

# Waste Diversion Guide for Collection Companies

The Waste and Recycling Bylaw outlines the requirements for onsite diversion of both recycling and food and yard waste. These include specific requirements for businesses and organizations and multi-family complexes.

Bylaw requirements for multi-family complexes	
Material	Effective bylaw dates
Recycling	Effective since <b>February 1, 2016</b>
Food and Yard Waste	Effective <b>November 1, 2017</b>

Bylaw requirements for businesses and organizations	
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Recycling	Effective since <b>November 1, 2016</b>
Food and Yard Waste	Effective <b>November 1, 2017</b>

## Why is it important to divert material from the landfill?

Diverting recyclables and food and yard waste is an important step to achieve our target of 70 per cent waste diversion by 2025.

It's important to properly manage food and yard waste, recycling and garbage in businesses, organizations and multi-family complexes. As the primary service provider, you have an important role to play in diverting these materials from our landfills.

Food and yard waste doesn't turn into soil, compost or anything useful when it's buried in the landfill because there's no oxygen. Instead, as it slowly decomposes it releases methane, a harmful greenhouse gas which contributes to climate change. It also creates leachate, a toxic liquid from garbage, which has to be collected and treated to protect the environment.

By diverting recyclables and food and yard waste, we will reduce our dependence on landfills, produce useful new resources, and minimize the harmful environmental impacts of landfills.



### What is a multi-family complex?

Waste & Recycling Services defines a multi-family complex as any group of five or more dwelling units on a single parcel of land. This can include condos, apartments, housing co-operatives, townhouses, mobile home parks and developments serviced by private roads.

### What is a business or organization?

Any business, company or organization that produces waste must comply with this bylaw. This includes:

- » Schools
- » Offices
- » Stores
- » Malls
- » Restaurants
- » Hotels
- » Healthcare facilities
- » Manufacturers
- » Factories
- » Non-profit organizations
- » Places of worship
- » Warehouses
- » Other operations

In the Waste and Recycling Bylaw, businesses and organizations are also referred to as a non-residential parcel.

## What does the Waste and Recycling Bylaw require?

**There are many types of businesses, organizations and multi-family complexes, so the bylaw provides flexibility for storage and collection.**

### Multi-family Complexes

The bylaw requires multi-family complex owners to provide onsite diversion opportunities for recycling and food and yard waste. The owner's responsibilities includes:

1. Ensure there is enough storage to hold all of the complex's recyclables and food and yard waste, in separate containers, between collection days.
2. Accept materials as outlined on pages 3-4.
3. Arrange to have:
  - a. Recyclable material taken to a material recovery facility.
  - b. Food and yard waste taken for composting or another means of diversion.
4. Inform residents by ensuring there is clear signage on the containers. Owners are required to share basic program information at least annually, and when a new resident moves in.

### Businesses and Organizations

The bylaw requires business and organization owners to provide onsite diversion opportunities for recycling and food and yard waste. The business owner's responsibilities include:



1. Ensure there is enough storage to hold all of the non-residential recyclable material and food and yard waste, in separate containers, between collection days.
2. Accept materials as outlined on pages 3-4.
3. Arrange to have:
  - a. Recyclable material taken to a material recovery facility.
  - b. Food and yard waste taken for composting or another means of diversion.
4. Inform tenants or employees by ensuring there is clear signage on the containers. Owners are required to share basic program information at least annually, and when a new employee starts or when a new tenant moves in.

## What materials must be accepted?

To promote consistency between multi-family complexes and business and organizations, the recyclable materials that must be accepted in each sector are as similar as possible. Businesses and organizations produce a few additional recyclable materials as outlined on page 4.

Food and yard waste materials required by the bylaw are the same for both multi-family complexes and businesses and organizations.


## Food and yard waste

All food (raw and cooked)	
<b>Plate scrapings</b> 	<b>Eggshells and dairy products</b> 
<b>Meat, fish, shellfish and bones</b> 	<b>Jams, sauces and salad dressings</b> 
<b>Fruits and vegetables</b> 	<b>Pastries, cookies, cakes and muffins</b> 
<b>Bread, noodles, rice, beans and grains</b> 	<b>Nuts, seeds, chips, popcorn and candy</b> 
Food soiled paper	
<b>Paper plates and napkins</b> 	<b>Coffee filters and tea bags</b> 
Yard waste	
<b>Leaves</b> 	<b>Plants and weeds</b> 
<b>Branches and prunings</b> 	<b>Grass clippings and sod</b> 
Fats, cooking oils and grease	
	
<p>* Food service businesses are required to safely dispose of commercial quantities of fats, cooking oils and grease. For more information talk to your collection company or visit <a href="http://calgary.ca/fog">calgary.ca/fog</a></p>	

## Recyclables

<p><b>Newspaper</b></p> 	<p><b>Catalogues and magazines</b></p> 	<p><b>Mixed paper</b> (like flyers, envelopes and office paper)</p> 
<p><b>Shredded paper</b></p> 	<p><b>Telephone books</b></p> 	<p><b>Boxboard and corrugated cardboard</b></p> 
<p><b>Glass jars and bottles</b></p> 	<p><b>Food cans and foil</b></p> 	<p><b>Refundable beverage containers</b></p> 
<p><b>Plastic containers with the recycling symbols 1-7, except polystyrene foam</b></p> 	<p><b>Plastic bags</b></p> 	<p><b>Juice and soup boxes</b> (such as Tetra Paks™)</p> 

**Businesses and organizations** must recycle these additional materials specific to commercial waste:

<p><b>Scrap metal</b></p> <ul style="list-style-type: none"> <li>– fixtures and fittings</li> <li>– sheeting</li> <li>– automotive parts</li> <li>– metal plumbing and racks</li> </ul> <p>It <b>does not include</b> galvanized metal, rebar or coat hangers.</p> 	<p><b>Wood</b></p> <ul style="list-style-type: none"> <li>– dimensional lumber</li> <li>– wooden pallets</li> <li>– other items made of raw and unprocessed wood</li> </ul> <p>It <b>does not include</b> pressure treated wood, chemically treated wood, plywood, particle board, medium density fibreboard (MDF) or oriented strand board (OSB), furniture, finished or painted wood and tree stumps.</p> 	<p><b>Clear plastic film</b></p> <ul style="list-style-type: none"> <li>– film wrap</li> <li>– shrink wrap</li> <li>– stretch wrap</li> <li>– plastics such as LDPE, LLDPE, HDPE and POF</li> </ul> <p>It <b>does not include</b> cellophane.</p> 
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## Responsibilities of collection companies

As the primary service provider, it is important for you to understand the building or business owner's responsibilities and provide a bylaw compliant program that meets their needs. Owners will need your support, particularly when identifying new services and the best location for collection containers.

It is important to clearly label the containers so residents and tenants place materials into the correct containers. Some locations may need educational support to promote the program and mitigate any onsite challenges. To help promote a food and yard waste program, consider providing a kitchen pail for each unit in a multi-family complex or business.

## Onsite Considerations

### Fire code, safety and traffic flow

Storage containers should not pose a safety hazard to users or impede the flow of traffic in or around the building. This includes foot traffic and vehicle traffic. Fire code considerations include:

#### Indoors

- Containers should not block hallways, stairwells, doorways or any other area needed for a safe exit route from the building.
- Material should not accumulate to the point where it creates a fire hazard. As long as there is regular collection of material, this should not be an issue.
- Service rooms (furnace, maintenance, sprinkler control, utility rooms) cannot be used to store recycling, food and yard waste or other materials.

#### Outdoors

- Outdoor storage receptacles, such as front-end-loader bins, should be located so that they do not create an undue fire hazard to surrounding buildings.
- Measures must be taken to protect buildings from fires in outdoor receptacles. For example:
  - » Place the bins in a secure area.
  - » Do not position bins under eaves, carports or building overhangs.
  - » Schedule regular pick up and/or call for immediate pick up if the bin is full.

If you have questions about whether your collection methods adhere to the Alberta Fire Code, contact 311 and ask for a general Fire inquiry.

Photos courtesy of Busch Systems



## Access to containers

All containers should be accessible for collection without interfering with containers for another service. There must be enough space for all containers to be collected safely and easily. This makes collection more efficient and will prevent issues if there is more than one service provider.

## Container signage

It is important to have clear signs on each container to indicate what goes where. Owners need to ensure each container is clearly marked - consider this request when setting up a collection service. Clear signage will help with consistency, reduce contamination and encourage diversion.

## Container maintenance and liners

There is no restriction on the type of containers or liners to be used for food and yard waste. It is up to you, as the service provider, to find the best method that works for you and the owner of a multi-family complex or business. It is important to determine whether to provide a liner for the food and yard waste containers, or a schedule to clean the containers or switch them out.

Business or building owners will likely ask about reducing pests and odours associated with food and yard waste. Owners are encouraged to work with service providers to find solutions for these challenges.

## FAQs

### What if there are businesses and multi-family dwelling units in the same building?

If there is a business or organization and multi-family residential units that exist in the same building, then:

- The business or organization must comply with the non-residential bylaw requirements; and
- The multi-family residential units must comply with the multi-family complex bylaw requirements.

### Can we use Community Recycling Depots for recycling?

No. The Waste and Recycling Bylaw prohibits commercial haulers from leaving material at Community Recycling Depots. “Commercial hauler” means a person engaged in the business of collecting waste and recyclable materials from premises for transport to a disposal site or material recovery facility.

### Is there signage available that collection companies can use?

Yes. There are tools and resources available at [calgary.ca/multifamily](http://calgary.ca/multifamily) and [calgary.ca/businessrecycling](http://calgary.ca/businessrecycling), including free signage.

## Communication

To help promote successful waste diversion programs, it is important to provide feedback to your customers and address any onsite concerns before they become recurring problems. Owners are encouraged to talk to their service providers about constructive feedback on their programs and any issues that need to be addressed.

## Processing

The Waste and Recycling Bylaw states that materials must be taken to a food and yard waste processing facility or recycling material recovery facility. As a collection company, you are able to select the opportunity that works best for you.

### Get listed on Green Calgary's directory

The City is referring multi-family and business owners to Green Calgary's directory to find a collection company. Contact [info@greencalgary.org](mailto:info@greencalgary.org) or call 403-230-1443.

