



## Community 20/20 Research Report 2018

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# Waste Management Strategies for Mixed-Use and/or Commercial Properties

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## 1. Purpose

The purpose of this research report is to better understand waste management strategies within commercial and mixed-use properties by providing statistics, recommendations and tools to develop a unique plan for your location. Introducing an effective waste management plan for your building will lead to many benefits;

- Branding your business or multi-residential location as environmentally aware and sustainable
- Managing costs of waste disposal
- Cultivating a sense of community and meeting environmental obligations
- Understanding the waste that is created and disposed of at your location
- Setting long term reduction goals for minimizing waste and increasing diversion rates

## 2. Background

### a. Waste Diversion within Business Properties vs. Residential Dwellings

Based on the [Halton Region Solid Waste Management Strategy: 2012 – 2016](#) and information from the Halton Recycles Article titled "[Improving waste diversion in the IC&I sector](#)" the following waste diversion statistics for businesses and residential units are outlined;

Ontario <b>Residential</b> Diversion Rate	Ontario <b>Business</b> Diversion Rate	Halton Region <b>Residential</b> Diversion Rate	Halton Region <b>Business</b> Diversion Rate
~ 46%	~ 13%	~ 57%	Unknown

It is important to recognize that **60%** of waste generated in Ontario is produced by the Industrial, Commercial and Institutional (IC&I) sectors and only **13%** of it is captured and diverted from landfills. This is a twofold problem because sending divertible materials to landfill not only decreases a landfill's lifespan but it also increases the amount of greenhouse gases released into the atmosphere. Within Halton Region, the residential diversion rates are slightly higher than that of the Provincial rate, however by promoting waste diversion practices within your business, employees are more likely to continue the trend at home which could increase both diversion rates over time. Taking the step to implement a waste management plan will give purpose to many materials that could have been buried in the ground forever and will ultimately bring a sense of pride to your household, business or mixed- use property.

### b. Bridging the Gap with Mixed-Use Properties

Mixed-Use buildings are unique in the sense that they house residents and business tenants under the same roof. It can be difficult to develop a cohesive strategy to capture all waste streams in an environment such as this, however with the correct tools and information, the transition towards a sustainable waste management program is relatively quick and easy. Ensuring that all tenants (business and residential) are given the same instructions and educational tools, a successful program can and should be implemented and monitored over time.

### 3. Establishing a Waste Management Plan

#### a. Waste Audit Consultation

Conducting a waste audit for your property is a great way to achieve a baseline for where you started in terms of managing your waste and assessing the level of improvement over time. If conducted year after year, a property manager can monitor a building's diversion rates, showcase improving stats and flag any areas within the waste management program that need improvement. Waste Haulers will typically offer to provide this service prior to setting up a contract with your building in order to determine the best plan of action for the specified needs of your location. Some haulers may also provide an audit service throughout your contract to report on changing diversion rates as you grow. Audit rates vary based on waste hauler and their third party auditors (See section 3c for haulers in the Burlington area).

#### b. Halton Region Curbside Collection

Depending on the location of your multi-residential or commercial property (refer to BIA areas [here](#)), Halton Region may offer curbside collection of waste and recycling materials. In the event that your property is within these boundaries, it is recommended that a third party organics hauler (refer to section 3d) is put in place to combat the additional food, plant and fine paper (including shredded paper) waste produced on site.

If your property is considered an apartment or condominium, Halton Region offers site specific recycling and organic waste diversion programs for tenants. If you are a resident wishing to implement a program in your building, contact your property manager and refer them [here](#) for resources and contact information for Halton Region Waste Management.

Although the Region is able to provide waste, recycling and organics services to select properties in Burlington, it is important to speak with a representative to determine which streams are covered at your location. In the event that your property is not included in an area where all 3-waste streams are collected, ensure that a third party hauler is chosen to manage the remaining waste in a sustainable way. For more information, please contact a Halton Region Customer Service representative at 311.

### c. Waste, Recycling and Organics Haulers for Burlington Area

Waste Hauler	Contact	Website
Emterra	t: 905-336-9084 (Burlington)	<a href="http://www.emterra.ca/">http://www.emterra.ca/</a>
Waste Management	t: 905-643-1202 (Stoney Creek)	<a href="https://www.wmcanada.com/ca/en">https://www.wmcanada.com/ca/en</a>
Miller Waste	t: 905-693-0340 (Burlington) t:905-475-6356 (Head Office)	<a href="http://www.millergroup.ca/">http://www.millergroup.ca/</a>
GFL	t: 905-664-9009 (Stoney Creek) t: 905-875-2711 (Milton)	<a href="http://gflenv.com/">http://gflenv.com/</a>

Choosing a waste hauler for a property is an important decision based on collection needs and personal connection with a sales representative. Ensure that you build a relationship with a hauling company that understands the diversion targets you wish to meet each year, the types of waste generated on site and above all, the desire to improve your waste management program over time. Although there are many waste hauling companies, the four listed above are in close proximity to the City offering a low eco-footprint option.

In the event that your property already has a waste program on site for recycling and garbage, it is strongly recommended that an organics component be added to the existing waste management strategy (see section 3c).

### d. Organics Specific Hauler for Burlington Area

Organics Hauler	Contact	Website
Davidson Environmental	t: 905-988-9926 e: office@davidsonenvironmental.ca	<a href="http://www.davidsonenvironmental.ca/">http://www.davidsonenvironmental.ca/</a>

## 4. Managing Waste in your Building

Once a waste hauler is in place and an audit or site visit has been conducted to determine waste needs, then **3-stream** sorting stations and/ or individual bins can be purchased through a supplier. These sorting stations or individual bins can be strategically set up throughout a building (both indoor and outdoor) to combat waste in all locations. In an effort to improve efficiency of waste separation, sorting stations and/ or individual bins and proper signage should be visible and available. Although each building is unique, similarities can be drawn between common areas, office spaces, residential spaces and washrooms where waste programs can be developed around the following suggestions.

### i. Common Spaces

A common space can be defined as an area that is used by many people whether it is a lunchroom, co-working space (including large hot desk areas), boardroom or regularly frequented walkways. The benefits of having 3-stream sorting stations in the common areas are that they encourage the community to take the time to sort their waste all in one location and it allows for a more streamlined custodial approach when the individual bags are ready to be disposed of. These stations are also a branding opportunity for said building, ensuring that they fit within current or upcoming design plans. Based on how many sorting stations are needed and any customized branding, sorting station suppliers can provide price estimates and design options specific to your needs (see section 5)

### ii. Individual Office Spaces

Promoting the use of the sorting stations in common areas will dramatically decrease the need for individual desk-side waste receptacles. However, individual office spaces can still be outfitted with smaller recycling, organics and garbage bins that can either be emptied regularly by custodial staff or they can be emptied into the main sorting stations by the occupant of said office space when they become full. If it is decided that the occupant of the office space is responsible for emptying their own bins, it will encourage proper separation and responsibility for individual waste.

### iii. Residential Spaces (Apartment, Condominium or Mixed-Use)

Similar to individual office spaces, individual household bins should be ordered for source separation of waste materials. Whether waste receptacles are built into the kitchen infrastructure (under the sink or in a specified cupboard) or into a closet/ utility room, the 3 containers should be properly labelled to ensure that all residents within the location are aware of how to properly separate. From here, individual bins can be emptied into larger receptacles specified by the property manager (3 stream waste chutes, wheeled containers in waste room, outdoor waste containers etc.).

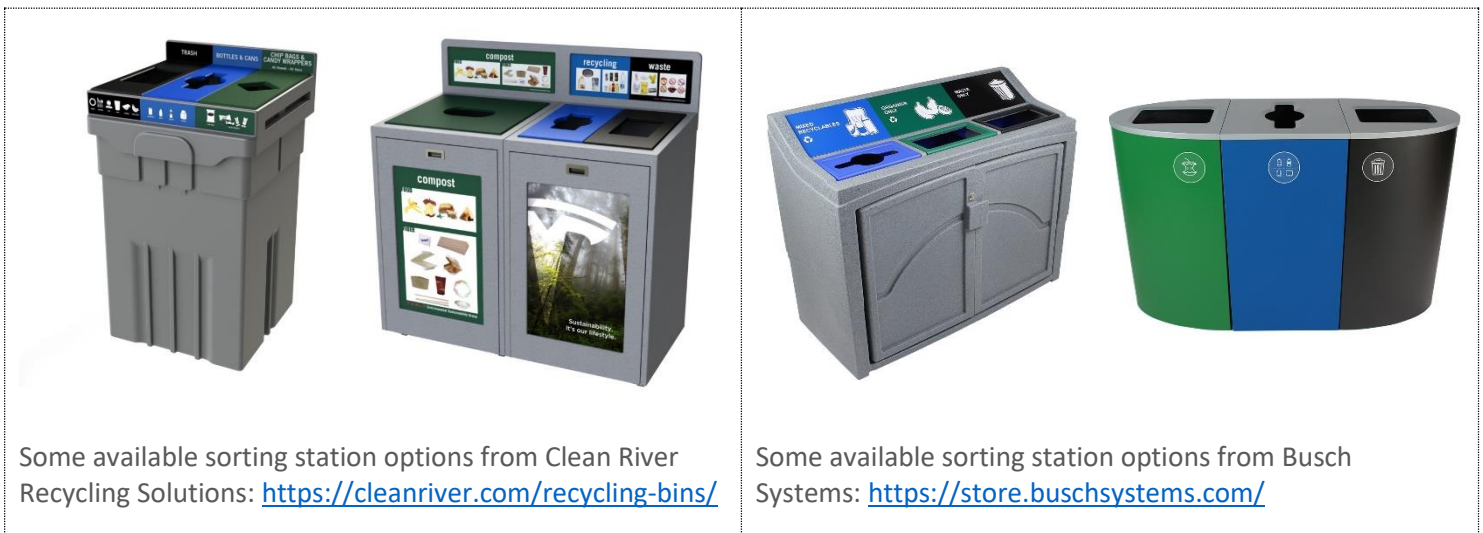
#### iv. Washrooms

Most of the waste generated in washroom areas can be disposed of in the compost bin (i.e. paper towels). It is encouraged that a garbage and a compost bin be available in all restroom facilities in the building with corresponding “paper towels only” and “landfill/ personal waste” signs.

### 5. Purchasing Waste Management Supplies

There are many companies that can provide your building with customizable waste sorting receptacles, individual waste bins and liner bags. Some suppliers are highlighted below and most of these companies will provide bulk pricing and tailor designs based on request.

#### i. Sorting Stations



Some available sorting station options from Clean River Recycling Solutions: <https://cleanriver.com/recycling-bins/>

Some available sorting station options from Busch Systems: <https://store.buschsystems.com/>

#### ii. Individual Bins

<i>Company and Product Name</i>	<i>Description</i>	<i>Website</i>
Busch Systems - Recycling and Waste Baskets	Colours available in green, blue and black for 3-stream waste separation	<a href="https://store.buschsystems.com/series/quart-series">https://store.buschsystems.com/series/quart-series</a>
Busch Systems - Billi Box Series	Customizable 10 gal triple stream sorting bins	<a href="https://store.buschsystems.com/series/billi-box-series">https://store.buschsystems.com/series/billi-box-series</a>
Clean River – Desk-side bins	Desk-side or office space sorting containers for different waste streams	<a href="https://cleanriver.com/products/ready-made/">https://cleanriver.com/products/ready-made/</a>

### iii. Acceptable bags and Suppliers

<i>Suppliers</i>	<i>Recycling – Transparent clear or blue plastic bags</i>	<i>Organics – BPI certified biodegradable bags or compostable brown paper bags</i>	<i>Garbage – Black or Green bags</i>
<b>AL-PACK</b> T: 1-800-551-7225 E: <a href="mailto:info@al-pack.com">info@al-pack.com</a>	✓	✓	✓
<b>GT French</b> T: 1-800-263-2137	✓	✓	✓
<b>W. Ralston (Canada) inc.</b> T: 1 844 434-5656	✓	✓	✓

## 6. Tools for Successful Implementation

### a. Engagement with Tenants

In order to provide building occupants with the best possible transition towards a new waste management plan, it is important to understand that individuals may have concerns or reservations about changing day to day habits. By following the steps below, property managers or building owners can help tenants successfully adapt to and support an on site waste management program.

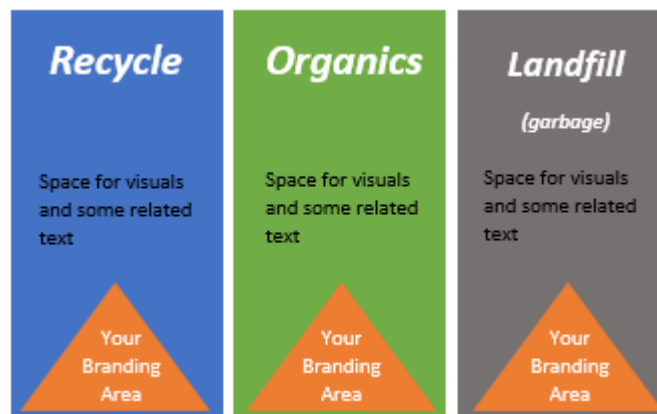
- **Inform** everyone that could be affected by the changes involved with incorporating a new waste management program in your building. Be clear about when the changes will be implemented and who they can direct their questions to.
- **Educate** tenants with lunch and learn or open house sessions and provide sorting guides to each individual to keep as a reference. Use posters with visuals in common areas to promote proper waste separation at sorting stations.
- **Discuss** concerns related to the implementation of a new waste management plan and take the time to address any hesitations prior to moving forward. This will allow those who are uncomfortable with the changes to adapt.
- **Implement** a 3-stream waste program on site that will promote sustainability, community building and green initiatives. Ultimately, a waste management program will keep waste from landfill and will support a longer lifespan of local waste facilities.



**b. Proper Signage Tips**

- Obtain your waste-hauler specific list of acceptable and non-acceptable items
- Ensure that central sorting stations have detailed signage indicating common items that belong in each waste stream (this will be largely dependant on which waste hauler is contracted out to pick up the waste from your business)
- Consider branding the waste station signage to match the building or company theme
- Use visual aids on signage to communicate to all audiences and languages (See Image 1)

**Image 1: Possible Waste Signage Layout**



**7. Zero Waste Options and Incentives**



**a. TerraCycle**

TerraCycle operates across 20 different countries, collecting waste from businesses, consumers, retailers and manufacturers for recycling even when the items have been deemed “unrecyclable”. To date, [TerraCycle](https://www.terracycle.ca/en-CA/zero_waste_boxes) has diverted millions of pounds of waste from landfills across the world with the help of their project partners and participating communities. By providing many solutions for products that are difficult to recycle, businesses are able to operate with a zero waste focus and with environmentally thoughtful intentions. Below are some Zero Waste Box solutions for buildings to consider for implementation. More information can be found at: [https://www.terracycle.ca/en-CA/zero\\_waste\\_boxes](https://www.terracycle.ca/en-CA/zero_waste_boxes)

<u>Free Recycling Programs</u>	<u>Zero Waste Boxes (Cost includes delivery, shipping &amp; recycling of all materials):</u>
<ul style="list-style-type: none"> <li>- Brita program</li> <li>- E-waste program</li> <li>- Staples program</li> </ul>	<ul style="list-style-type: none"> <li>- Nitrile and latex gloves</li> <li>- Office supplies</li> <li>- Ink and Toner Cartridges</li> <li>- Alkaline batteries</li> <li>- Snack wrappers</li> <li>- Filters (air and water)</li> <li>- Eyewear</li> </ul>

**b. Business Incentive - 3R Certification**

The Recycling Council of Ontario (RCO) launched a 3R Certified program that recognizes exceptional environmental leaders in the IC&I sector. The program is a voluntary certification where the business provides waste diversion statistics to the Recycling Council of Ontario and in return, the business can be certified at a bronze, silver or platinum level (based on RCO criteria). This two-fold initiative allows the RCO to report on the environmental performances of businesses in Ontario while publicly acknowledging efforts made by its business participants. For more information visit: <http://3rcertified.ca/home>.

