



Recycling & Waste Reduction Plan

WORKBOOK

Congratulations on taking a step toward sustainable waste management for your business.

This workbook will guide you through developing a Recycling & Waste Reduction Plan that reflects the needs of your business while complying with current bylaws, regulations and best practice.

WE'RE HERE TO HELP!

Before you begin, review the Business Recycling Resources Program webpage at Richmond.ca/BusinessRecycling for helpful resources, guides and workshops, identified throughout this workbook.

Need personalized support?

Free one-on-one coaching sessions and site visits are available to assist with developing all aspects of your plan.

Find guides (available in Simplified and Traditional Chinese) and resources on these and other topics:



- Reduce, Reuse and Refill
- Creating a Recycling & Waste Reduction Plan



- Calculate and Assess Waste
- Waste Audit Tools
- Assessing Your Waste



- Bylaws and Bans
- Illegal Dumping, Unsightly Premises and Rodents



- Contracting a Waste Hauler
- Waste Hauler Resources

Business name: _____

PLAN DEVELOPMENT TEAM MEMBERS AND ROLES:

Project lead: _____

Support: _____



Resources and a directory of links in this document:

Richmond.ca/BusinessRecycling

STEP 1: Understand Your Waste

Gaining a thorough understanding of your waste is a necessary first step for creating a Recycling & Waste Reduction Plan. You will use your Step 1 information to develop your plan.

1.1 CONDUCT A WASTE AUDIT

Before creating your plan, it's important to understand the waste your business generates. This includes waste audits to understand the types of waste generated (**waste composition**) and the amount of waste you are recycling versus how much goes to the landfill (**waste diversion**).

Options for completing a waste audit:

- Do it yourself: visual or calculated audit (resources and support available from the City of Richmond).
- Third-party audit by a contractor (results can be inserted in Richmond waste audit tools).



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit: *Selecting and Using a Waste Audit Tool*
- Toolkit: *Waste Composition Calculator*
- Toolkit: *Waste Diversion Calculator*
- Toolkit: *Assessing Your Waste*
- Coaching: Contact the City of Richmond at BusinessRecycling@richmond.ca or 604-276-4010 to request assistance with completing a waste audit.

PLANS FOR YOUR AUDIT:

1.2 UNDERSTAND THE SERVICES REQUIRED

Make sure you are up to date on the bylaws, regulations and bans your business must comply with, including:

- Bans on recyclable materials in the garbage (Metro Vancouver).
- Requirements for hazardous and operational impact materials (Metro Vancouver).
- Regulations for single-use items (City, provincial and federal).
- Bylaws related to public health, unsightly premises and illegal dumping (City).



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit: *Bylaws, Bans and Your Business*
- Toolkit: *Deter Illegal Dumping, Unsightly Premises and Rodents*
- Toolkit: *Tips for Contracting a Waste Hauler*

SPECIFIC BYLAWS AND REGULATIONS RELEVANT TO YOUR BUSINESS:

1.3 ASSESS AND REDUCE WASTE

Before developing your plan, assess the results of your waste audit to identify options to increase recycling and reduce waste going to the landfill.

Consider additional opportunities to:

- Generate less waste (e.g., reducing packaging by choosing refillable products).
- Reuse or repurpose products (e.g., swapping single-use items for reusable items).
- Recycle correctly (e.g., ensure materials are sorted into the correct bins to reduce contamination).
- Increase recycling (e.g., increased use of take-back programs or drop-off to Richmond Recycling Depot).
- Assess current waste hauler contract and requirements.



Resources at Richmond.ca/BusinessRecycling

- Toolkit: *Assessing Business Waste*
- Toolkit: *Tips to Reduce, Reuse and Refill*
- Toolkit and Workshop: *Contracting a Waste Hauler*

OPPORTUNITIES TO INCREASE RECYCLING AND REDUCE WASTE AT YOUR BUSINESS:

1.4 REVIEW YOUR WASTE BINS AND LOCATIONS

Walk through your business to review your recycling and garbage

YES **NO**

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Are garbage and recycling bins conveniently located close to where waste is generated? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have the right mix of bins for types of waste generated? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are garbage and recycling bins together, so staff and customers can easily place items in the proper container? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need different bin types for customer areas compared to staff only/business operational areas? |

PLANNED IMPROVEMENTS

STEP 2: Develop Your Plan

2.1 SET GOALS AND OBJECTIVES

Identify a goal that represents your vision for sustainable waste management and objectives to help you achieve it, reflecting the information you gathered in Step 1.

Sample goals:

- We are leaders in sustainable waste management best practices.
- We are dedicated to ongoing improvement in our recycling and waste management.
- We share our sustainable practices with the community.

YOUR GOAL:

YOUR OBJECTIVES:



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Workshop: *Creating a Recycling & Waste Reduction Plan*

Sample objectives:

- Increase the number/types of items we recycle.
- Decrease how much overall waste we produce.
- Train staff in order to reduce contamination.

2.2 ESTABLISH TARGETED OUTCOMES

Identify the targeted outcomes of the actions you will put in place.

Sample targeted outcomes in order of priority:

- Recycling services are in place for all banned materials, with clear signage and in convenient locations.
- Staff are trained and informed about how to recycle correctly.

- Increased community and customer awareness about recycling best practices.
- Enhanced recycling services established to improve waste diversion rates.
- Waste reduction initiatives are in place to reduce cost and support circular economy.

TARGETED OUTCOMES:

TIMEFRAME:

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2.3 SET TIMELINES

Stay accountable by setting deadlines, and make note of all related contract timelines. A three-year implementation plan is recommended for your first plan.

Plan completed by: _____

Implementation to begin: _____ Implementation completed: _____

Current recycling/waste contract(s) expiry dates:

Updated recycling/waste contract(s) completed: _____

2.4 IDENTIFY REQUIRED SERVICES

Determine the services your business requires to address the waste generated and various bylaws, bans and regulations in place.

This is also an opportunity to review your existing hauler contract.

Existing services:

- Recycling services for all recyclable materials that are banned from the landfill.
- Proper disposal of hazardous and operational impact materials.
- Recycling of food waste (including lunch leftovers) and other organics including plant material, grease and oil.
- Garbage hauling
- Other: _____
- Other: _____

PLANNED IMPROVEMENTS:



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit: *Tips to Reduce, Reuse and Refill*
- Toolkit and Workshop: *Contracting a Waste Hauler*

Additional considerations:

- Are you getting the best bundled price for the services needed?
- Are you satisfied with your existing service providers?
- Are there services you could reduce or change by improving your recycling practices (e.g., less garbage and additional organics or recycling collection, more use of drop-off options such as Richmond Recycling Depot).
- Does your property manager provide the appropriate services for your business?

2.5 INDOOR BIN SELECTION, PLACEMENT AND SIGNAGE

Having the correct types of bins, signs and labels in the right locations help staff and customers properly sort recycling and garbage, reducing contamination.

! Proper sorting is important because loads considered to be contaminated may not be accepted by recycling processors.

Selection tips:

- Ensure you have the right bins for the range of recycling and garbage generated.
- Ensure bins are large enough to prevent overflow so that surrounding areas remain tidy.
- Bins are available for purchase at hardware stores, business supply stores and many other places.
- Upcycle large containers to use as bins (e.g., ice cream bucket, 10-gallon buckets).

PLANNED IMPROVEMENTS FOR INDOOR BINS:

2.6 OUTDOOR BIN SELECTION, PLACEMENT AND SIGNAGE

General tips:

- Keep your outdoor collection area clean to make it easy and safe for staff and hauler to access the bins.
- Store your containers in an enclosure.
- Limit unauthorized access by locking outdoor spaces or bins/carts.
- Store containers in well-lit areas.
- Move containers away from roadways to reduce their visibility to the public and minimize potential littering and illegal dumping.
- Ensure bins are closed or covered to prevent items from becoming waterlogged.

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Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit and Workshop: *Creating a Recycling & Waste Reduction Plan*

Placement tips:

- Never place garbage bins on their own without a recycling bin next to it. Where space permits always place bins for all waste streams (e.g. garbage, recycling, refundables, organics) together.
- Place bins where they don't block hallways, stairwells or fire exits.
- Do not store excessive amounts of recycling on-site, or use utility/service rooms for storage.

Signage/labelling tips for waste stations:

- Use both words and pictures to identify items for each bin.
- Use colour-coding to distinguish between different types of bins.
- Include both DOs and DON'Ts, particularly for commonly mis-sorted items.



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit and Workshop: *Creating a Recycling & Waste Reduction Plan*

Placement tips:

- Place bins in a secure area.
- Do not place bins on a sidewalk.
- Plan for extra room to accommodate future expansion.
- Ensure your bin does not pose a hazard to users or impede traffic flow in your parking area.

PLANNED IMPROVEMENTS FOR OUTDOOR BINS:

2.7 PREVENT ODOURS AND PESTS

Include actions to ensure your recycling bins and stations do not create odours and attract pests. This could include:

- Assigning maintenance / cleaning of recycling bins and stations to specific staff members.
- Creating signs to encourage everyone to keep the areas tidy.

General tips:

- A sturdy food and yard waste container with a lid will help prevent pests from getting into the container.
- Remind users to close the container lid after each use.
- Rinse containers regularly to keep them clean.
- Sprinkle vinegar or baking soda into the bottom of your container to neutralize odours.



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit: *Deter Illegal Dumping, Unsightly Premises and Rodents*

PLANNED IMPROVEMENTS TO PREVENT ODOURS AND PESTS:



Free customized coaching and support

The Business Recycling Resources team is available to help, including site visits, assistance with waste audits and support for developing a Recycling & Waste Reduction Plan.

2.8 COMMUNICATION AND COMMUNITY RELATIONS

Celebrate and communicate your company’s actions toward sustainable recycling and waste management.

Check off actions you will include in your plan:

- Contact waste hauler to request bin labels, posters and other communication materials and post in all waste collection areas.
- Point-of-sale signage and public bin locations: Call attention to your proactive recycling and waste reduction measures, and encourage reusable options.
- Share success stories: Media, business-to-business events or networks, advertising, other external outreach.



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Single-Use Plastic Resources: Posters, tabletop displays, shelf signs, window decals.
- Engage customers: Share successes, ask for input/feedback on sustainable waste management initiatives, and encourage reusable containers, cups and bags.
- Encourage staff: Keep track of how much you recycled and share successes with staff.

PLANS FOR ADDITIONAL COMMUNICATION AND COMMUNITY RELATIONS:

2.9 ASSESS BUDGET REQUIREMENTS

Determine what you pay now for recycling and waste management, and identify your anticipated budget going forward. This could include working with waste hauler contractors to identify opportunities to expand recycling to help offset garbage collection costs through waste diversion.



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit and Workshop: *Contracting a Waste Hauler*

Determine your budget period (e.g. month, quarter, year): _____

Current costs for budget period: _____

Opportunities to offset garbage collection costs through expanded recycling services:

Projected savings (\$):

Total projected savings:

Communication and training costs: _____

Budgeted spend for budget period (including savings): _____

STEP 3: Educate and Train Staff

Include actions to train existing and new staff about the new Recycling & Waste Reduction Plan and procedures.

Check off actions you will include in your plan:

- Train existing staff to recycle correctly, including what items are recyclable, what goes in the garbage, where bins should be located and what is the collection schedule.
- Obtain communications materials from haulers or recycling services providers to reduce contamination.
- Distribute guidelines to all employees and cleaning staff, and post updates on bulletin boards and/or your intranet site.
- Conduct yearly refresher sessions.
- Keep staff updated as new systems or strategies are introduced.



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Coaching: *Tips on how to recycle correctly and reduce contamination*
- Customized training: Support in implementing sustainable waste management practices

- Incorporate garbage and recycling training into the onboarding of new staff.
- Initiate a staff recycling champion role or team to help support other employees, increase recycling and make your recycling program a success.

ADDITIONAL PLANS FOR STAFF TRAINING

STEP 4: Monitor and Measure

Include actions to monitor and measure success in order to make changes if necessary, including:

- Getting regular feedback from your employees.
- Working closely with your collection provider to understand how your program is going.
- Performing regular waste audits.
- Getting data information from your waste hauler to measure progress.



Resources at [Richmond.ca/BusinessRecycling](https://richmond.ca/BusinessRecycling)

- Toolkit: *Selecting and Using a Waste Audit Tool*
- Toolkit: *Assessing Your Waste*
- Customized training: Support in implementing sustainable waste management practices

PLANS FOR MONITORING AND MEASURING



Working together to increase business recycling

Richmond's free Business Recycling Resources Program provides an extra level of support to help businesses increase recycling and manage their waste.

ACCESS FREE RESOURCES INCLUDING:

- Customized training and coaching
- In-person and virtual workshops
- Advice on how to develop a Recycling & Waste Reduction Plan
- Assistance in completing a waste audit
- Support in implementing sustainable waste management practices
- Tips on how to recycle correctly and reduce contamination



**REGISTER FOR THE
BUSINESS RECYCLING
RESOURCES PROGRAM**

Email BusinessRecycling@richmond.ca

Phone 604-276-4010

richmond.ca/BusinessRecycling