

Waste Diversion Guide

for businesses owners, managers and building operators

In Calgary, businesses and organizations contribute roughly one third of waste that goes into the landfill. By reducing and diverting recyclable and compostable materials, we reduce our dependence on landfills, produce new and useful products, and conserve valuable natural resources.

Waste Bylaw 4M2020

The Waste Bylaw requires Calgary Businesses and Organizations to:

- Collect and store recyclables and food and yard waste separate from garbage.
- Ensure adequate containers are available for recyclable and food and yard waste materials. “Adequate containers” means having enough containers, of sufficient capacity, in all locations they are needed.
- Post clear signage that shows what materials are deposited in each bin.
- Ensure recycling and food and yard waste containers are emptied as necessary and that collected materials are taken to recycling or composting facilities.
- Provide information to new and existing tenants, and employees on an annual basis including:
 - » List of accepted materials and the collection locations.
 - » How to properly prepare and sort material for diversion.

We'll work with your organization to help you become bylaw compliant. However, if there is still no compliance, the business owner(s) will be subject to inspection by a Bylaw Enforcement Officer, who may issue a violation ticket or fine.

Six steps to set up a waste diversion program

1. Understand your waste needs – page 2
2. Decide who will provide collection service – page 3
3. Make sure you accept the right materials – page 4-5
4. Decide where to store your materials – page 6-7
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Who's included in the bylaw?

Any business, company or organization – regardless of size or number of employees – that produces waste must comply with this bylaw.

This includes:

- | | |
|----------------------------|---------------------|
| ■ Hospitals | ■ Offices |
| ■ Hotels | ■ Places of worship |
| ■ Malls | ■ Restaurants |
| ■ Manufacturers | ■ Schools |
| ■ Factories | ■ Stores |
| ■ Non-profit organizations | ■ Warehouses |
| | ■ Other operations |



1. Understand your waste needs

Before you contact waste and recycling collection companies, it is helpful to know what waste is generated by your building or organization and what location(s) produce more waste. This information can be used to customize a program that meets your needs.

Conduct a waste audit

Conducting a waste audit can help you design a more effective program by providing information about what is being landfilled, how much and where it's coming from. It can also give you a starting point to set goals and measure waste diversion progress year-to-year. There are a number of ways to conduct an audit.

Option 1:

Do a quick and simple visual assessment.

Take a look inside all of your waste bins. Estimate the types and approximate quantities of recyclable and food and yard waste materials you have in each bin.

Option 2:

Complete a do-it-yourself waste audit.

The City has a free waste audit calculation tool that will show you how much waste you produce. Visit calgary.ca/businessrecycling for details. We also loan waste audit kits – contact 311 and reference Business Recycling for more information.

Option 3:

Hire a third party consultant to complete a waste audit.

There are many consulting companies that can assist your business. A simple web search can identify local options for your business.

Knowing the different types and amounts of waste generated at your business or organization will help you make informed decisions when selecting waste diversion programs and/or service providers.



Sample of waste audit kit your business can borrow.



Sorting material during a waste audit.



Categorizing waste audit materials.

2. Decide who will provide collection service

There's no "one-size-fits-all" solution. That's why the bylaw built in flexibility and choice, so you can work with private waste diversion companies to tailor a program to best meet your needs.

Things to consider before selecting a hauler

Take all your waste management needs into account when considering which company to work with. Our Commercial Collections team offers garbage, recycling, and food and yard waste services, as do many other private haulers in Calgary. Call 311 for more information about the services we offer, our pricing, or to discuss ideas and options for your business.

A directory of collection companies that provide recycling and food and yard waste service can be found at calgary.ca/haulerdirectory

Questions to ask before you sign a contract

Here are some questions to consider when talking to a prospective collection company.

About the company

- Will you provide a contract? May I see a sample?
How long are your contracts?
- How will I be invoiced? Is the invoice itemized so I can see what is being paid for?
- Will you adjust the sizes or number of containers if needed?
Are there costs associated with these changes?

About the collection service

- Do you collect all the material that the bylaw requires?
» See pages 4 and 5 for the full list
- Do you accept certified compostable foodware including plates, cutlery and cups? Do you accept certified compostable bags?
» See page 5 for certified compostable logo samples
- How will the material be picked up? And how often?
- What are the sorting requirements?
- How must the material be prepared?
- Where do you take the material after it is picked up?

About additional services

- What is the best way to prevent pests and odours at your waste stations and in collection rooms?
- Do you provide in-office recycling containers, signs, flyers or other support to help our tenants/employees/customers use the service correctly?
- Can you provide monthly weights of the materials picked up?

Common contract language to be aware of

- Fuel surcharge – Built-in clause to manage the varying cost of fuel.
- Environmental fees – Costs related to environmental compliance, including during collection, transfer, landfill and recycling.
- Administration or new service set up fees.
- Right of first refusal – A requirement to offer the company subsequent work before it is offered to a third party. Various conditions may apply.
- Special fees – Extra fees for changing container sizes, extra collections, roll out fees, locking fees, cleaning containers, etc.
- Evergreen clause – Automatic contract renewal statement.

Contract language like the examples above could cost you more. Be aware of contract terminology and what to ask companies before signing a contract.


















Photo courtesy of Busch Systems

3. Make sure you accept the right materials

Your **recycling program** must accept:

<p>Corrugated cardboard and boxboard</p> 	<p>Mixed paper (flyers, envelopes and office paper)</p> 	<p>Catalogues and magazines</p> 
<p>Shredded paper</p> 	<p>Telephone books</p> 	<p>Newspaper</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 bundled plastic bags)</p>  	<p>Juice and soup boxes (such as Tetra Paks™)</p> 	
<p>Scrap metal</p> <ul style="list-style-type: none"> ■ Automotive parts ■ Fixtures and fittings ■ Metal plumbing and racks ■ Sheeting ■ Wires and cables <p>Does not include galvanized metal, rebar or coat hangers.</p> 	<p>Recyclable wood</p> <ul style="list-style-type: none"> ■ Dimensional lumber ■ Wooden pallets ■ Other items made of raw and unprocessed wood <p>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*</p> <ul style="list-style-type: none"> ■ Film wrap ■ Shrink wrap ■ Stretch wrap <p>Does not include cellophane.</p>  <p><small>*Check with your hauler to determine if your film needs to be bundled.</small></p>

Your **food and yard waste program** must accept:

All food (raw and cooked)	
Plate scrapings 	Nuts, seeds, chips, popcorn and candy 
Meat, fish, shellfish and bones 	Eggshells and dairy products 
Fruits and vegetables 	Jams, sauces and salad dressings 
Bread, noodles, rice, beans and grains 	Pastries, cookies, cakes and muffins 
Food soiled paper	
Paper plates and napkins 	Coffee filters and tea bags 
Fats, oils and grease	
  <p>Food service businesses are required to safely dispose of commercial quantities of fats, oils and grease. For more information, talk to your collection company or visit calgary.ca/fog</p>	
Yard waste	
Leaves 	Plants and weeds 
Branches and pruning (less than 15 cm in diameter) 	Grass clippings and sod 

Ensure compostable takeaway foodware is certified compostable. **Check for these logos:**



4. Decide where to store your materials

It's important to take a few things into consideration when you're determining waste collection locations. Private waste diversion companies can be good resources for getting recommendations or options to maximize your diversion efforts.

Development permits

Most storage solutions don't require renovations or permits. A new or revised Development Permit will be required if any changes are made to the building, landscaping, enclosures or parking area(s). If you have any questions, please contact 311.

Fire code

There are a few fire code considerations you need to follow:

Indoors

- Collection containers should not block hallways, stairwells, doorways or any other area needed for a safe exit route from the building.
- Materials should not accumulate to create a fire hazard.
- Service rooms (furnace, maintenance, sprinkler control, utility rooms) cannot be used to store garbage, recycling or food and yard waste.

Outdoors

- Take measures to ensure buildings are protected from fires in outdoor receptacles:
 - » 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.

For questions about the Alberta Fire Code, please contact 311 and ask for a general fire code inquiry.

Make recycling and composting easy and convenient

Setting up an easy-to-use program will encourage tenants, employees and custodial staff to use it. Here are a few suggestions:

Place your bins all together. This ensures diversion options are available for every type of material.

Signs with words and pictures remind users what goes in each bin. Visit calgary.ca/businessrecycling for templates/printable signage or for tips on making your own signage.

Colour-coded bins help users quickly identify which material goes where. Blue for mixed recyclables, green for food and yard waste, black for garbage, and yellow (optional) for refundable beverage containers.

Ensure your waste station is in a convenient, high-use location.



Keep the station well-maintained, clean, neat and tidy.

Ensure each bin has an appropriate liner (e.g. clear plastic bag for the landfill, loose or bagged mixed recycling and refundable beverage containers, certified compostable liner for food and yard waste). Check with your hauler about which liners to use for each program.

Access to waste containers

Ensure your recycling, food and yard waste containers do not interfere with access to, or collection of, your garbage container(s). As well, your storage should not pose a safety hazard or impede the flow of traffic in or around your parking area.

Reduce illegal dumping

To reduce the likelihood of illegal dumping, consider:

- Storing your 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.
- Moving containers away from roadways so they are less visible to the public.

Preventing odours and pests in your containers

Here are a few tips to help:

- A sturdy food and yard waste container with a lid will help prevent pests from getting into the container.
- Determine whether you will use a liner, newspaper, paper bags, or certified compostable bags in your containers. Talk to your service provider about their requirements.
- Remind users to close the container lid after each use.
- Increase your collection frequency and consider keeping meat and fish scraps in the freezer until collection day.
- Sprinkle vinegar or baking soda into the bottom of your container to neutralize odours.
- Rinse your containers regularly to keep them clean.

Hint: Cleaning waste containers can be added to your janitorial service contract.

5. Inform your tenants and employees about your program

Keep your customers, staff and tenants up-to-date with changes to your programs. The bylaw requires information regarding recycling and food and yard waste programs to be shared annually with employees and tenants.

Educate and promote your program

Train your entire staff about:

- What can and cannot be recycled or composted.
- How to properly sort materials.
- How to collect and store materials.
- Where containers are located.

Let customers and vendors know about your recycling and food and yard waste programs to show you care about community and the environment. Consider designating a “champion” to lead the program.

Monitor your program

- Get regular feedback from your tenants and employees.
- Work closely with your collection company to understand how your program is going.
- Perform regular waste audits.
- Form an education team.

Other resources

Visit calgary.ca/businessrecycling to:

- Access waste audit toolkits and calculators.
- Print signs, templates, and educational materials.
- Learn about free workplace presentations and professional advice from City staff to help start or improve your program.
- Sign up for our newsletter and periodic updates about waste diversion for businesses and organizations.

If you have any questions, please contact 311 and ask for business recycling.

6. Take your waste diversion program one step further

Maximize your recycling and waste diversion efforts

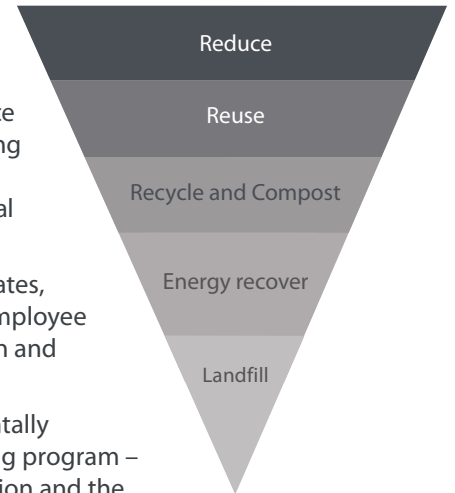
Waste management and diversion programs can be cost effective when used to their full potential.

- **Keep recyclables and food and yard waste out of the garbage**
Keeping recyclables and food and yard waste out of the garbage can reduce your costs. Use the tips in this guide and at calgary.ca/businessrecycling to educate your co-workers, employees, customers, and visitors. Successful diversion programs depend on effective education.
- **Reduce unnecessary pick ups and costs**
Any time your bins are picked up without being full, your business is paying overpaying. Monitor how full your bins are prior to your pick up day. You may be able to cut costs by reducing pick up frequency or by requesting pick up only when your bin is full.
- **Adjust the sizes of your garbage, recycling and food and yard waste bins**
One of the ways to reduce waste expenses is by making sure your containers are the right size for the amount of material you produce. Setting up or expanding your programs is a great time to re-evaluate how much garbage you generate and make sure you aren't paying for pick ups you don't need.

Some private waste diversion companies offer right sizing as part of their service, but you can also do it yourself. Check out the right sizing tip sheet at calgary.ca/businessrecycling

Simple steps to take your program to the next level:

- Set printers to duplex printing – printing on both sides of the paper will reduce your paper use resulting in cost savings and a reduced environmental footprint.
- Introduce reusable plates, cups and cutlery to employee break rooms, common and customer areas.
- Adopt an environmentally responsible purchasing program – keeping waste reduction and the environment in mind when purchasing benefits your organization and the environment.



Here are a few options to get you started:

- » Avoid single use products, including straws, non-compostable takeout containers, disposable cups and cutlery.
- » Reduce packaging by buying in bulk.
- » Use reusable shipping containers or boxes.
- » Lease, rent or share equipment.
- » Buy durable long-lasting products.
- Dedicate at least one person to a waste reduction role – a dedicated position can steward a zero waste program for your organization.
- Conduct zero waste audits – regular monitoring of the waste, recycling and composting streams in your program can help you target the materials that can be eliminated.