessons learned, to feed back to the full campaign team, to help strengthen the team and wider campaign as it grows.

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**Information to get during the Scouting Visit**

Scouting Team Members must return to their campaign team with concrete information on:

- where waste pickers are doing mobilising – the routes and locations of sorting areas, buy back centres, municipal collection schedules, etcetera
- names and contact details of 2 or 3 local waste pickers to plan the mobilisation days with
- names and contact details of any local waste pickers who agreed to join the Campaign Team
- recommendations for exactly how the mobilisation days should happen in terms of area/s to cover, exactly where to go to each day, etc.
- potential locations for Registration Days
- confirmation of internet connectivity at potential registration sites
- recommendation of an accommodation venue if needed
- a sensible place to recharge phones during mobilisation days (preferably the accommodation venue)
- any other useful intelligence gathered during the scouting day/s
- summary of their daily reports.
How to approach local waste pickers in an unknown area

This needs to be a careful process and this first approach can make or break the campaign in the area:

- Find easy, relaxed ways to get to know them
- Gain their trust by telling them about your own struggles and learning as a waste picker, and ask about theirs
- Take some time before you get to the issue of waste picker integration and registration. When you do, explain it in brief, to get them interested, without a long speech.
- A little while into the conversation, find out if they have local waste picker organisations of any kind. If they do, ask how they understand them to work, and where members of the formation can be found.
- Before you decide to invite local waste pickers to join you and help work on the Campaign (or even just the Mobilising Days), take time and chat with other scouting team members to decide who could be good to ask.
- Make sure you engage all different kinds of waste pickers – men and women, young and old, South African and cross-border, organised and unorganised, people who work independently and people who work in cooperatives, people of different languages and ethnicities, etcetera.

Mobilisation Day Activities

The mobilisation days should include the following activities:

- **Confirm the best places to target** with local waste pickers, using the information from the pre-visit, but also allowing for new information and ideas from local waste pickers that are supportive.
- **Connect with as many local waste pickers as possible**, hand out pamphlets, and hold open-air information sessions or meetings to speak about the Campaign.
- **Move around in different parts of the area** that the Campaign Team is targeting, always in pairs or groups.
- **Meet briefly at the end of each day** as the full mobilisation team to bring different learning and experiences together and to improve the mobilisation approach with each day.
- **Ensure the Mobilisation Leader submits the Online Daily Feedback Form.**
- **At the end of the mobilisation period, agree the best dates and sites for Registration Days.**
**Campaign Team Checklist**

**Stage 1 - Mobilisation**

**Step 1 – Scouting Visit**

- **Data and airtime** for team members’ personal phones to be able to contact each other and local waste pickers
- If possible (depending on funding), **SAWPRS Registration**
- **Campaign Vests** for the team.
- **Accommodation arrangements** are signed-off by the Campaign Team Leader if there are people in the team who are from more than 50kms away from the campaigning area
- **Cash** for the Scouting Days is **calculated per day** and includes waste picker team members’ travel money to and from the area, local transport money, lunch & water/refreshments money per team member, daily stipends for waste picker team members. The cash plus a Payments Coordinators Form (to manage disbursement accountability and cash receipts attachment) is given to the team leader, and they will disburse this before the pre-visit is undertaken.
- **Campaign pamphlets** are given to waste picker team members doing the Scouting – only around 20 such pamphlets will be given, to hand out only when there is suspicion of the campaign, as a persuasion tool, and with a promise that these pamphlets or fliers will be given out during mobilisation and registration days.
Step 2 – Mobilisation Days

- Contact information saved on mobilisation team phones for local waste pickers and any formations to be in touch with – and of the 2 or 3 waste pickers who agree to join the campaign team – this information will be advised by the pre-visit scouts who went to the area in the weeks before.

- Data and airtime for team members’ personal phones to be able to contact each other and local waste pickers.

- Phones that can login to the SAWPRS (at least three) allow for the system to be shown live to those wanting to see if before deciding if they want to be registered and to support the campaign.

- If possible (depending on funding), a power bank for recharging phones when out in communities.

- If possible (depending on funding), SAWPRS Registration.

- Campaign Vests for Team Members.

- If possible (depending on funding), one Pop-up banner.

- Accommodation arrangements are signed-off by the Campaign Team Leader, if there are people in the team who are from more than 50kms away from the campaigning area.

- A place to recharge phones (preferably the accommodation venue) for those staying identified.

- Cash for mobilising per area is calculated per day of field work and includes Campaign Team Member travel money to and from the area, local transport money, lunch & water/refreshments money per team member, daily stipends for waste picker team members. The cash plus a Payments Coordinators Form (to manage disbursement accountability and cash receipts attachment) is given to the team leader. The cash and form are kept by the Campaign Team Leader on their person, separate from personal money.

- Maps and/or notes of the campaign team’s detailed plans of where waste pickers are doing mobilising – the routes and locations of sorting areas, buy back centres, municipal collection schedules, etc.

- Campaign pamphlet batches are given to each team member to spread the load when traveling and to be sure that everyone has them easily to hand at any moment.

- Agreed mobilising roles for each of the waste picker team members in the mobilisation team, for each day.
Roles and responsibilities
For the mobilisation pre-visit and the mobilisation days themselves, these are the roles & responsibilities for Campaign Team Members:

Campaign Team Leader:
Even if the overall campaign leader for the area is not going out on the pre-visit, they are responsible to ensure that the preparation for the Scouting Visits (first step) and the Mobilising Days (second step) is done and that both steps are a success.

The team leader is responsible for:
- detailed planning before both of these outreach steps
- creating a Campaign Team WhatsApp group
- making sure that the Checklist (see box below) for this stage of the Campaign is used and implemented
- trouble-shooting and resolving issues as they happen
- completing the online Daily Report
- ensuring that all reports are received and payments are made.

Mobilising Leader
There are special leadership roles that need to be played during the Mobilisation Stage by a Mobilising Leader. They can be played by the Campaign Team Leader or by another member of the team.

The roles and responsibilities of the Mobilising Leader are to:
- keep the small team working closely together
- support high morale of the team
- ensure that an agreed two or three local waste pickers are recruited to join the team
- make sure that the purpose of the pre-visit or mobilising week is achieved with all agreed steps being implemented
- ensure forms of communication are done (pamphlets, fliers and meetings)
- engage the municipality, industry and/or local leaders, when agreed
- be an active, adaptable, involved, and collaborative member of the campaign team
- organising the day-start and day-end short meetings and the reflection at the end of the registration week.

Local waste pickers in the mobilising team
They will help identify routes frequently used by waste pickers, sorting spaces, and waste collection schedules; share information about integration and registration with local waste pickers; and be introduced to the SAWPRS as the registration tool.
Mobilisation Team Members

For those waste pickers doing the actual mobilisation days, their role and responsibilities are a continuation of the above, and to:

- receive detailed reports and recommendations from the pre-visit scout waste picker team members
- agree collectively the daily detail of how to approach the mobilisation week including where/who/what mobilising happens each day
- work closely as a campaign team when out during the mobilisation days and **never** moving about alone in unknown areas
- convince waste pickers in all the areas visited of the significance of integration and the importance of registration!
- be clear on exactly when Registration Day/s will happen in the area/s and when Card Delivery will happen thereafter
- get to know the site/s for Registration Day/s and things to plan around (distance from transport, sun, rain, cell phone signal, etc.)
- Practice a dummy registration using a campaign phone, to actively test signal for different providers i.e. Vodacom, Cell C, MTN, etc.
- submit daily reports by phone of all steps taken the team
- report back to the campaign team on the mobilisation visits, progress, lessons learned, problems encountered, and how problems were addressed or need to be addressed
- be an active, adaptable, involved and collaborative member of the campaign team, attend day-start and day-end short meetings, and attend the reflection at the end of the registration week.

Potential challenges

Campaign Teams have encountered a lot of suspicion when they enter new areas and start talking to waste pickers they do not know. This is likely to be the case, even if waste pickers being approached are part of the same organisation as the waste picker Campaign Team Members doing the mobilisation.

Some concerns waste pickers have raised include:

- The municipality tried to register us before, it did not work and we think our names were used for corruption in tenders and projects, so how do we know that this is not just the same?
- I do not have an ID/passport as mine was burned in our last shack fire, and it takes too much time and money to go to get a new one, so how can I register?
- I’m afraid that giving my ID number and a photo of my ID means that it can be used to claim a social grant or steal my identity and it could stop my grant/s.
- Money might be stolen from my bank account if I let photographs of my ID document be taken.
- My grant may be stopped if there can be a link to me earning like showing you my materials sales slips.
• As a migrant worker without papers to work in South Africa, this information could be given to Home Affairs and next thing I am deported.
• Nyaope is something that I cannot live without and if I give my name and ID details, others will have me arrested when they just want my route.
• Organisations of waste pickers will use my name to get money from government or funders, to make your organisations big and rich.
• There will be skelms we know who do not sell waste material, but they will jump in the queues, thinking this means money, so how will you stop them from registering?

It is important for the Mobilisation Team Members to be aware of these challenges and concerns and be prepared to address them.

**Forms to be completed for this stage**

All forms are included in a separate Registration Forms Pack.

These are the forms you will need for this stage:
1. Online Daily Feedback Form (example available at: [https://forms.gle/8zq6BgVNNknTMbcD7](https://forms.gle/8zq6BgVNNknTMbcD7))
2. Attendance Register
3. Where & When Registration Flier
4. Individual Payments Form
5. Payments Coordinator Form
Registration
**Stage 2 - Registration Days**

**Why**
To register waste pickers on the SAWPRS through the two-step registration and verification process.

**Who**
Registration Teams always include waste pickers, as only they can act as Verifiers. Waste pickers can also act as Registrars. Registration Teams can be made up entirely of waste pickers. They can also include people nominated by other stakeholder groups who can work as Registrars, Marshals, Educators, and Recruiters (although it is best for Educators and Recruiters to be waste pickers).

**Where**
The registration site/s that the Mobilisation Team agreed with local waste pickers and which the Team verified have internet connectivity.

**When - Allocated time**
Typically between one and five days: The amount of time required for registration will depend on the size of the area, number of waste pickers, number of Campaign Team Members, and number of waste picker Campaign Team members to act as Verifiers.

**What and How**

**Registration Day Activities**

1. **Arrive at the confirmed registration site as the full team an hour before** the time that you have advertised on the flier, or that you have promised registration will start

2. **Set up where agreed or adapt if the weather or other circumstances require you to move the site.** If you change where you agreed to set up, be sure that all members of the Team are fully aware of the move and cannot get lost and arrive late. Also make sure that waste pickers interested in registering know that the site has changed.
3. Set up the physical space so that it enables a logical flow through the registration process.
   a. Waste pickers should **start by joining a queue** where they will receive information on registration while they wait, have their questions answered, have their documents confirmed, and have the Privacy Statement read to them. If possible, there should be chairs for older waste pickers, pregnant women, and other people who find it difficult to stand for long periods of time.
   b. When they reach the front of the queue, it must be clear where they go next to **meet with a Registrar and Verifier** who will register them. If possible, there should be chairs for people who require them. The registration space must include a place with a plain background where waste pickers’ photos can be taken.

4. The **paired** Registrars and Verifiers work with the Campaign Team Leader to set up where they will do their work from, in a sheltered area, with something to rest their clipboards on if possible (portable tables ideally but if not, logs or makeshift options) and somewhere to sit, at least from time to time.

5. The Team Leader, in their trouble-shooter role, will ensure that the phones and or laptops are tested for signal, data, and the web page for the SAWPRS, and iron out any problems quickly through agreed technology support channels.

6. Recruiters, Educators, and Marshals can immediately begin their roles. A few recruiters and educators can go into the surrounding area to encourage waste pickers to come to register. They offer information, fliers and education about integration and registration, promising more detail at the registration site. Other marshals and educators can stay at the registration site to help guide people and create queues, offering detailed education and information to those now waiting (including helping check if identity documents will be valid and explaining the Privacy Statement).

7. Registrars and Verifiers start their day with their partner for the day (a verifier is always a waste picker) and they stay together and work as a pair throughout the day. **A Registrar must never register a waste picker without the Verifier actively participating throughout the registration process.**

8. Inform waste pickers of the date, time, and place when their Registration Cards will be distributed. Agree on how you will communicate with them if the plan must change.

9. **Meet briefly at the end of each day** if possible, as the full Campaign Team, to bring different learning and experiences together and to improve the team’s approach with each day.
10. Ensure the Team Leader completes the online Daily Report Form at the end of the day.

11. Hold a last day summary reflection as the full Campaign Team for a celebration of what was achieved, and have a team member document the important lessons learned, to feed back to the full campaign team, to help strengthen the team and wider campaign as it grows.

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**Campaign Team Checklist**

- **Stage 2 - Registration**

  - **Agreed number of mobile phones** have data and airtime, and are tested to ensure they can access the SAWPRS
  - **Registration App passwords and user names** are tested by each team member, so that waste pickers are confident that everyone has access to be a registrar and/or verifier
  - **Agreed number of clipboards with black click pens attached** by string, are available
  - **Packs of paper registration forms**
  - If possible (depending on funding) **2 or 3 portable fold-up small tables** to use with ad hoc seats found at sites e.g. logs, benches, etc.

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**Plus, a very similar checklist to Stage 1:**

- **Contact information** saved on campaign team phones for local waste pickers and any formations to be in touch with – and of the 2 or 3 local waste pickers who agreed to join the campaign team
- **Data and airtime** for team members’ personal phones to be able to contact each other and local waste pickers
- If possible (depending on funding), **a power bank for recharging phones** when out in communities
- If possible (depending on funding), **SAWPRS Registration Campaign Vests are available** to the team
If possible (depending on funding), **one pop-up banner** is available per team

**Accommodation arrangements** are signed-off by the Campaign Team Leader if there are people in the team who are from more than 50kms away from the campaigning area

**A place to recharge phones** (preferably the accommodation venue) is done by those staying over, and if not, then somewhere close by enough to make it workable

**Cash** for registration per area is **calculated per day** of fieldwork and includes money for: Campaign Team Member travel to and from the area, local transport, lunch & water/refreshments, and daily stipends for waste picker team members. The cash plus a Payments Coordinators Form (to manage disbursement accountability and cash receipts attachment) is given to the team leader. The cash and form is kept by the Campaign Team Leader **on their person**, separate from personal money.

**Maps** and/or notes of the campaign team’s detailed plans of where registration day/s are happening – the routes and locations of sorting areas, buy back centres, municipal collection schedules, etcetera

**Campaign pamphlets or fliers** are given to each team member to spread the load when traveling and to be sure that everyone has them easily to hand at any moment (including the customized Where & When Registration fliers)

**Agreed registration roles** for each Campaign Team Member, for each day, that see waste picker team members **always move about with at least one other Team Member**, never alone – this is for co-accountability and safety reasons when waste pickers are in unknown areas
Roles and responsibilities

Each Campaign Team will need its members to volunteer or be elected to different roles within the team, with the Team Leader likely already elected and active from the Mobilisation Stage.

Important

Even though each Team Member will have a specific role, everyone is responsible for making sure that the Registration Day is a success. So, everyone should be willing to help if more support is needed in another area or they see a problem that needs to be addressed.

Campaign Team Leader

There is always only one Team Leader per campaign team.

The Team Leader’s role is to:

- be very clear on all of the fine details of the campaign
- provide support to team members, boost morale, and keep everyone working together
- always be respectful and patient when engaging Team Members
- answer all questions from team members and help them to overcome problems as quickly as possible
- be responsible for bringing the relevant documents and equipment needed to carry out registration
- resolve SAWPRS technical issues swiftly (with support where needed)
- support Registrars and Verifiers to check the phone or laptop allocated or being used to be sure that the SAWPRS website is accessible and passwords are allowing entry
- submit daily reports on activities using the provided platforms
- report and discuss challenges and successes encountered by the team during all campaign stages
- monitor that all required forms are used, completed and submitted as agreed, including a daily attendance register for the team during all stages of a campaign wave (see discussion of forms below).

Educators and Recruiters

Educators and Recruiters will talk with waste pickers who want to know more or are hesitant to register in order to help them to understand why registration will be helpful for them and encourage them to register.

Their role is to:

- move around the area to encourage waste pickers eligible to register, to come to the registration site
• engage waste pickers while they are waiting in queues (double as a marshal if needed)
• explain what waste picker integration and registration are
• show and explain the Privacy Statement clearly and briefly
• answer all questions
• address fears
• motivate waste pickers to see the value in registering
• be active, adaptable, involved, and collaborative Campaign Team Members
• attend the day-start and day-end short meetings and the reflection at the end of the registration week.

Marshals
At least two Campaign Team Members can volunteer to be marshals on the registration days.

The role of the Marshal is to:
• support the forming of orderly queues
• if the queue is moving slowly, encourage waste pickers to be patient and explain why it may be taking longer than expected for them to reach the front of the queue
• offer education, information, and answer questions on integration and registration while waste pickers queue to register
• answer questions
• address fears
• motivate waste pickers to see the value in registering
• be active, adaptable, involved, and collaborative members of the campaign team
• attend day-start and day-end short meetings and the reflection at the end of the registration week.

Registrars
There must always be an equal number of Registrars and Verifiers. In addition, the paired Registrars and Verifiers must always be together. Anyone involved in the Registration Campaign can become a registrar if they are trained.

The role of the registrar is to:
• start each registration day by checking the phone or iPad to be sure that there is signal, the device has data, the SAWPRS website is accessible, and they are able to enter the SAWPRS website with their password
• set up a space (with a table if possible and under cover or in shade) as the registrar with their twin verifier, in agreement with the marshal and team leader, where the registration and verification will happen
• begin by asking the waste picker what they know about registration and integration; and depending on their answer, offer relevant information before starting the registration process
make sure that their Verifier is beside them and actively engaged in the Registration process

- read the summary privacy statement to every waste picker who is interested in registering and ensure they understand it
- take care to ensure that all details are correct as they enter information on each screen of the SAWPRS
- check with waste pickers to make sure that their name, date of birth, cell phone number, and identity document number were captured correctly
- pay close attention when the Verifier does the verification process
- record all the information of each waste picker on the Registration Tracking Form provided, taking clear contact details for those wanting support to obtain a lost/stolen identification document
- be an active, adaptable, involved, and collaborative member of the campaign team
- attend day-start and day-end short meetings and the reflection at the end of the registration week.

Verifiers
There must always be an equal number of verifiers in relation to registrars. Remember that only waste pickers may be verifiers! Verifiers always work in a partnership with a registrar, staying together while the registration process is taking place.

The role of the verifier is to:
- work side-by-side the Registrar from the start of the registration day
- set up a space with the Registrar under cover or in shade, where the two will do their registration and verification.
- start each registration day by checking that the phone or iPad has signal, data and that the SAWPRS website is accessible.
- be side-by-side with the Registrar when information is being entered onto the SAWPRS and pay attention to ensure that all information is entered correctly – verification starts during the registration process!
- verify each registration immediately after the Registrar has captured it
- verify by asking the waste picker the same questions that were asked during registration
- double check Names, Date of Birth, and the ID/passport number against the original documents.
- make sure that the cell phone number is correct
- if all the information is correct then click the submit button.
- if there is any incorrect information, it will need the Registrar to correct it, so click to return the application to them, with a comment on why there is an error
- if the error could be corrected by the Registrar, then check the corrections and click submit
- make sure that the waste picker’s details are correctly captured on the Registration Tracking Form
• be an active, adaptable, involved and collaborative member of the campaign
team, attending day-start and day-end short meetings and the reflection at the
end of the registration week.

Potential challenges
During the Registration Phase, Campaign Teams have encountered many of the
same challenges as in the Mobilisation Phase. Before going out to do Registration,
Campaign Team Members should review the challenges discussed in the Registration
Phase above.

Additional challenges encountered during Registration include:
• being unable to connect to the SAWPRS due to poor internet connectivity
• being unable to login to the SAWPRS as they have forgotten their login details
• losing connectivity before a registration or a verification has been completed
• not having an adequate space to conduct registration and verification
• hostility from landfill site managers, buy-back centre owners, councillors, NGOs,
etc.
• Verifiers and Registrars not staying together
• far fewer waste pickers arriving to be registered than expected and having too
  many Campaign Team Members with not enough to do
• far too many waste pickers arriving to be registered than expected and not
  having a sufficient number of Campaign Team Members
• waste pickers being unwilling to go to the registration location.

These challenges can mainly be avoided through careful planning and preparation.
This is why it is so important to develop detailed Campaign Plans.

Forms to be completed
The final section of this Manual includes the A4 forms for photocopying when
needed. These are the forms you will need for this stage:

1. Online Daily Feedback Form (example available at:
   https://forms.gle/8zq6BgVNKnTMBoCr7)
2. Attendance Register
3. Where & When Registration Flier
4. Individual Payments Form
5. Payments Coordinator Form
6. Registration Tracking Form
Card distribution
Stage 3 - Card Distribution Day

Why
To return to the community of waste pickers to celebrate and distribute the printed Registration Cards to registered waste pickers, and to register new waste pickers. Ideally, cards should be distributed at a mass meeting where the Campaign Team can conduct additional education on waste picker integration and registration, and local waste pickers can start to identify key problem and demands and discuss how they can continue to work together and organise.

Who
Card Distribution can be conducted by Campaign Team members from all stakeholder groups. Ideally, it should be led by waste pickers.

Where
At the most central place identified by waste pickers to collect their cards on the agreed date, ideally at a mass meeting. In addition, pairs of Campaign Team Members will need to move through the relevant areas in search of those who do not come to collect, after tracing them via the one or two cell numbers.

When - Allocated time
Within two to three weeks after the registration week.

How
This should be the most straightforward of tasks of the three stages of the campaign, unless the team elects to do new registrations and verifications while doing the Card Distribution.

Card Distribution Day activities include:
1. **Arrive at the confirmed Card Distribution site as the full team an hour before** the time that you have confirmed with local waste pickers at registration day OR by group SMS.

2. **Set up where agreed or adapt with the banner displayed** if weather or movement of people, etc. requires this. If you change where you agreed to set up, be sure that all members of the team are fully aware of the move and cannot get lost and arrive late, and that waste pickers coming to collect their cards are made aware of the new location.
3. **The Card Distribution Team Leader**, in their trouble-shooter role, will ensure that the batch of Registration Cards and the Receipt/Attendance Register are completed.

4. **Some team members will support by running the tables** to ensure each card is signed for and goes to the rightful owner of the card and NOT a representative or friend.

5. **Some team members will make calls or will text** registered waste pickers who do not arrive within the first agreed hour, and will find adaptable ways to get the cards delivered, always moving around in twos (at least) as agreed.

6. **If new registrations** are being done, the phones/iPads/laptops are tested for signal, data, and the web page for the SAWPRS, and any problems are addressed quickly through agreed technology support channels.

7. **Meet briefly at the end of each day** if possible, as the full Campaign Team, to bring different learning and experiences together and to improve the team’s approach with each day.

8. **Ensure the Team Leader submits the Online Daily Feedback Form.**
**Campaign Team Checklist**

- **Printed Registration Cards batch** – carefully checked and signed out by the Campaign Team Leader
- **Receipt/Attendance Register** – can be adapted to be clear that it is signing for the card
- **Banner** – for easy visibility for the Card Distribution site
- If possible (depending on funding), **1 or 2 portable fold-up small tables** to use with ad hoc seats found at sites e.g. logs, benches, etc.
- **Agreed number of mobile phones with data and airtime if new registrations will be done**, with access to the SAWPRS confirmed.
- **SAWPRS passwords and user names are tested by each team member**, so that waste pickers are confident that everyone has access to be a registrar and/or verifier
- **Agreed number of clipboards with black click pens attached by string**, are available
- **Copies of the Registration Tracking Form**

**Plus, a trimmed down version of the checklist for Stage 1 & 2:**

- If possible (depending on funding), **one Pop-up banner**
- **Contact information** saved on Campaign Team phones for local waste picker contacts, local waste pickers who joined the Campaign Team, and any groups/organisations to be in touch with
- **Data and airtime** for team members’ personal phones to be able to contact each other and local waste pickers
- **Phones that can login to the SAWPRS (at least two)** if new registrations are going to conducted on the Card Distribution Day
- If possible (depending on funding), a **power bank for recharging phones** when out in communities
- If possible (depending on funding), **SAWPRS Registration Campaign Vests** for Team Members.
- **Accommodation arrangements** are signed-off by the Campaign Team Leader, if Team Members distributing the cards are from more than 50kms away from the campaigning area
- **A place to recharge phones for those staying over** (preferably the accommodation venue)
Cash for Card Distribution Day/s per area are calculated per day of fieldwork and includes Campaign Team Member travel money to and from the area, local transport money, lunch & water/refreshments money per team member, daily stipends for waste picker Team Members. The cash plus a Payments Coordinators Form (to manage disbursement accountability and cash receipts attachment) is given to the Team Leader. The cash and form are kept by the Campaign Team Leader on their person, separate from personal money.

Maps and/or notes of the campaign team’s detailed plans of where Card Distribution Day/s are happening – the routes and locations of sorting areas, buy back centres, municipal collection schedules, etcetera – in case needed

Campaign pamphlets to be distributed by Team Members if new registrations are to be done

Agreed roles for Card Distribution Team members, for each day, that see team members always move about with at least one other person – this is for co-accountability and safety reasons when waste pickers are in unknown areas

Roles and responsibilities
These are the roles and responsibilities for Campaign Team members involved in the Card Distribution Days:

Team leader
Even if the Campaign Team Leader is not going out for this card distribution stage, they are responsible to ensure the preparation for the visit is done and that the day is a success.

The Team Leader or the person delegated to lead the team on Card Distribution Days is responsible for:
- detailed planning those in the card distribution team (and the Team Leader if they are not leading card distribution)
- printed cards being checked carefully against the register and distribution schedule/s so that there are no wrong cards in the batch, duplicates, or cards with incorrect information
- a campaign team WhatsApp group is set-up and used for the card distribution visit
• making sure that the Checklist for this stage of the campaign is used and implemented
• ensuring SAWPRS phones (at least two) and the relevant Registration Forms accompany the group, to allow for new registrations to be captured and verified during the card distribution visit
• setting up the card distribution system at the agreed venue, preferably on a table to allow for the cards to be displayed and the receipt (attendance) register signed.

Card Distribution team members
Team members who are not explicitly responsible for doing Registration and Verification of newly interested waste pickers who may arrive during card distribution day, will all be involved in supporting card distribution. This may mean running the system at the agreed venue, or it may involve calling individuals who have not arrived after 1-2 hours, to alert them that the team will be present until the end of the 4th hour.

Registrars and Verifiers
If new registration and verification will take place during the Card Distribution Day, the roles and responsibilities of Registrars and Verifiers are exactly as for Stage 2 (see above). They may need to double up as Educators or be sure to take more time to explain integration and registration when registering new local waste pickers.

**It may only be necessary to have four Campaign Team Members participate in Card Distribution Day and for all distribution to be done in one day** if the number of cards is small (under 50 or so) and the confirmed date for card distribution has been made very clear to the successfully registered waste pickers in the area being visited. The four can then include one Registrar and one Verifier to work as a pair to conduct new registrations.

If the number of cards is large (over 50 or so) and communication with successfully registered waste pickers has not been very clear, then **it may be necessary to have a larger team visit the area on more than one day.**

There will always be a need for one of the group to be elected as the team leader for this stage if the Campaign Team Leader is not doing the visit.
Potential Challenges
Some challenges that Campaign Teams have encountered when doing card distribution include:

- not having access to an appropriate venue
- waste pickers not coming to collect their cards
- cards with incorrect information
- disappointment and anger from waste pickers who did not receive their cards or who received cards that contain errors.

The possibility of these challenges emerging can be reduced through careful planning, by ensuring that all details are correctly captured during registration and verification, and by carefully checking cards before the Card Distribution Day. It is important that Team Members are prepared to address these challenges if they arise.

If someone does not receive their card or the information on the card is incorrect, their registration and verification should be completed and/or incorrect information should be fixed so that a new card can be printed. The Team Members must agree with these waste pickers, as well as those being registered for the first time, when they will return to distribute the cards, where they will meet, and how they will communicate with local waste pickers if the plans need to change.

Forms to be completed
All forms you need for this stage are included in a separate Registration Forms Pack.

The forms you need for this stage are:
1. Online Daily Feedback Form (example available at: https://forms.gle/8zq6BgVNKnTMBrCa7)
2. Receipt / Attendance Register – for signing receipt of cards
3. Individual Payments Form
4. Payments Coordinator Form
5. Registration Tracking Form
Who will use the SAWPRS tool?
Registrars and Verifiers will be nominated by a stakeholder organisation and registered for their particular role as a user of the SAWPRS. Remember, only waste pickers can be verifiers.

Once you are registered in one or more of these roles, you will have your own username and password. You need to remember these so that you can login to the system when you are going to use it.

Important
Write down your login details so that you do not forget them!
The remainder of this section of the manual takes you through each screen that you will go through if you are registering or verifying a waste picker who works autonomously or as part of a cooperative that sells materials collectively.
Welcome to the South Africa Waste Picker Registration System

Login As:
- Registrar
- Verifier
- Card Issuer

Welcome to the SAWPRS

Please sign-in to your account as Registrar.

Username
- admin

Password
- admin

Sign in

Welcome Screen

This is the first screen where you will land after you go into a browser (Google Chrome / Mozilla Firefox / Microsoft Edge) and type into the search bar:

https://sawprs.csir.co.za/

Whether you select the Registrar, Verifier or Card Issuer button, the next screen will require your user name and password information.

For errors that appear, see the Troubleshooting page at the end of this manual, but first turn to those who are experienced in using the SAWPRS as they will likely have quick and simple answers to your questions.

Pass d and User Name

Type your user name (usually your email address) in the box underneath the words “User name”. Type your password in the box underneath the word “password” (it will be a mix of capital letters, small letters, numbers, signs and no less than 8 characters).

Click the green Sign in button to proceed to the next screen.

CAUTION:
Only use the ‘Remember me’ option, if you are using your own personal phone and not a pool/campaign phone or iPad.
At the top of the next screen, you will see the word “Statistics” and some numbers. These numbers tell you how many waste pickers have been successfully registered on the SAWPRS until right now and those verified.

It also tells you your own statistics as a Registrar or Verifier and how many waste pickers YOU have registered or verified.

**Statistics**

**Location details**

Enter the name of the place where you are right now, for example: eThwathwa Ekurhuleni.

**IMPORTANT:**

At the start of each day, the Campaign Team needs to agree on what they will call the place where they are registering so that you all use the same name. This is a box that you can write in, so there is no choosing to do and no drop down boxes.

**Choose which kind of waste picker to register**

Decide now if you are registering:

a) someone who is a **member of a cooperative that sells materials together**

**OR**

b) an **ordinary waste picker** (independent or belonging to a cooperative or other organisation that does not sell together.

**OR**

c) **updating** some information about a waste picker you have already started or completed registering
1. Consent

The first screen that appears after entering the SAWPRS is the Consent screen. You will see the Privacy Statement below in a smaller box that you can scroll down within, once you touch inside the box.

A privacy statement explains some or all of the ways that your personal information may or will be used, managed or shared with other parties that may have an interest in your information.

A clear short summary of the privacy statement must be given to each and every waste picker who is ready to be registered. Each waste picker must understand clearly what giving this consent means. A Privacy Statement Flier should be in the Campaign Box to give waste pickers, if they want one. Below are both the summary and full versions.

Here is the summary version of the Privacy Statement:
Here is the full version of the Privacy Statement:

Privacy Statement

Introduction:
- This privacy statement will inform you what the South African Waste Pickers Registration System (SAWPRS) will do with the Personal Information it collects from you. It also indicates your rights as a data subject.

Application of this Privacy Statement:
- This privacy statement will apply to the Personal Information supplied by you. It includes any processing or further processing of the Personal Information by any Operators duly appointed.
- We will require explicit consent from data subjects to participate in the SAWPRS, until such consent is provided, you will not have access to the Personal Information of the data subject.

Purpose for the collection:
- To build a national registry of waste pickers and waste picker cooperative members.
- To make contact with you and attending to your enquiries and requests;
- For research and statistical analysis purposes, including data analysis;
- For pursuing and protecting your legitimate interest, or that of third parties to whom the Personal Information is supplied;
- To perform internal operations, including administrative duties like maintaining, storing and reporting on the requests received to any regulatory bodies and internally to management;

Implications of withholding consent or Personal Information
- Your Personal Information is required for the purposes indicated above, and your explicit consent is mandatory to process the aforementioned Personal Information;
- Should you elect to withhold consent, then we will be unable to engage with you and/or enter into any subsequent working relationship with you.

Storage, retention and destruction of information
- Your Personal Information will be stored electronically in a centralised database, which, for operational reasons, will be accessible on a need to know and business basis;
- We undertake to conduct regular audits regarding the safety and security of your Personal Information;
- Once the Personal Information is no longer required because the purpose for which it was held has expired, your Personal Information will be safely and securely archived for the requisite and prescribed retention periods as required by the law. On expiration of this retention period, we will permanently destroy your Personal Information or send it to approved external storage facilities that are PoPIA compliant, as the case may be.

Access by others and cross border transfers
- We may have to disclose your Personal Information to other parties, including potential staff members that will participate in your research project, auditors, regulatory bodies, and/or government officials. We will always ensure that there is a legitimate reason for such disclosure and that your Personal Information is handled with strict confidentiality and data security conditions;
- Your Personal will not be transferred across the borders of South Africa.

Right to object and complaints
- You are encouraged to make immediate contact with the SAWPRS at any time if you are not comfortable or satisfied with the manner in which we are processing your Personal Information. On receipt of your objection, the SAWPRS will place a hold on any further processing until the cause of the objection has been resolved. If you are still not satisfied with such process, you have the right to lodge a complaint with the Information Regulator at popiacomplaints@info regulator.org.za.

Accuracy of information and responsibility
- PoPIA requires that all your Personal Information and related details, as supplied are, complete, accurate and up-to-date. It will be your responsibility to advise the SAWPRS of any changes to the Personal Information, as and when these may occur.

Access to the information by the Data Subject
- You have the right at any time to ask SAWPRS representative to provide you with the details of the Personal Information which the SAWPRS holds on your behalf and/or the purpose for which it has been used.

Declaration and informed consent
- You confirm that the Personal Information provided to the SAWPRS is accurate, up-to-date, not misleading and is complete in all respects, save where same may change and then in such event, you undertake to advise the SAWPRS of these changes.
- In providing the required Personal Information to the SAWPRS, you consent and give the SAWPRS permission to process and further process your Personal Information as and where required and acknowledge that you understand the purposes for which the Personal Information is required and for which it will be used.

For further information, contact:
SAWPRS
andries@sticky situations.org
Tel 076 779 3704
1. **Consent (continued)**

If you are working as a Registrar, after explaining the privacy statement to the waste picker applicant, **there are a number of steps that you must take** before you can move forward and actually register the applicant.

When you complete one of these tasks and get the correct answer, you can click to tick the box. **All six statements must be ticked yes if this is all factually correct,** before you will be allowed to proceed to the next screen.

This includes you confirming that the applicant waste picker has successfully answered the **3 questions** about waste picking that, if answered correctly, will satisfy you that they are definitely a waste picker who sells recyclable materials, and is hence eligible.

Remember, before the start of registration **each day, the team needs to confirm what these three questions will be,** based on their knowledge of the area being targeted. They need to be changed frequently so that applicants cannot guess what they will be. This helps to make sure that only waste pickers are registered.

2. **3-months Slip(s)**

As the Registrar you can now ask the waste picker if they have one slip for each of the past 3 months. Select either Yes or No.

**If Yes:** A camera icon will appear and allows you to snap 3 photos of the waste picker’s materials sales slips.

**If No:** A comment box will appear and you can write an explanation for why you are proceeding even though no photos of slips are possible. A common reason is that the people the waste picker sells their materials to do not give out slips or receipts.
3. **Personal Details**

Complete all the fields for personal information as prompted.

**Date of birth:** Click on the calendar symbol on the right because it will be easier to find the applicant’s birth year, month, and day in this way. You will see the applicant’s age automatically pops into the next field, so you do not need to add it.

**Document type:** The field allows you to choose either an SA ID or Other (allowing for passport numbers instead, from any country). If the waste picker applicant does not have any proof of identity, do not continue but encourage them to register when they do.

**Alternative cell phone number:** This number is helpful if the campaign team that is having the cards printed cannot trace the waste picker on the first number.

**Capture Face Portrait:** The camera allows you to take an instant photo of the applicant – make sure there is a plain light coloured background so that the person’s face comes out clearly.

When all the fields are complete, press the **arrow-right key** to go to the next screen.
4. Collection Information

This is for information about where the applicant waste picker sorts their materials – the address.

All fields on this screen have drop down boxes to choose options from.

**Municipality:** Notice that once you choose a municipality, the name of the province appears. If the municipality is part of a district municipality, that name will appear too.

**Address/Other info:** This box does not give you options. You need to type in the physical address of where the applicant usually sorts materials. If there is not a full street address, write where it is located.

When you have finished typing the address, press the **arrow right key** to get to the next page.

5. Supporting Documents

A camera icon appears under this tab, so that you can take a photo of any other relevant supporting documents.

This completes the registration process and if you are confident that all information is complete and accurate, you can click the **submit** button.
Possible redirections

1. **Verifier sends registration back to registrar**

   If a registration was sent back to the registrar during verification, a login window will pop up for a registrar to login and address the registration issues picked up by a verifier.

   ![Login Window](image1)

   Upon successful login, registrars will now see the option to delete the waste picker. If the registrar chooses to continue, they can update the required information and submit.

   **Important:**
   
   A waste picker cannot be registered and verified by the same person. The system will NOT allow it:

   ![Unauthorized Request](image2)
2. **Duplicate registration**

When a waste picker who is being registered has the same details (date of birth, names and cell phone number) as an existing waste picker, a window with the details of the existing waste picker will show:

![Duplicate registration window](image)

A registrar can verify the information as well as the portrait picture and choose to either continue or cancel registration. Additionally, registrars can click on the edit action, if the found record does match the waste picker being registered. This way, a registrar can update the information. The window is displayed after the capturing of personal information and before the capturing of collection information and any additional information.

### Registering cooperative members who sell together

There is a different process to follow if you are registering a waste picker who belongs to a cooperative that sells recycling materials. This is necessary because members of these cooperatives will not all have individual sales slips. All members of the cooperative must be present when each individual member is registered so that they can confirm that the person is part of the cooperative.
Just like when you are registering an individual waste picker, the first screen includes a number of questions that the registrar needs to ask the waste picker before they can go ahead with the registration. The questions here are different, as they confirm whether the person is part of a waste picker cooperative.

As the Registrar, you must go through all of the questions and capture the information. You will only be able to move forward to the next answer if the answers to all of the questions are yes, except for the question on whether the cooperative is registered. This is because the cooperative does not need to be registered – it is purely for information purposes.

If the applicant qualifies to be registered on the SAWPRS then press the right arrow to move to the next screen.
This is the only screen that is different from when you register an individual waste picker. Once you press the right arrow, you will be taken to the Consent screen and all screens and questions after this are identical to ordinary waste picker questions.

See above in the section titled ‘Registering an ordinary waste picker’ and sub-section ‘1. Consent’ and then capture the further information in exactly the same way.

**Verifying a waste picker or cooperative member**

A waste picker will only be fully registered after a waste picker verifier confirms that the information is correct and that they believe the applicant is a waste picker. The Verifier must always be with their partner Registrar when a waste picker applicant’s details are being entered onto the SAWPRS. They observe and hear the engagement with the applicant.

It could be tempting for verifiers to go to help someone else or take a break, but then they will not have correctly verified the application. **If you are a verifier, you must stay with the registrar at all times.**

After the Registrar has pressed Submit, the Verifier uses the same phone or laptop, and clicks Authenticate. The Verifier will then have to type in their username and password. All of the information that was just captured by the Registrar will appear and the Verifier must check all the following information for its correctness, clicking <next> to proceed after each:

- Personal details
- Collection information
- 3-month slip(s)
- Supporting documents

It is very important to confirm that the name is spelled the same way as in the identification document and that the phone number is correct.

When the Verifier gets to the last page, they will be asked to tick a box to confirm that the registration has been verified and adds any comments. The Verifier then presses the Submit button. The application has now been registered and verified on the system. They will receive their card when the Campaign Team comes back to hand out the cards.
This section of the SAWPRS is for use by registrars only, to ensure the safekeeping of the system.

If you realise that an error was made in the registration, then you can update the information.

To get to this screen, you will have to sign in as a registrar on the opening screen of the SAWPRS. The screen with the Statistics and that requires your location, will appear. Scroll down and you will see three buttons – Register Cooperative Members, Register a Waste Picker, and Update Waste Picker. Click on the **Update Waste Picker button**.

**When fully registered waste picker information needs to be deleted:** If a waste picker’s registration needs to be cancelled for any number of reasons (no longer selling materials, found to be a misrepresentation, etc.), this screen is where you will find the record and delete it entirely.

**When only part of a registered waste picker information needs correcting:** If part of an applicant’s information needs correcting or updating (such as a wrong spelling of their name, or wrong cell number) you can find the original verified information for the person by clicking on Update Waste Picker.
To begin to search for the person, if you do not have the Unique Registration Number that the system produces after a submitted registration application, there is a sequence to follow:

- Type in the First Name and Surname with either a date of birth or cell phone number and press search. If that person’s names are unique so far on the system, the full details will then appear.
- A screen with matching details will appear and you can select the record to update.
- The screen that appears will allow you to find the missing or new information field or the field needing correction. Capture the correction or addition, and submit.
- If the person’s record does **not** appear with your search, first check carefully that you have entered the search information accurately before asking other experienced colleagues to help you check why, and only as a last resort, contact the SAWPRS emergency support person below.

A **Verifier** is required to complete this revision or deletion of a registered waste picker’s information. **The Verifier will check the changes made, agree and submit.** See the section on Verifying a Waste Picker, for the usual process for a verifier to follow.

All of the following types of errors or missing information that can be corrected or added:

- Wrong spelling of first name
- Wrong spelling of surname
- Cell phone number (primary) incorrect
- Second cell phone number was not added previously
- Identity number (ID or passport) incorrect.
8. Questions and answers and troubleshooting on the SAWPRS

When we piloted the SAWPRS, the Campaign Teams found that they were often asked the same questions and ran into the same problems repeatedly.

This section presents answers to those questions and solutions to those problems.

There may well be questions and problems that are not in the list below. If this happens, or if you cannot answer the question or overcome the problem yourself, check with Campaign Team Members who are more experienced than you in using the SAWPRS. Only contact the SAWPRS support leader if you have made at least 3 or 4 efforts with campaign team friends!

A. **Who has access to the SAWPRS:** Only Campaign Team Members who have been approved to act as Registrars, Verifiers or Card Issuers, will be set up on the SAWPRS system. This may include Educators, Marshals or Recruiters if they will double as Registrars or Verifiers.

B. **Username forgotten or is not working:** This is your email address that you have given the Campaign Team Leader or SAWPRS Coordinator, when they set up your profile as an SAWPRS user.

C. **Password forgotten or is not working:** You will have created your own password and asked to save it somewhere safe to remember. If not, after resetting your password, please write it down somewhere unusual where only you can find it and know it’s meaning e.g. give yourself a hint in your note with ‘my favourite meal’. Your password will always have to a mix of capital and small letters, numbers, and at least one sign (&%$ etc.).

D. **Login Failed:** Select OK and check the User Name - your email address that you gave, every character, Capital letters are where they should be and small letters likewise – it must be IDENTICAL to how you set it up.

E. **Password display:** The same applies to your Password – you can see it by clicking on the tiny eye icon here:
F. **Stopped from selecting the Register Waste Picker or Register Cooperative Member or Update Waste Picker:** You have most likely forgotten to enter your Location (where you are doing the registration) and this will prevent you from proceeding.

G. **Privacy statement question boxes do not allow for an unticked box i.e. a no:** This is true – all the questions that appear when you start registration have to be answered YES before you can proceed. If you cannot answer yes to all, then you cannot register the applicant at that time.

H. **Personal information page is not moving onto the next page:** All the fields have to be completed before you can select Next to be taken to the section that follows.

I. **Next page does not appear:** This is usually because one or more fields on your current page have not been fully or correctly completed.

J. **Date of birth field not working:** Do not try to type straight into the field. Click on the small calendar icon to the right of the field (like the eye icon image above). Now choose and click the year, then the month, then the date of birth. Please ensure and verify the date of birth with the waste picker before moving onto the next section.

K. **Collection information:** This may be confusing and is not about card collection. It is for the **address or location where the waste picker sorts** their materials i.e. it is about waste materials collection.

L. **Loss of Internet Connectivity:** Should you lose internet connectivity during registration, please do not close the browser. Refresh the page as soon as connectivity has been re-established. You should be taken back to the page you were on. Should this happen and registration was submitted before internet connection was lost, please make use of the “Update Waste Picker” menu and search for the waste picker using their name, surname and date of birth.

\[\text{Card issuing is currently (Aug 2022) done by a contracted service provider. In future card issuing will also be done by Producer Responsibility Organisations (PROs).}\]

**SAWPRS Emergency Support details:**
If problems persist and no one in the Waste Pickers Campaign Teams can help you solve the problem (do persist!!!), then for emergencies, contact the service provider that is running the Registration Campaign. You will receive the relevant contact details when you begin you work as a registrar and/or verifier.