

Businesses and Organizations Recycling Guide

for Building Owners and Managers

As of **November 1, 2016**, all businesses and organizations across the city are required to recycle a specific list of materials. To comply with this bylaw you need to:

- Collect and store recyclable materials separately from the waste generated by your employees and customers.
- Ensure the collected materials are taken to a recycling facility.

This guide explains step-by-step how to comply with the recycling bylaw and implement a successful recycling program. For more information about other upcoming changes such as diverting food and yard waste, visit calgary.ca/businessrecycling.

A successful recycling program not only demonstrates your organization's commitment to sustainability and the community, but also helps your bottom line, conserves natural resources and saves valuable space in our landfills.

Rethinking waste

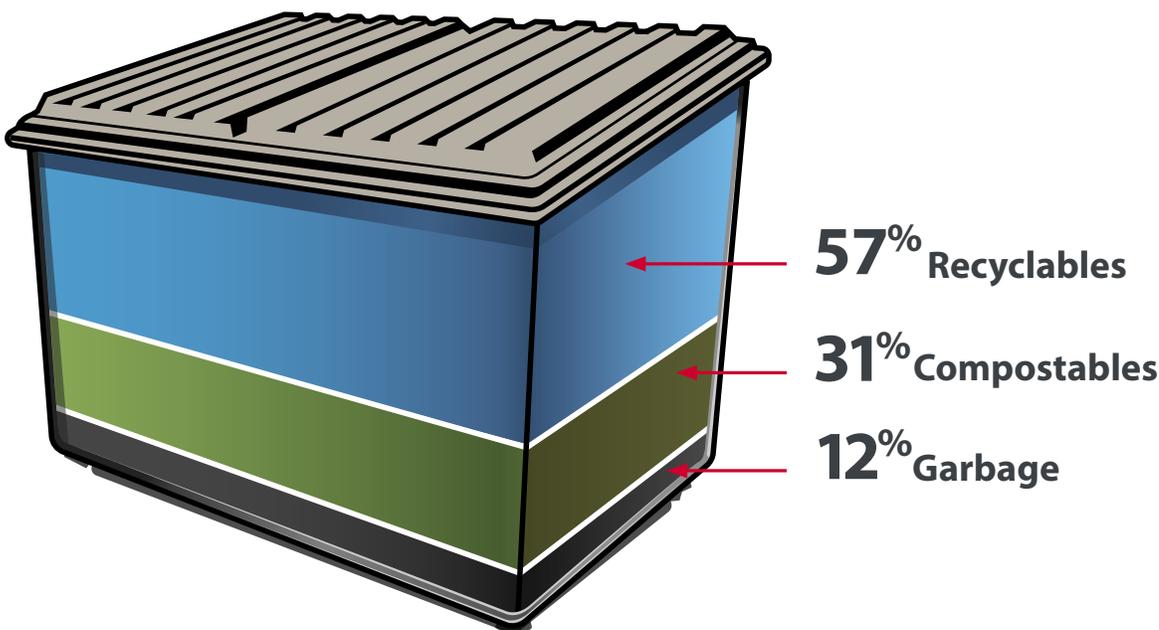
Nearly all of the garbage coming from businesses and organizations isn't garbage at all. The bulk of it is paper, cardboard and food, that can be recycled or composted instead.

Who's included?

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
- » Community and Residents Associations
- » Other operations



Offering flexibility and choice

Calgary businesses and organizations vary significantly in size and the kind of waste they produce. There's no "one-size-fits-all" solution. That's why your business or organization has the flexibility and choice to work with a waste and recycling collection company that best meets the needs of your business. Your business is able to choose:

- How each type of recyclable material is collected.
- Where and how your recyclables are stored.
- How often your recyclables are collected.

How do I get started?

When you set up your recycling program, there are four things to keep in mind:

1. **Understand your business's needs – page 3**
2. **Understand what materials your program must accept – page 4**
3. **Decide who will provide recycling service – page 5**
4. **Decide where and how to store recyclables – page 7**

Once your recycling program is in place, check out our tips for maintaining a successful recycling program:

- Recycling program best practices – page 8
- Reduce waste disposal costs – page 9

Photos courtesy of Busch Systems



1. Understanding your business's needs

Before contacting waste and recycling collection companies, it is helpful to understand:

- What kind of waste is generated in your building or organization.
- Where waste is generated inside your building or property.

You may wish to share this information with potential waste and recycling collection companies to help them deliver a customized program that meets your business's needs.

What kind of waste do you produce?

A waste audit is a great way to help you quantify the amount and types of waste being generated by your organization. If you already have a recycling program in place, this information will help identify improvements to make it more efficient and effective.

There are a number of different ways to conduct a waste audit, including:

Option 1: Do a quick and simple visual assessment

Look inside your garbage bins and estimate the types of recyclable materials and how much are going into each bin.

Option 2: Complete a waste audit yourself

This is a great option if you're a small business or if you're looking to do an audit of a specific area of your business.

The City has a free do-it-yourself waste audit calculation tool available on calgary.ca/businessrecycling that will show you how much waste your organization produces. We also loan waste audit kits – contact 311 and reference Business Recycling for more information.

Option 3: Hire a third party consultant to complete the audit for you

Visit recycle.ab.ca to view a list of consulting companies.

Where is your waste generated?

- Consider where your waste comes from to help you determine the number of collection bins and the most effective style of bin.
- Walk through your site and see where garbage and recycling bins are right now.
- Look inside the bins to see the type of recyclables that are thrown out, or the materials that are contaminating the recycling bin.
- This can indicate which types of materials to focus on (commonly paper and cardboard) when creating signage, educating staff and determining where recycling bins should be located.

2. What materials your program **must** accept

If your business generates any of the following items then you must **collect and store** them for recycling separately from your other waste.

<p>Newspaper</p> 	<p>Catalogues and magazines</p> 	<p>Mixed paper (like flyers, envelopes and office paper)</p> 
<p>Shredded paper</p> 	<p>Telephone books</p> 	<p>Boxboard and corrugated cardboard</p> 
<p>Glass jars and bottles</p> 	<p>Food cans and foil</p> 	<p>Refundable beverage containers</p> 
<p>Plastic containers with the recycling symbols 1-7, except polystyrene foam. – includes plastic bags</p> 		<p>Juice and soup boxes (such as Tetra Paks™)</p> 
<p>Scrap metal – fixtures and fittings – sheeting – automotive parts – metal plumbing and racks</p> <p>It does not include galvanized metal, rebar or coat hangers.</p> 	<p>Wood – dimensional lumber – wooden pallets – other items made of raw and unprocessed wood.</p> <p>It does not include 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>Clear plastic film – film wrap – shrink wrap – stretch wrap – plastics such as LDPE, LLDPE, HDPE and POF</p> <p>It does not include cellophane.</p> 

Mixed or separated recyclables

Depending on your waste and recycling collection company, some of the materials can be mixed together (like in your blue cart at home), while others may need to be separated. Speak with your collection company to develop a program that suits the needs and restrictions of your space.

3. Decide who will provide recycling service

Businesses and organizations are free to hire the waste and recycling collection company of their choice and negotiate costs directly with them.

Talk to your existing collection company to find out if they offer the services you're looking for.

You can also check out the How to Hire a Hauler online tool in the Tools and Resources section of calgary.ca/businessrecycling.



Looking for a hauler?

The Green Calgary Recycler Directory is a great place to find the right recycling hauler for your business.

Visit greencalgary.org

Questions to ask

Here are some questions that you can ask your existing or potential recycling hauler:

About the collection company

- » What kinds of businesses do you serve/specialize in?
- » Will you provide a contract? May I see a sample? Would you sign a contract that we create?
- » Is there an automatic renewal clause in your contract?
- » How will I be invoiced?
- » What does the service cost?
- » How does your company address higher landfill rates for certain recyclable materials (e.g. paper and cardboard)? Do they get applied directly to the customer who caused the issue or is the charge blanketed across all of your customers?

About the pick-up service

- » Do you collect all of the material required in the bylaw? (See page 4 for the full list of materials required).
- » What type of storage space will we need? Would you be willing to look at our space and see what options are available?
- » Do you provide in-office recycling containers?
- » What are the sorting requirements?
- » How must the material be prepared? (e.g. bagged or loose?)
- » How often will you collect?
- » Where do you take your recyclable material after it is picked up?

About additional services

- » Will you provide signs, flyers or other support to help our tenants/employees/customers use the service correctly? (Note: Most private recyclers will do this. If not, you can find templates and support tools at calgary.ca/businessrecycling).
- » Can you provide monthly weights of material picked up?

Hauling your own recycling

This solution is best suited for businesses and organizations that generate small volumes of recycling.

You have the option to take recyclables from your business or organization directly to a private recycling facility or a Community Recycling Depot yourself.

If you decide to use a Community Recycling Depot, make sure you follow these basic rules:

- The Community Recycling Depots only accept the following recyclable materials:
 - » Paper and cardboard
 - » Plastic jugs, bags, bottles and food containers
 - » Food cans and foil
 - » Glass jars and bottles
 - » Beverage containers
- Community Recycling Depots do not accept:
 - » Scrap metal
 - » Clean wood
- Material must be loose and unbagged (except: shredded paper, which should be in tied, clear bags; and plastic bags, which should be bunched together).
- Only place material in the bin deposit slots.
- Do not tamper with or damage the bins in any way.
- Do not leave material outside of the bins.

The Community Recycling Depots are part of The City's ongoing service optimization—the number, location and level of service may be reduced at any time.

**Note that after January 1, 2015, commercial haulers are prohibited from using community recycling depots. The bylaw states: "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.*



4. Decide where and how to store recyclables

Development permits

Most businesses and organizations should be able to find storage solutions that don't require renovations or permits. You can adjust the way garbage is stored within existing waste storage areas since your businesses will generate less garbage. For example, if you have two receptacles for garbage replace one with a recycling bin instead.

A new or revised Development Permit may be required if any changes are made to the building, landscaping, expansion of enclosures or parking. If you have any questions, contact 311.

Fire code

When deciding where and how to set up your recycling area, there are a few fire code considerations you should follow:

Indoors

- Recyclables 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. This should not be an issue as long as there is a regular collection.
- Service rooms (furnace, maintenance, sprinkler control, utility rooms) cannot be used to store recyclables or waste.

Outdoors

- Outdoor storage receptacles, such as dumpsters, should be located so that they do not create an undue fire hazard to surrounding buildings.
- Measures must be taken to ensure that buildings are protected from fires in outdoor receptacles. For example:
 - » Place your 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 recycling plans adhere to the Alberta Fire Code, contact 311 and ask for a general Fire inquiry.

Safety and traffic flow

Your recycling storage should not pose a safety hazard to users or impede the flow of traffic in or around your parking area.

Access to garbage container

Ensure that your recycling containers do not interfere with access to or collection of your garbage containers. Your garbage collection company should not have to move recycling containers out of the way to reach your garbage or vice versa. To make collection more efficient, there must be enough space for all containers to be collected safely.

Talk to a recycler

Waste and recycling collection companies can be good resources for getting recommendations for the best areas to set up your recycling program. Green Calgary maintains a list of local recyclers, which you can find at greencalgary.org or by calling 403-230-1443.

Tips for storing your waste and recycling bins:

- » Keep your outdoor collection area neat and tidy to make it easy and safe for your staff and hauler to access your bins.
- » Locate your outdoor collection bins in an enclosure to reduce illegal dumping in your bins.
- » Check with your hauler about adding locks.

Recycling program best practices

Educate and promote your program

To set up your recycling program for success, it's important to get buy-in from everyone in your business – including employees, custodial staff, tenant representatives and other occupants. Provide education and resources so they know what can and cannot be recycled, and to ensure that recyclables are sorted, collected and stored properly.

- Tell customers and vendors about your recycling program – it shows that your business cares about the community and environment.
- Invite The City's education team to do a presentation at your workplace about recycling. Call 311 and reference Business Recycling - Presentations.

The City has a variety of ready-made signs and templates available for free to all businesses and organizations. Visit calgary.ca/businessrecycling.

Monitor your program

- Ask for feedback from custodial staff and people who use the program.
- Work closely with your waste and recycling collection company to monitor progress. Track your garbage and recycling weights to monitor your diversion rate.
- Complete regular waste audits to monitor success and contamination. See page 3 for more information about waste audits and assessments.

Make recycling easy and convenient

- Clearly label all of your containers, carts and bins to help employees and customers quickly and accurately identify what goes where.
- Place labels and signs on or near containers so users can refer to them when sorting their waste. For example, place labels on the front and sides of the containers, labels on the lid and posters on the wall at eye level.
- Colour-coded bins makes it easy to distinguish between the waste streams and provides consistency for users of the bins. For example, all Calgary Board of Education schools have the same colour-coding system.
- Signs with words and pictures help ensure recyclables go in the right bins.
- Set up waste stations by placing recycling and garbage bins next to one another so all of the disposal options are available for people to sort their waste.
- Set up waste stations where materials are generated, such as the kitchen or print room.
- Ensure the waste stations are kept tidy.

Photo courtesy of the Calgary Board of Education



Reduce waste disposal costs

Get paid for some of your recyclables

Large quantities of cardboard, office paper, plastic film, scrap metal, textiles and refundable beverage containers can be collected separately and sold directly by private companies to different recycling processors.

Check the Alberta Recycling Hotline at recyclinghotline.ca for a list of processors of these materials, or call Green Calgary at 403-230-1443.

Reduce the amount of waste you produce

Recycling is great, but you'll reduce your waste and recycling costs and your environmental footprint by reducing and reusing first. Here are a few ideas to get started:

- **Develop a green procurement policy**

Put processes in place to reduce the amount of supplies you purchase and empower employees to buy less or buy greener. Check out the Recycling Council of Alberta's template at recycle.ab.ca or create your own. Think about the supplies you buy and how you use materials at your business to see where reductions are possible.

- **Repair items and equipment**

Many items and pieces of equipment we use in our daily lives can be repaired instead of replaced. See if items can be repaired in-house or find contractors who know how to make repairs to business equipment.

Get paid to recycle cardboard

Large quantities of cardboard can be collected separately and sold to recycling processors.



Photo courtesy of Busch Systems



Recycle more materials

Your business may generate other recyclable materials that aren't required by the bylaw, such as electronics, batteries, textiles or ink and toner cartridges. There are recycling opportunities available for businesses and organizations. Check the Alberta Recycling Hotline at recyclinghotline.ca for more information or ask your waste and recycling collection company.

Right size your garbage and recycling bins

Recycling can be a cost effective waste management strategy, but it requires that recycling programs are used to their full potential.

- **Keep recyclables out of the garbage**

Recycling pick-ups are typically less expensive than garbage pick-ups. Educate your employees, customers and visitors to ensure all recyclable materials are kept out of garbage containers and avoid unnecessary costs.

- **Reduce unnecessary pick-ups**

If a recycling or garbage bin isn't full when picked up, your business is paying for an unnecessary pick-up. Monitor whether your bins are full prior to your pick up day – if you find they aren't full when they are collected, you may be able to cut costs by reducing pick-ups or changing your bin size. Check out our Right-Sizing Tip Sheet on calgary.ca/businessrecycling.

FAQ's / Other topics

How do I reduce illegal dumping?

To reduce the likelihood of illegal dumping, consider:

- Storing your waste and recycling containers inside the building or in an enclosure.
- Chaining and locking containers stored outside between collections.
- Storing containers in well-lit areas, close to your building.

If you notice that illegal dumping is regularly occurring, please contact 311.

How will this be enforced?

The bylaw is in effect as of November 1, 2016. If your business does not have a recycling program in place after November 1, 2016, the first step is for The City to help you become bylaw compliant. If there is still no compliance, the property owner(s) could be subject to a fine.

Where can I get more information?

Visit calgary.ca/businessrecycling for:

- Waste audit tool kits
- Waste audit calculators
- Free signs and templates
- Educational materials
- Free workplace presentations
- Professional advice from City staff to help start or improve your recycling program
- Subscription to email updates about waste diversion for businesses and organizations

If you have a question that hasn't been answered here, contact 311 and reference Business Recycling.