



Waste Management National Accounts
415 Day Hill Road
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Dear Bob,

This is an Important Notice about changes required to what and how your business recycles to help you avoid contamination charges.

The Contamination Problem We're Facing.

We are seeing high levels of contamination in recycling loads, at the same time the international markets that purchase your recycled materials are demanding higher quality for these items. New quality standards allow almost no contamination (0.5%) in recycling loads and ban 24 types of materials.

Your Action is Required.

We need you to keep non-recyclable items (contamination) out of your recycling bins.

When any non-recyclable items are discarded in your recycling bins, it can mean the *entire* load must go to the landfill—resulting in additional processing costs that you may face as contamination and/additional service charges.

Contamination may result in one or more of the following charges: trash extra pickup for commercial containers, or up to \$175/ton and/or processing fees for roll-off loads.

Resources to Help You.

Review the accompanying recycling guide and work with your National Account Team to ensure everyone across your business understands how to recycle right. Visit

<http://recycleoftenrecyclelight.com/> to learn more

How to Prevent Contamination

DO Recycle:

- ✓ Cans and Bottles
- ✓ Paper and Cardboard



Make sure there is no liquid or food residue.

Do NOT Recycle:



Plastic Bags or Plastic Film



Food, Liquids or Food-Soiled Items



Sharp or Dangerous Materials (*Needles and Electronics*)



"Tanglers" (*Hoses and Wires*)



Bulky Items (*Propane Tanks and Construction Debris*)

Tips for Managing Your Recycling Program

Recycle Right to Prevent Contamination

1 PLAN YOUR COLLECTION

Locate bins strategically to maximize collection

- Place recycling bins in common areas and points of generation– such as breakrooms/ cafeterias, copier/printer areas and the mail area
- Pair recycling and trash bins to ensure correct separation of waste streams



2 EDUCATE YOUR TEAM ABOUT RECYCLING

Employee participation is key to your success

- Review this letter and resources from <http://recycleoftenrecycleright.com/> about what can and cannot be recycled, during staff meetings or other training sessions
- Post this letter on central message boards
- Hang signs in common collection areas– such as breakrooms, near copiers/printers and in the cafeteria
- Post signs on or above all recycling bins



3 TRAIN YOUR FACILITIES TEAMS

Facilities staff ensure proper disposal of materials

- Make sure facilities personnel understand how to handle recycling bins, and which bins to empty into the recycling dumpster or compactor
- Train your teams to identify and report instances of contamination

