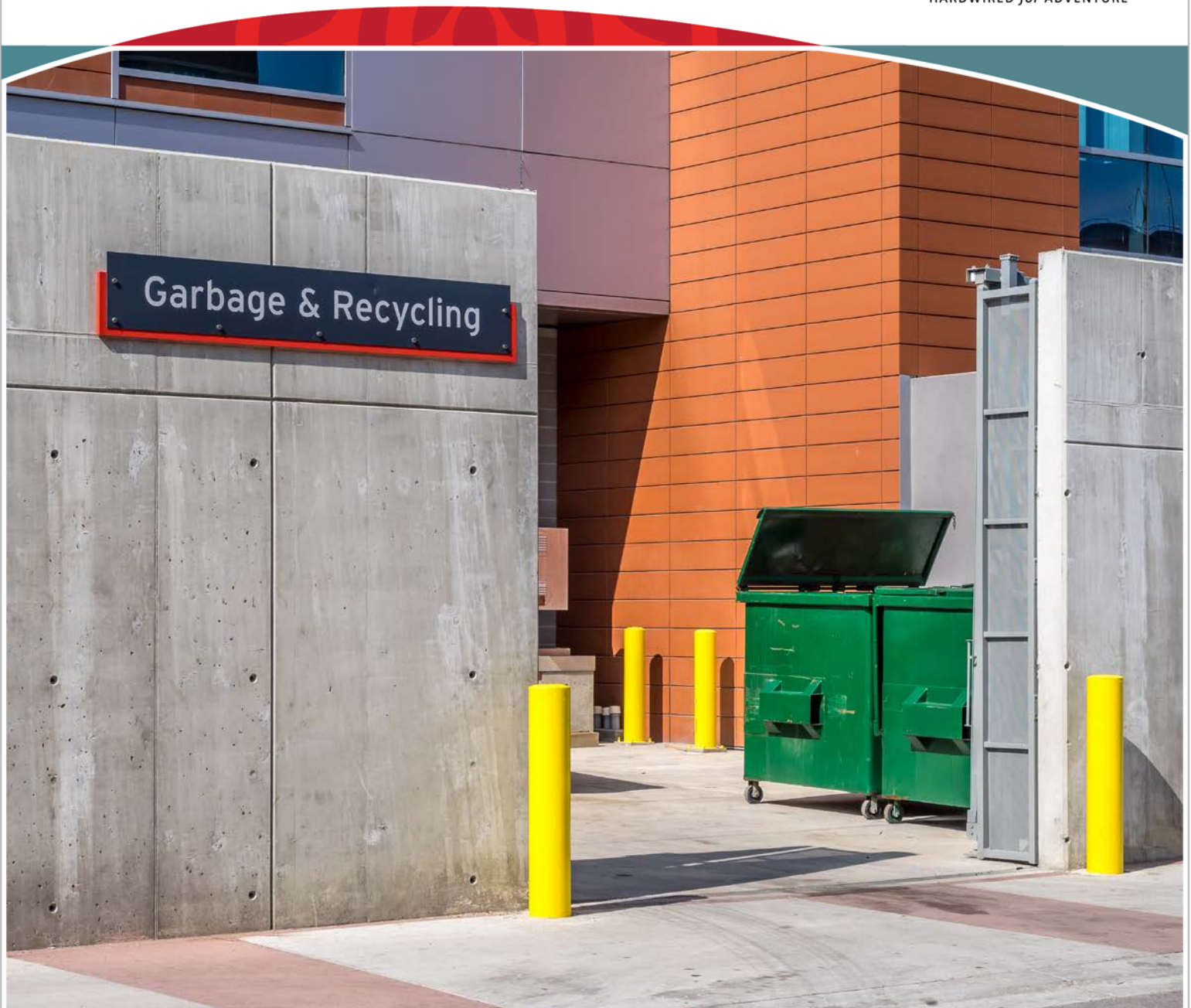


ORGANICS and RECYCLING Guide



A ROAD MAP
for Industrial, Commercial
& Institutional Properties

Background

This guide is intended to equip those managing industrial, commercial & institutional (ICI) properties with the knowledge and tools to adapt to changes in the way waste is managed, as part of the community’s journey to achieving shared Zero Waste goals. Developed by the Association of Whistler Area Residents for the Environment (AWARE), for the District of Squamish (DOS).

Using this Guide

This guide is intended to support the implementation of new or updated waste management systems in ICI properties. This guide was created for the following audiences:

- Property management companies with industrial, commercial and institutional tenants
- Industrial, commercial and institutional managers and staff

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Other Available Tools Online

- Free, Downloadable Waste Segregation Signage
- Organics & Recycling Guide: A Road Map for Multi-Family Housing – **Property Managers**
- Organics & Recycling Guide: A Road Map for Multi-Family Housing – **Residents**

WHAT?

Changes to the Solid Waste Utility Bylaw will improve the way Squamish manages its waste by banning recycling and organics from landfill, and requiring the use of clear bags for garbage to landfill.

In 2016, Squamish residents generated an average of 676 kg of waste per person. An audit conducted in May 2016 revealed that over 65% of the materials sent to the Landfill could have been diverted for recycling or composting. The audit also identified industrial, commercial and institutional (ICI) properties and multi-family housing (MFH) as the largest generators of waste in the community, producing approximately 55% of all landfilled waste.

With the Squamish Landfill close to reaching its full capacity, a multi-million-dollar capital project began in early 2017 to build a wall to expand the landfill vertically. This 10-metre high wall is expected to give the Landfill a lifespan increase of between five and 10 years. By increasing the diversion of recycling and organics from the garbage stream, the lifespan of the community's landfill is maximized.

Squamish's **Zero Waste Strategy**, in accordance with the province of British Columbia targets, aims to minimize the per person disposal rate to 350 kg per year by 2020. In support of this target the Solid Waste Utility Bylaw initiates a number of changes:

Theme of Change	What Has Changed	Who Is Affected
Separation of materials	Separation of garbage, recyclables and organics is now required.	ICI and MFH properties, events and temporary users.
Education	Educational information is provided on how to properly separate garbage, recyclables and organics.	ICI and MFH properties, events and temporary users.
Clear Bags	Garbage must be placed in clear, non-coloured, transparent plastic bags. An opaque privacy bag can be used, but should not makeup more than 10% of residual waste.	ICI and MFH properties, events and temporary users.
Enforcement	The Mixed Waste Rate at the Landfill has increased to motivate waste separation. Fines/penalties may be issued through spot checks and audits.	ICI and MFH properties, events and temporary users.

WHEN?

Every owner and occupier must ensure that organic, recyclable and residual materials are placed in the appropriate collection container, without contamination since the Solid Waste Utility Bylaw was adopted by Council on September 5, 2017.

The District of Squamish recognizes that changes to the Solid Waste Utility Bylaw could mean changes for waste infrastructure and practices in your property. Therefore, at the time of bylaw adoption maximum waste contamination rates were set at 20%. Over time this maximum contamination amount will be decreased until the goal of a 5% maximum contamination allowance is reached.

For more information on Squamish waste management, including bylaw updates, and tools to support changes to infrastructure, systems and training, visit squamish.ca/waste-diversion.

WHY?

Everyone living, visiting and doing business in Squamish creates waste. Reducing and diverting waste from the Landfill makes social, environmental and economic sense.

Dollars and Cents

As the costs associated with the collection, transportation and processing of waste steadily rise, the benefits of reducing waste and keeping materials out of the landfill become more apparent. Businesses that actively manage their waste better position themselves to reduce waste-associated costs now and into the future.

Tipping fee rates are the market mechanism to incentivize waste reduction, increase diversion from landfill and reduce waste contamination. The table below shows 2018 Landfill Tipping Fees to represent the advantage of diverting properly:

WASTE STREAM	2018 LANDFILL TIPPING FEES
Garbage (Solid Waste)	\$150.00 per tonne
Mixed Waste – <i>Garbage containing more than 20% recyclable or organic material contamination</i>	\$325.00 per tonne
Recyclables – <i>Steel, Metal, Cardboard, Paper, Containers, Glass, Electronics, Small Appliances</i>	\$0 (covered through Extended Producer Responsibility Programs)
Food Scraps & Organics	\$65

Fees & contamination rates accurate at time of guide production. Both are subject to change.

Tipping Fee rates highlight the need to manage contamination, for example, garbage containing recyclable or organic materials at levels above the accepted contamination rates, will be classified as 'Mixed Waste' and subject to tipping fees more than double that for 'Garbage'. Tipping Fees are built in to waste costs and so as tipping fees for garbage and mixed waste exceed those for recycling and organic materials the benefits of maximizing recycling and composting should increase.

People and Planet

Organic waste is a valuable resource. Keeping 'Food Scraps and Organics' out of the landfill helps to:

- Reduce methane emissions, a greenhouse gas 21 times more potent than CO₂;
- Minimize the formation of toxic leachates, which can threaten ground and surface water;
- Extend the lifespan of the Squamish Landfill;
- Return nutrients to soil, which both improves soil health and reduces the need for chemical fertilizers;
- Boost soil's ability to retain water and decrease runoff;
- Provide an all-natural soil amendment to support farmers producing food in our region;
- Show a clear commitment to a greener future, in line with shared community values;
- Encourage sustainable behaviour in homes, businesses and lifestyles.



HOW?

Like any changes in operations a degree of planning and preparation are required for success. Follow these steps to get started on the right track:

Our Zero Waste Future

“Zero waste is about building a vibrant circular economy, where unwanted materials are not disposed in a landfill or incinerator, but instead become the raw materials for something new. A strong circular economy keeps valuable resources circulating in the local economy, supporting good green jobs, benefiting the community and reducing harmful environmental impacts.” – City of Toronto



Squamish has a goal of being a zero waste community by 2040.

To work towards achieving this goal, four initial priorities were identified in Squamish's Zero Waste Strategy developed in 2016 (squamish.ca/zerowaste):

1. Implement an organics disposal ban;
2. Ensure recycling and organics diversion programs and services are available and convenient for everyone at home, at work and on the go;
3. Institute construction and demolition waste diversion guidelines;
4. Promote waste minimization.

The following sections of this guide are intended to help you identify ways in which you can reduce waste as well as keep food scraps and organics, and recycling out of garbage destined for landfill.

Every business and property in the industrial, commercial and institutional sector is different. As you work through this guide, consider how you would apply the ideas contained in each section to your specific situation.



Image source: Metro Vancouver

For information on waste reduction
and ways to manage waste refer to:

squamish.ca/waste-diversion

STEP ONE – REVIEW YOUR CURRENT WASTE SYSTEMS

If you don't measure it, you can't manage it.

Understanding the sources of waste in your business is the first step in managing waste. Review the flow of materials in your business to identify opportunities for waste reduction. Reviewing waste can be as simple as conducting visual checks to better understand what is in your waste and to identify common contaminants. For a more in-depth insight into the waste you are producing consider conducting a waste audit or hiring an external company to do one for you.

HOW TO CONDUCT A WASTE AUDIT



Image source: SERA Architects, Inc.

If you aren't ready to dive into a waste audit quite yet, ask for information from your waste hauler. Hauling companies often track waste weights and frequency of collection, which can help you get a sense of your waste generation. Talk to your team, property users, cleaners or maintenance staff, they can help confirm existing waste management practices and identify possible ways to reduce waste or manage it better.

In buildings with shared garbage rooms waste data will be for the whole property. In order to understand the opportunities for waste reduction or increased diversion in your business, gather information on waste before it leaves your business/unit. Work together with the businesses or accommodation properties you share the garbage room with to determine waste reduction and diversion actions that can be implemented throughout the whole property. Remember actions will vary depending on the types of waste being produced, household waste can be very different to business waste, but all actions count as you work to reduce your properties waste footprint.

TIP – Share a garbage room with accommodation properties? There are more ‘how to’ guides specifically focused on Multi-Family Homes Property Manager and Residents.

Multi-Family Homes guides are available online at squamish.ca/multi-family-residential.

Managing Your Waste Contract

Once you have determined which types of waste are being produced in your ICI property, make sure those waste streams are also being collected at relevant waste collection points and in your garbage room.

The person currently managing your waste contract(s) will have an existing relationship with your hauler and knowledge of your property’s waste, which can help fast track conversations around service additions and/or changes.

Ask your hauler for a quote or reach out to other haulers if your service provider does not offer the collection services you are looking for. In order to get a quote, the waste hauler must establish the level of service and totes that the building will require.

TIP –When dealing with a hauler, be ready to answer the following questions to obtain a more accurate quote:

- The size of existing collection bins
- The frequency of collection of existing bins
- The number of businesses in the building and types of usage (retail. Food and Beverage, office, etc.)
- The waste streams currently collected and any additional waste streams needed

STEP TWO – IDENTIFY WAYS TO REDUCE WASTE

The best way to deal with waste is to not create it in the first place.

Frequent review of product purchasing can help you maximize opportunities to reduce waste or to make it easier to sort waste correctly. Smart purchasing can even help minimize the number of waste streams leaving the business.

Opportunities to reduce the need for sorting can save time and result in lower levels of contamination. Following your waste review, you should know how waste is generated and disposed of currently, use this information to consider how to eliminate or substitute products to reduce waste or make it easier to sort. For example:

- **At Restaurant A** - the burger is held together with a plastic skewer and ketchup comes in a plastic ramekin. Staff are required to sort food waste into the Organics Bin, the non-recyclable plastic skewer into the garbage and the plastic ramekin should be washed prior to being recycled in the Mixed Containers bin. This multi-step process takes time and can lead to waste contamination.
- **At Restaurant B** - the burger is held together with a bamboo skewer (if necessary) and ketchup is served in a fibre-ware ramekin or re-fillable bottles are located on each table and customers can help themselves. Staff can easily and quickly scrape all plate leftovers into the Organics Bin with no need for sorting or concern surrounding contamination.

Waste Wise Purchasing

- Purchase products that will last. These sometimes come at a higher cost, but will need to be replaced less frequently
- Serve coffee 'to stay' and charge for to-go cups. Did you know, studies show that charging for to-go cups is a much more effective way to break the to-go cup habit versus providing a discount for people who bring their own mug!
- AVOID the following items, which are Garbage to Landfill:
 - Rubber gloves – Consider washable, reusable gloves instead;
 - Plastic wrap – Opt for a reusable wax wraps, recyclable tinfoil instead or sealable containers that can be reused;
 - Ceramics – Replace with metal when available;
 - Thermal Paper – These receipts are plastic lined and cannot be recycled, consider purchasing an impact printer which uses recyclable or compostable paper instead.
- Use historical business levels to ensure purchases are based on need and plan for seasonal variations in business levels;
- Buy in bulk and avoid individually packaged products;
- Seek out eco-conscious products, such as items made from recycled materials;
- Opt for hand dryers over paper hand towels and avoid managing waste; If you do use paper hand towels, be sure to have a designated bin as paper hand towels can be composted;
- Use concentrated cleaning products, so you don't pay for added water;
- AVOID single-use items such as plastic water bottles, bags, straws and cutlery. While these items seem convenient at the time, most single-use items will outlive their user in a landfill after only being used for minutes.

Rethink Construction Waste

The key to reducing and diverting construction waste is setting waste diversion targets with contractors, building owners and construction professionals at the design and planning stages. Voluntary building standards such as LEED and BuiltGreen make waste management a priority and are becoming standard practice throughout the region. The list of construction materials subject to increased tipping fees and banned from landfill continues to grow. Identifying opportunities for waste reduction now will help you in the future.



Image source: Sea to Sky Removal

Reduce

- Encourage designs that cause less waste;
- Use standard sizes and quantities of materials, and plan ahead to reduce cut-offs;
- Avoid over-ordering, unless unused items can be returned;
- Ensure storage areas are safe, secure and weatherproof;
- Raise awareness of expected waste management practices at the beginning of a job;
- Allow one person to be in charge of material ordering to avoid surplus;
- If available, use computer software to help accurately estimate required quantities.

Reuse

- Use collected off cuts before new materials;
- Fix temporary materials (e.g. forming bracing) so they can be dismantled and reused many times;
- If you can't reuse materials on one project, aim to reuse them on another;
- Return, sell or donate unused or salvaged materials;
- Repair items (e.g. pallets) so they can be reused or returned to the supplier;
- Dismantle buildings to increase the amount of undamaged materials that can be salvaged;
- Purpose-made reusable products for temporary applications (e.g. street mesh fence panels) may have a higher initial cost, but be cheaper in the long term and reduce waste.

Recycle

- Maximize recycling to adhere to the Solid Waste Bylaw and to avoid surcharges on materials banned from Squamish Landfill;
- Set up a designated recycling area, with bins for each waste stream being produced and clear signage, which crew members can sort their waste into;
- Keep materials for recycling, clean, dry and separate from other materials or waste;
- Focus recycling efforts on your main waste streams, such as wood, metal, cardboard and plastics, to create the biggest impact;
- Unsure if an item is recyclable? Download the Recycling Council of BC's mobile 'Recyclepedia' app to find more than 1,000 drop-off locations and recycling options for over 70 materials across the province;
- Ask suppliers if they will take back and re-use packaging, and work with those who do again.

Ensure on-site bins are only used for construction waste to avoid attracting wildlife. Require crews to pack out the food waste they bring on site or provide wildlife-secure bins for food waste and recycling.

STEP THREE – RETHINK FOOD WASTE

Food is a valuable resource – let's keep it out of the landfill

Whether in a restaurant, grocery store, school or convenience store, most kitchens have systems in place to track food storage and wastage. Consider the following best practice to reduce waste in your kitchen:

Avoid Food Spoilage

- Work with food suppliers who ensure food products are shipped and stored in proper condition;
- Rotate stocks at every delivery to minimize waste due to spoilage. Keep stock areas organized so that staff can easily implement a 'first in first out' policy;
- Track inventory levels regularly to ensure that older products are being used first and to identify surplus products that could be reduced in the future;
- Pre-cool hot foods in an ice bath before placing them in the cooler to prevent the premature spoiling of surrounding products.

Minimize Over-Serving & Over-Packaging

- Evaluate and adjust the size of meal portions if they are consistently being returned unfinished. This is particularly useful when launching new menu items;
- Ask for feedback from service staff; is there a dish or a part of one that doesn't commonly get finished?
- Take pride in using minimal packaging and where packaging can't be avoided, choose products that are easy to dispose of correctly.

Maximize the Value of Food

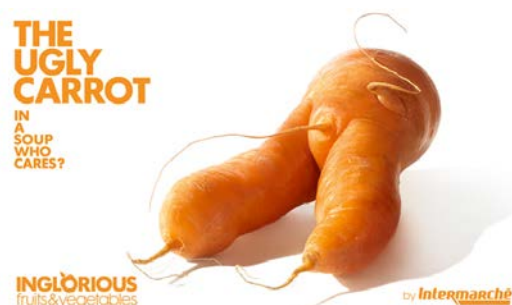
- Provide staff meals. This puts surplus perishable items to good use and provides a staff benefit.
- Donate extra food. More information available online at squamish.ca/industrial-commercial-institutional.

Adopt Litterless Lunches

A litterless lunch, is exactly that, a lunch that creates no waste. Schools across the globe are encouraging students to bring litterless lunches to school and any items which cannot be composted or recycled, such as zipper locked bags are sent back with kids to be put in the garbage at home. Consider adopting litterless lunches in your institution or business as part of catered business meetings, patient meals in care centres or even during staff meal times.

Embrace the Ugly Food Movement

Too small, big, varied, misshapen, marked, discoloured... there are many reasons why produce doesn't pass the strict inspection regulations governed by the Canadian Food Inspection Agency. This means consumers are accustomed to uniform, flawless produce and unsightly fruits and vegetables, which are just as edible and nutritious as their prettier counterparts don't get sold.

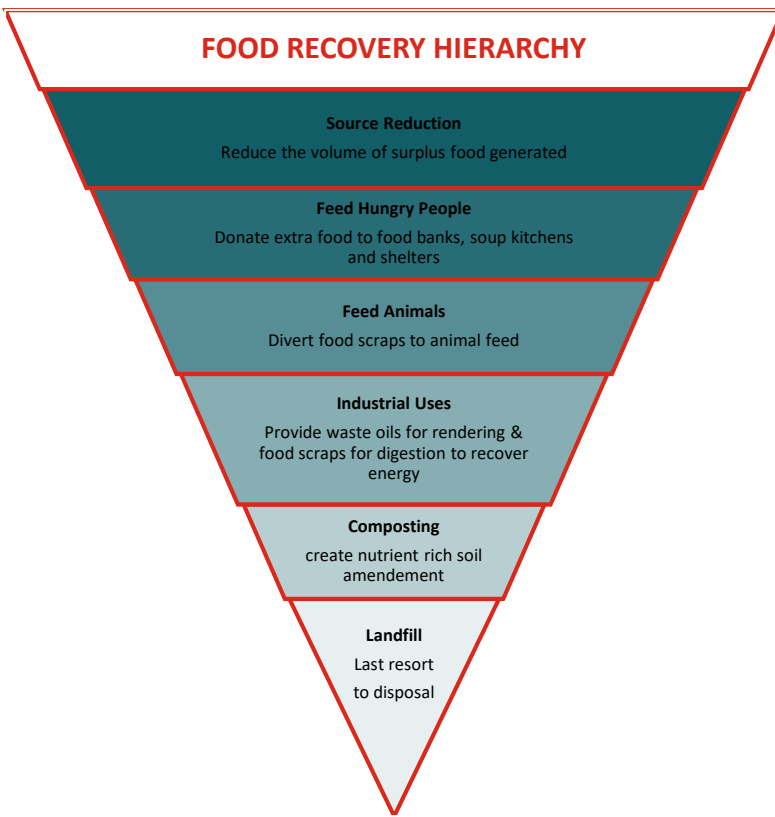


Source: Intermarché

Ugly fruit and vegetable campaigns are helping reduce global food waste. Local retailers are beginning to sell 'ugly' produce at reduced prices. Think about how you can support these efforts to stop food going to waste – could you start an ugly food challenge with your team or students, or create an ugly carrot soup in your restaurant! Check out MetroVancouver's 'Love Food, Hate Waste' for more ideas on how to avoid food waste - www.lovefoodhatewaste.ca

Consider Donating Food

Food is a valuable resource. Before sending good quality, unused food from your business to the compost facility, consider other options for recovery.



“The Food Recovery Hierarchy prioritizes actions organizations can take to prevent and divert wasted food. Each tier of the Food Recovery Hierarchy focuses on different management strategies for your wasted food.”

United States Environmental Protection Agency

The Food Donation Encouragement Act protects organizations who donate. In Canada no reported court decision has ever imposed liability on industry for problems caused by donated foods.

Using these steps and the more detailed ‘Food Donation Decision Matrix’, shown in Figure 1 below, start managing your food donation program.

1. Determine if food is appropriate for donation
2. Determine the type of Food Donation Organization (FDO) to donate your food to
3. Record and track food donations

FOOD DONATION ORGANIZATIONS IN SQUAMISH:

SQUAMISH FOOD BANK

“Our Food Bank provides access to food for all in times of need. For some it is short term but for others we are a long-term support, especially in recent times where costs of food and cost of rent seriously affect decisions around nutrition.”

Donate - 1st and 3rd Tuesday of every month from 1:30-4:30PM and on the 1st and 3rd Wednesday of every month from 8:30-11:30AM.

SQUAMISH HELPING HANDS

“Every day, we prepare 65-120 hot meals for over 100 people, rescue 250-350 pounds of food and redistribute 5-10 boxes of food to community organizations, seniors and families who need it most.”

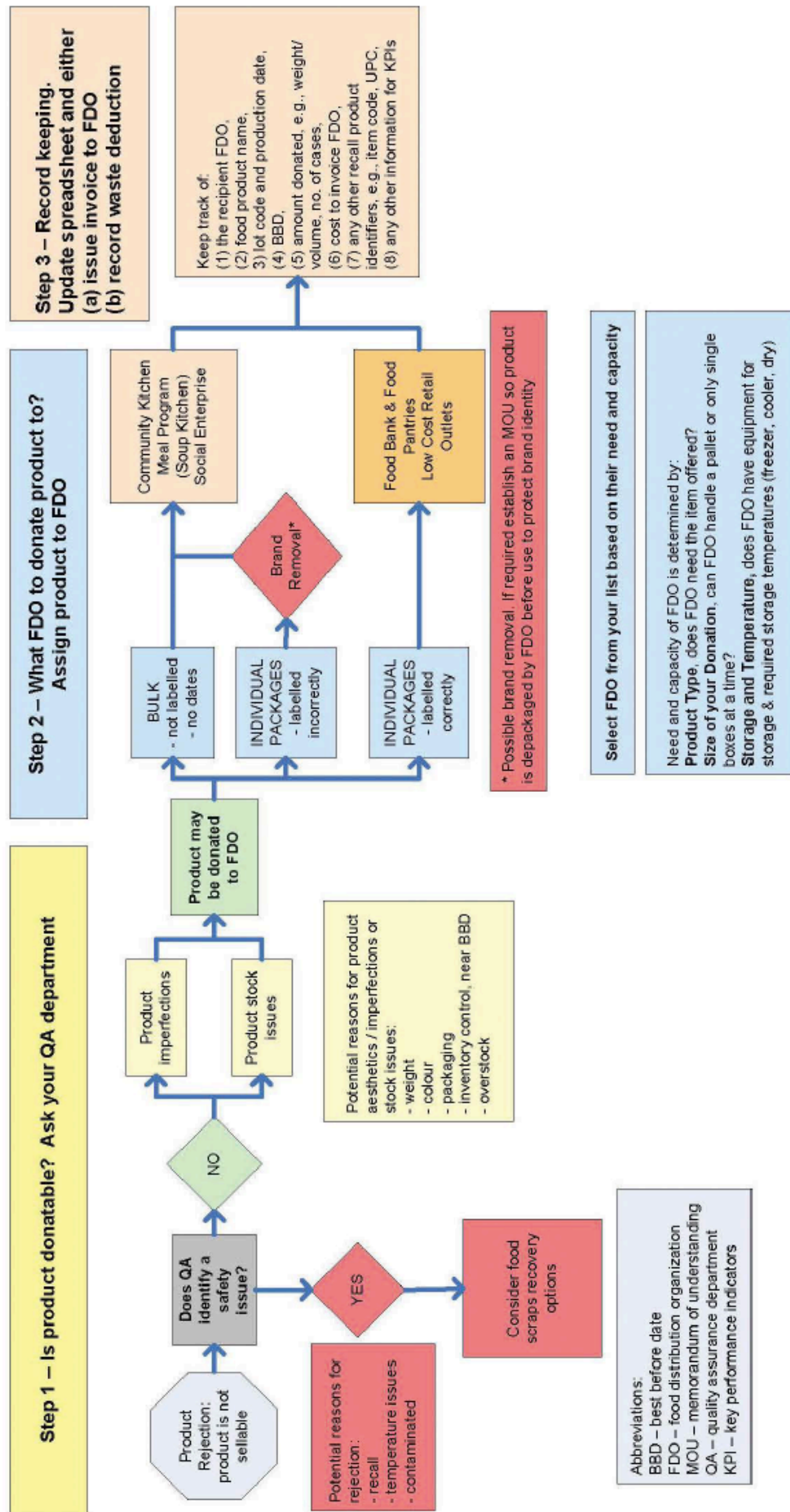
Donate – e-mail info@shhs.ca for more information

CUTTING BARRIERS

“Part of the ‘Under One Roof’ facility, a community hub that provides safe shelter, food, employment and training opportunities to Sea to Sky homeless, marginalized and low-income residents.”

Donate – e-mail info@cuttingbarriers.org for more information

Figure 1. Food Donation Decision Matrix



Source: Industry Food Donation Guidelines - CDC

NAVIGATING ROAD BLOCKS to Organic Waste Collection



While separating food scraps and organics from garbage is common practice for some, it raises a lot of questions for others. If organics collection is new to your property or property users prepare for conversations during implementation by using these frequently asked questions:

What about SMELL?

Regularly cleaning bins and storage areas will help to minimize odour. Most waste hauling companies will swap out bins as needed, and can power wash garbage rooms for an additional charge. If available to your property, consider building in or moving your garbage room to a shaded area that gets minimal sun.

What about NOISE?

The main noises associated with waste collection are the emptying of bins and the alarm that sounds when collection vehicles reverse. Placing the bins far enough away from the property can help to reduce the impact of noise. If available, locate your garbage room in a space that will eliminate the need for collection vehicles to reverse. Also consider using a road or driveway material that helps to minimize noise.

What about BEARS and other WILDLIFE?

Attracting bears is a common concern when it comes to the implementation of an organics collection program. Remember that the waste you are putting in your garbage room is not changing. Instead, you are simply shifting food waste out of the garbage and into a different bin. With their heightened sense of smell, bears can smell food whether it is in the garbage or in the organics bin, so to keep wildlife safe all garbage rooms should be wildlife secure and kept locked with bin lids down.

What about RODENTS?

Remember the waste you are producing isn't changing, only the location is. Diverting food waste into an organics bin won't attract pests any more than food in the garbage does. Consider adding a seal to the bottom of your door to keep rodents out.

STEP FOUR – PREPARE PEOPLE FOR UPDATED WASTE SYSTEMS

Education and engagement are foundation to successful behaviour change.

Most people are accustomed to collecting organics and recycling at home, which should make it easier when asking employees or property users to change current behaviours within your ICI property. The key to success is helping people understand WHY changes are needed (see page 4) and HOW they can contribute to shared success. Ensuring people understand the 'why' and 'how' will require education initiatives initially as you plan and launch new waste systems, as well as on an on-going basis.

Engage property users by letting them know in advance that your property is updating the way it manages waste. Invite ideas for waste reduction initiatives, bin locations, etc. Think about how you will share education messages about waste, such as scheduling a meeting, by building waste diversion tips into regular pre-shift meetings, posting to bulletin boards or providing regular updates via email.

Make sure your employees understand, that just like washing their hands before handling food, sorting waste is part of their job and a requirement at all times. Look for champions in the workplace who can help advance the team towards your zero waste goals.



[Download Training & Educational Materials | squamish.ca/industrial-commercial-institutional](https://squamish.ca/industrial-commercial-institutional)

Curb Contamination Rates

Waste stream contamination occurs when people put waste into the wrong bin. Contamination of waste streams make it difficult, and in some cases impossible, for recycling and composting facilities to process our waste, resulting in it going to landfill. For this reason, properties that do not manage contamination rates can be subject to fines under the District's updated solid waste bylaw.



Help users understand that contamination negatively impacts recycling. Reduce contamination by providing bins for all waste streams produced, clearly label bins and avoid overflow of bins to ensure an alternate stream isn't selected if the required bin is full. Maintain a focus on continual education to keep contamination rates low.

One Sea-to-Sky Library reduced waste contamination from 37% to 11% simply by changing locations of bins to align with customer and employee behaviours and standardizing signage on bins. The bulk of this improvement was in front of house areas heavily used by visitors, seasonal residents and long-term residents.

Help People Understand How to Sort Waste Correctly

Use this overview of waste streams to better understand what is accepted and what is not, how waste needs to be presented and how each waste stream is processed.

Printed Paper and Paper Packaging

- Accepted: Printed paper, newspapers, phone books, paper bags and paper packaging for dry items
- How: clean, dry and flattened;
- Tip: Put paper towel, tissues and napkins in the Food Scraps and Organics Bin;
- Not Accepted: Books, padded envelopes, foil-lined bags, wax coated boxes;
- Process: Paper is broken down with a water-based process. Oils can interfere with this process, so place food soiled paper in the Food Scraps and Organics Bin;
- Recyclability: Varying levels of virgin fibres are added to recycled content to create the end product.

Corrugated Cardboard

- Accepted: Corrugated cardboard boxes;
- How: clean, dry and flattened;
- Tip: The wavy (corrugated) center piece found when looking at the edge of a cardboard box differentiates it from paper packaging;
- Not Accepted: Heavily food-soiled cardboard (recycle in the Food Scraps and Organics Bin);
- Process: Cardboard is broken down with a water-based process. Oils can interfere with this process, so place food soiled cardboard in the Food Scraps and Organics Bin;
- Recyclability: Varying levels of virgin fibres are added to recycled content to create the end product.

Glass Bottles and Jars

- Accepted: Clear and coloured non-refundable glass bottles and jars;
- How: Empty and rinsed;
- Tip: Lids (metal and plastic) belong in the Mixed Containers bin;
- Not Accepted: Drinking glasses, cookware, ceramic, window glass or mirrors;
- Process: Glass is melted down for recycling allowing impurities to burn off;
- Recyclability: A glass jar can be recycled into a new glass jar over and over again. Locally glass is crushed and used as road aggregate.

Mixed Containers

- Accepted: Plastic containers, metal containers, cartons, hot and cold beverage cups, aluminum foil, empty aerosol cans;
- How: Empty and rinsed with lids off so air is not transported in the recycling process;
- Not Accepted: Compostable plastics, stand up pouches, straws, propane tanks, soft plastics;
- Process:
 - Metal is melted down for recycling allowing impurities to burn off;
 - Plastic is recycled at facilities in British Columbia. Impurities impede chemical bonds needed to make new plastic, so plastics must be clean to be recycled;
 - Mixed Materials are separated and recycled accordingly.
- Recyclability:
 - Metal: A metal container can be recycled into a new metal can over and over again;
 - Plastic: Plastics are down cycled, meaning they become a lesser product every time they are recycled. Plastics must be clean when recycled or contamination can result in large batches of plastic recyclables being sent to landfill.

Refundable Beverage Containers

- Accepted: Aluminum and metal cans, glass bottles, plastic bottles and jugs, drink boxes and tetrapaks, drink cartons, bag-in-a-box;
- How: Empty and rinse, remove lids and place in the Mixed Containers bin;
- Tip: Take these deposit beverage containers to a Return-It Depot for refund;
- Not Accepted: Food containers and coffee cups, which can go in the Mixed Containers Bin;
- Process: Glass bottles are rinsed and reused. See “Mixed Containers” for information on Metal and Plastic;
- Recyclability: See “Glass” and “Mixed Containers” for more information.

Plastic Bags and Film

- Accepted: Plastic bags and overwrap;
- How: Empty and rinsed;
- Not Accepted: crinkly cellophane wrap, stretch wrap, zipper-lock bags, potato chip or snack bags, compostable bags, plastic bubble packaging;
- Process: Plastic is down-cycled into small pellets that cannot chemically re-bond with any impurities present, so plastics must be clean to be properly recycled;
- Recyclability: Low quality product that is down cycled, meaning it becomes a lesser product every time it is recycled. Plastics must be clean when recycled or contamination can result in large batches of plastic recyclables being sent to landfill.

Styrofoam Packaging:

- Accepted: Foam meat and produce trays, foam egg cartons, Foam takeaway containers, foam packaging;
- How: Empty and rinsed. Remove tape, labels and stretch wrap;
- Not Accepted: Liquid absorbing pads, plastic stretch wrap, packing peanuts, blue or pink foam board insulation;
- Process: Melted or compacted to condense for shipping. At the end market it's chipped up, melted again and chopped into pellets;
- Recyclability: Down-cycled into picture frames and crown molding.

NAVIGATING ROAD BLOCKS: Compostable vs. Biodegradable

Be Ready to Provide Clarification on Troublesome Items -


Accurate identification of waste types can be challenging in some cases. An example of this are compostable and biodegradable products, which can look and feel identical. Yet compostable and biodegradable are not the same thing. Biodegradable plastics break down into smaller pieces of plastic that become virtually impossible to clean out of the environment and food chains. Whereas compostable plastics break down into organic material.




Avoid biodegradable items as they act as contaminants in both the recycling and organic waste streams. If you choose compostable products (bin liners, etc.) confirm they are accepted by your hauler, and only purchase certified compostable products. Provide education to employees and property users on product labels so they can be clear what is accepted in which bins.

IS IT A CERTIFIED COMPOSTABLE PLASTIC?


If it looks like it contains plastic, it must be a certified “bio-plastic” to be safe for soils.




Products that appear to contain plastic must be certified compostable by the following certifications:




These do **NOT** mean compostable:




COMPOSTABLE
IN INDUSTRIAL FACILITIES




COMPOSTABLE
www.compostable.info



OK compost




VINCOTTE




7
PLA

Must have
letters PLA




ASTM D6400



ASTM D6868

BIODEGRADABLE
MADE WITH RECYCLED MATERIAL
MADE FROM PLANTS
MADE FROM PLANT STARCH
OXO-DEGRADABLE
NATURAL
BIO
ECO
ECO-FRIENDLY
EARTH-FRIENDLY
GREEN
CERTIFIED GREEN



AWARE

Association of
Whistler Area Residents
for the Environment

Engage All Property Users

As you consider ways to engage, update and provide continued feedback and education opportunities for employees, customers or property user groups, ensure you think through *all* users of your property. In ICI properties that have cleaning or maintenance personnel it is important to recognize the role they play in overseeing the way waste flows through your property.

Cleaning or maintenance personnel may be responsible for collecting waste streams from front of house areas, offices, etc. and taking it to garbage rooms. This means it is important to ensure updates to your waste system can be adopted into their workflow. Share your waste management goals with your cleaning company or maintenance staff and ensure they are on board because a system will fail if the waste being separated inside the property is all going into the Garbage to Landfill Bin in the garbage room.



If you use an external cleaning company update contracts to reflect your waste diversion goals, be mindful that when cleaning contractors calculate the costs associated with cleaning a space, they estimate the time it will take them to complete the job. Introducing new systems can increase the time needed to collect additional waste streams or empty more waste segregation stations in your business.

Where cleaners currently collect blue boxes of mixed recyclables from under employee desks, cleaning time can be saved by shifting the responsibility on to workers to sort waste as they produce it. This also helps employees be more aware of the waste they are generating. In many instances, it is appropriate to remove blue boxes and consolidate waste collection to centralized waste stations. If cleaners are going to be required to empty additional recycling or organics bins, in addition to existing bins, consider offsetting the increased time it would take to do this by consolidating or reducing the number of centralized waste stations.

STEP FIVE – REVIEW WASTE COLLECTION AND STORAGE SPACES

Focus on making it easy for people to sort waste.

In all properties, it is important to ensure that waste collection points and garbage rooms are convenient, clean and simple to use. This will help maximize diversion and minimize contamination both inside the business and in the building's garbage room. Think about the way staff or customers 'flow' through your property and ensure waste stations can be seen, easily accessed and used correctly.

Install Standardized Signage



Waste signage is being standardized throughout the Sea to Sky corridor and into Vancouver. Using consistent signage helps users to successfully sort waste in public spaces, local waste depots, the home and workplace.

Clear, image-based signs have been created in a variety of formats, which can be used to as bin labels for inside your business, waste room signage or educational posters.



[Download FREE Bin and Garbage Room Signage | squamish.ca/industrial-commercial-institutional](https://squamish.ca/industrial-commercial-institutional)

Consider Waste Bin Locations

When thinking about where to put waste collection points, consider the following:

- Identify areas where waste is generated and try to provide collection in locations that are convenient for users. For example, in restaurants common collection points are at food prep stations, on the line, in dish pits and front of house stations;
- Seek to provide collection for all waste streams to encourage full separation, but also consider the user's needs. For example, a cook working at a prep station may use a small bucket to collect food scraps, which can be periodically emptied into a central station;
- Consolidate to centralized collection points wherever possible. Doing this makes better use of space while encouraging people to take responsibility for sorting their own waste. Centralization makes it easier to monitor waste levels and identify contamination issues;
- Use clear, colour-coded signage to ensure users can identify where waste needs to go;
- Provide information on how to sort waste correctly at waste collection points. This could be through signage, educational posters or updates on new product and their disposal. Additional waste education materials could be posted in high traffic areas such as a kitchen, staff information boards or employee break rooms.

Explore the Range of Bin Options

When selecting bins consider both the availability of space and the journey that your staff or cleaning contractors will have to navigate to the garbage room. If you have a lot of available space, but a long journey or stairs to travel to reach the garbage room, selecting a larger bin might not be the best option. Certain materials, such as food waste can be very heavy, so select a bin that allows for safe transportation.



Bins come in all shapes and sizes and can fit a variety of budgets. Think about where you are putting bins when you are selecting bin options. Front of house waste stations may need to be more aesthetically appealing than back of house options. Lids can get in the way or become dirty - if lids are a must consider a foot pedaled style, which can be opened hands-free. No matter which bins you select or where they are located we encourage you

to utilize the regionally standardized signage.

Check with Your Hauler Before Using Compostable Liners

Some waste haulers do not accept liners in the Food Scraps and Organics Bin. If liners are accepted ensure you use certified compostable liners and avoid biodegradable (Not sure of the difference? See page 18).

In Your Garbage Room

The number and size of the waste receptacles, and the service level required should reflect the volume of waste coming out of the property to avoid over paying. Waste service providers apply additional charges when bins are overflowing, and when waste is left on floors or on top of bins. Work with waste haulers to ensure the service provided continually supports the properties' needs.

Importance of Cleanliness

Keeping garbage rooms clean, tidy and well-lit ensure users are comfortable taking the time to sort waste correctly and sets the expectation that waste should be disposed of responsibly.

TIP – While waste haulers will frequently switch out soiled bins for clean ones, additional services such as power washing of your garbage rooms can be requested when needed (usually at additional cost).

Use Your Space Efficiently

Ensure bins are easily accessible for both the user and the hauler, this includes ensuring bins are not allowed to overflow and that the waste streams being collected match the streams being produced.



Image source: Aqua at Coastal Village

STEP SIX – NAVIGATE BARRIERS AND FINALIZE LAUNCH PLANS

Aim to future-proof your waste spaces and systems.

When reviewing waste systems in ICI properties, the five steps covered in the previous pages outline the common guiding principles to success. Every property is different though and some can be faced with barriers to change. In most cases these barriers relate to: a) ongoing contamination from people putting things in the wrong bins, or b) a lack of physical space to update systems, most commonly related to limited garbage room (or equivalent) space.

The ongoing contamination issue is tied to education, understanding and accountability. This is why it is important to plan for education at launch and on a continued basis, including providing feedback on problem items. Rather than focusing on specific items encourage people to understand recycling symbols, that way you do not need to provide updates every time a new waste material comes through your property. The clear bag system required under the updated solid waste bylaw is intended to aid with accountability.

If your property does not have enough space for garbage, recycling and organics collection, consider:

- Contacting your waste hauler to discuss options for your unique space.
- Exploring 'out of the box' ideas: could sharing garbage rooms with a neighbouring property provide a solution to space or cost challenges?
- Evaluating options to expand, retrofit or relocate existing garbage rooms/waste storage in light of the increased costs that your property should expect to incur if waste streams are not separated as required under the new bylaw. If you are thinking of going this route consult the DOS planning and/or building department early.

The following are good start points to work through if considering retrofitting or building a garbage room:

- ☐ Do you have a potential location that would be convenient for managers, employees, cleaners, hauler, etc.?
- ☐ Have you contacted your local waste hauler to explore options for your property?
- ☐ Do you have access to information on access ramp gradients, turning circles, roof heights, etc. to ensure the garbage truck be able to access the garbage room.
- ☐ Would reworking your space create room for collection of the waste streams produced in your property? At appropriate volumes?
- ☐ Where would you install display signs and educational materials?
- ☐ How would you keep your updated space secure, to prevent the entry of vermin and avoid wildlife conflicts?
- ☐ For indoor spaces are you clear on compliance standards for ventilation and fire sprinklers?
- ☐ Have you reviewed the DOS website to review relevant planning regulations, building codes and policies?

Finalize Launch Plans for Updated Waste Systems and Processes

Once you are certain you have adequate space for your waste collection needs (garbage room, internal spaces, etc.) ensure you have completed the following tasks before launching your new waste diversion program:

- Have you installed the following in the garbage room:
 - ☐ Multi-stream bins for waste collection
 - ☐ Educational, colour-coded signage

- Have the following parties been notified about changes to your waste management system and have contracts and agreements been amended to reflect your updated waste management needs?
 - ☐ Waste Contractors
 - ☐ Staff
 - ☐ Tenants
 - ☐ Cleaners
 - ☐ Building Managers
- Have you prepared the inside of your business with:
 - ☐ Multi-stream bins for waste collection
 - ☐ Clear bags
 - ☐ Educational, colour-coded signage
 - ☐ Education materials

Once your system is in place use the following list to keep your program on track. Engage a zero waste champion, building manager, caretaker, staff member or cleaning team to continually:

- ☐ Contact the waste hauler if bins overflow before the set schedule pickup
- ☐ Contact the waste hauler if bins need to be cleaned or replaced
- ☐ Ensure the waste contractors are providing a consistent waste collection service
- ☐ Ensure cleaning companies and property tenants are using the waste system as intended
- ☐ Correctly dispose of any waste left on the floor
- ☐ Manage contamination in each waste stream
- ☐ Manage bins, compactors, balers and other waste equipment
- ☐ Train and educate all parties in correct and safe use of equipment
- ☐ Ensure all waste spaces are well lit, tidy and clean
- ☐ Coordinate regular waste-reviews to continue to look for ways to reduce and divert waste



Remember - Points to bear in mind when storing waste:

- **Wildlife Attractant Bylaw no. 2053, 2009** requires that “a person must not store any refuse that is an animal attractant in such a manner that it is accessible to wildlife”. This means waste must be locked away at all times.
- **Vancouver Coastal Health Guidelines on Solid Waste** requires that waste “must be handled, stored and removed in a sanitary manner and picked up as often as necessary to prevent an accumulation, or attract pests”.
- **Fire Service Bylaw No. 2314, 2014** requires that “a person must not cause, allow or suffer the indoor burning of residential waste, including but not limited to any yard or garden material” and “...must not cause, allow or suffer any waste paper, litter ... or other combustible material to accumulate on a roof, in a carport, garage, or shed, or within a yard...open space on the property”.

Adopting a 'Zero Waste' approach helps the environment and the bottom line.

Ongoing monitoring and continued communications will be the key to success in continually reducing waste. Seek out opportunities to share feedback, be creative, for example: install a white board in the garbage room where information surrounding contaminants can be provided for garbage room users, or where people can post questions about specific items.

Ensure tenants are using clear bags to adhere to the Solid Waste Utility Bylaw and allow for visual checks without you needing to get your hands dirty.

As you plan for the launch of your updated waste systems, infrastructure and processes, and education and engagement efforts, remember you are not alone. Many businesses, properties and communities are already rolling out modernized waste bylaws and there are examples of best practice already in existence for most Industrial, Commercial and Institutional operations.



Image source: AWARE

squamish.ca/waste-diversion



A ZERO WASTE PATH FOR SQUAMISH WILL
PROTECT THE ENVIRONMENT, BENEFIT THE COMMUNITY,
SUPPORT GREEN JOBS AND
HELP BUILD A STRONG LOCAL ECONOMY.

LOVE THIS PLACE, REDUCE YOUR WASTE.



This guide was developed for the District of Squamish by The Association of Whistler Area Residents for the Environment