



How to get the most out of your Recycling Program

SAVE THAT STUFF, INC. is pleased to provide you with this paper recycling guide. We understand that many organizations need assistance with the development and maintenance of an effective program that meets their unique requirements. The objective of this guide is help you get the most value out of your office recycling program, while minimizing your planning and administration time.

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Welcome

Questions? Call us! 617.241.9998

It starts at the desk...

First and foremost... every employee needs a desk-side container for storing recyclable paper at his or her workstation. Then there are two options:

1. Custodial services staff collects and consolidates recyclable paper on a regular basis (integrating the pickup into their regularly scheduled custodial duties). This is the preferred, and usually more effective, option...or...
2. When the employee's container is full, he or she simply empties it into one of the larger central storage containers located throughout the office.

For Option 2, we recommend one central container for every twenty employees throughout your office. Clearly labeling the containers will help to prevent employees and visitors from using the central containers as trash cans. Placing trash cans near the central recycling containers will also help to minimize unwanted trash. Finally, it's best if the central containers look different from your trash cans.

The next step... the custodial staff

Most office recycling programs work best when integrated with existing custodial operations. Custodians simply collect the paper from the desk-side or central containers and transfer it to the main storage area. Some facilities use an alternating collection system in which the custodial staff collects recyclable paper one night and trash the next.

It is important to introduce the custodial services staff to the planned program in the early stages of development. Reliable collection is crucial to a smooth running operation.

When introducing the custodians to the new recycling program, explain that they are handling the same amount of materials; they are simply emptying the trash and the recyclable paper into separate containers. Many facilities add the responsibility of picking up the scrap paper into the custodial service contract when it's up for renewal.

Other personnel such as mail room staff, equipment porters, or related staff can also consolidate the recyclable paper. Given the high turnover rate in some custodial services staff, it will be necessary to maintain contact with the supervisor in order to orient new staff to the separate collection program.

Consider these points when deciding where to station your central storage collection containers:

- Where are copy machines and other paper producing systems located?
- Are there any other common work areas that could accommodate the central collection containers?

Consider these points when deciding how to consolidate the paper in the main storage area:

- How many custodians service the building?
- Are there day porters or other personnel who could assist in handling the consolidation duties?



Getting it all together

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Use in-house staff to consolidate the paper from the central containers into one main storage area.

The main storage area should be organized to minimize accidental mixing of trash with recyclable paper, and it must meet local fire code requirements. Most buildings keep their main storage area in the basement or loading dock area of the building. Keep in mind the following points when selecting your site:

- Is the site large enough?
- Is the site protected with sprinklers?
- Is there easy access to the loading dock or service entrance from the site?
- Is there a freight elevator?
- Is there handicapped access to the site so that the rolling carts don't have to go down any stairs?

The mandate to recycle must come from the top.

The senior team of each company in the building must clearly make it a priority for their organization to participate, and must visibly support the coordinators and monitors. In our experience, this senior level reinforcement is absolutely crucial to your success.

Don't worry...there are other options if there is no space large enough to accommodate a main storage area. For example, you can place the carts throughout your facility and only consolidate them on the collection day.

Enlist some champions...

Experience has shown that the most effective programs are building-wide. However, the guidelines discussed below apply equally to building-wide, office-only, and all variations in between.

To run an effective recycling program, you will need a program coordinator, and, depending on the size of your facility, a few monitors. In a building-wide program the coordinator is typically the building manager, and the monitors are tenant representatives. These people don't need a degree in recycling. In fact, they don't need to know much about recycling at all. However, the coordinator should have organizational experience and strong communication skills. Program monitors should have a good rapport with the building management, the service staff and the tenants in the building. Coordinators and monitors should have a thorough understanding of how the program works. And, they should have some level of passion for the program...we've seen that a little enthusiasm on the part of the coordinator and the monitors goes a long way!

Although the job has many responsibilities, almost all coordinators find that the rewards of organizing a program far outweigh the work involved. The coordinator is responsible for:

- Serving as a liaison with SAVE THAT STUFF;
- Developing the collection system;
- Getting the employees involved and
- Tracking the progress of the program.

Depending on the size of your company, the coordinator will spend anywhere from a day or two to a couple of weeks getting the program off the ground. After the program has started, the coordinator will need no more than a few hours each month to oversee the program.

One monitor for each tenant or floor, or for every 100 employees is optimal.

Monitors are responsible for:

- Making sure the containers are free of trash;
- Notifying the coordinator if a container overflows; and...
- Encouraging employees to participate in the program.



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All aboard...

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Getting staff to participate

Once you have designed your program, promotion is the key to successful implementation and maintenance. Employees will participate if they are well informed about the program and its benefits, and if they understand that it's really not all that difficult to comply. We recommend three steps for your promotion campaign: a kick-off memo, educational sessions, and follow up publicity.

In addition, you may want to send out a short survey to each tenant representative before you start the program, in order to gauge the level of interest in operating the new recycling system. Most people will agree that a simple recycling program is a good idea, and once they have done so, are more likely to participate. (HINT: This is also a good way to recruit monitors.)

It sometimes takes people 3 times to hear it and 20 times to do it, so reinforce the recycling message to guarantee success!

Kick-off Memo

Send out a kick-off memo announcing the start of the program. The memo should be jointly signed by the building manager and the president or senior executive of each major tenant in the property. In the memo, highlight the benefits of the program and clearly explain the separation and collection procedures. Feel free to adapt the sample kick-off memo contained in this guide.

Educational Sessions

Encourage all employees to attend a brief information session run by the coordinator and monitors. These sessions have proven to be far more effective than memos in achieving both higher levels of participation and less confusion over how the program operates. The sessions can be incorporated into regular staff meetings. Keep it short and sweet—cover the basic “do’s and don’ts”, as well as the benefits of the program.

Once the program is up and running, be sure to inform any new tenant or employee about the recycling program as part of their orientation. Again, don't forget orientation sessions for the custodial services staff. And let us know how we can help...SAVE THAT STUFF offers internal education programs, including hands-on training for staff, custodial services, and/or cleaning crew.

Follow-up Publicity

Reinforcing the new recycling habit is very important. Regular reminders will help maintain a successful program. **HIGHLIGHT THE POSITIVES** (quantities recycled, disposal cost savings) and the “things to work on” (putting trash into recycling containers, low participation rates, etc.) in short follow-up memos. SAVE THAT STUFF recommends that you send out “recycling updates” every quarter. Here are some ideas:

- **LIST THE QUANTITY OF PAPER RECYCLED** by the building over a period of time. Divide the number of tons (pounds) recycled by the number of employees to get the amount of paper recycled per person.
- **LET TENANTS KNOW** if too much garbage is being mixed in with the paper.
- List any refuse disposal **COST SAVINGS** if available.
- **CONGRATULATE** employees for a job well done.
- **CIRCULATE** articles about recycling that appear in the paper.
- Feel free to **REPURPOSE** articles from the SAVE THAT STUFF newsletter.



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Don't stop there...

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Your office or building can recycle a lot more than just office paper:

Cardboard

can be flattened in the office, collected by custodial staff and stored with paper in the central storage area until pickup.

Co-mingled containers

(cans, bottles, etc.) can be collected in kitchen areas in containers lined with clear plastic bags.

Wood pallets

should be stacked in piles of ten for STS or implement a "take a pallet leave a pallet program" for delivery vendors.

Electronics

can be stored for "on-call" service.

Scrap metal


includes old furniture and miscellaneous bulk metal items.

Organic waste

includes food scraps, coffee grounds, old flowers and yard waste. Composting helps control your disposal costs by removing the heavy stuff.

Fluorescent light bulbs

should be placed back in the boxes that they came in and stored for collection.



Please contact SAVE THAT STUFF to discuss recycling and pickup of any of the items discussed above.



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FAQ

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What grades of paper does SAVE THAT STUFF accept?

It's not just about white paper any more. All of the waste paper generated in an office environment can be collected together. This includes magazines, newspapers, catalogs, folders, and sticky notes, which can all be mixed together with the printing and writing paper.

Is there a charge or payment for the paper collected by SAVE THAT STUFF?

That depends on volume. If the volume of waste paper generated by your facility exceeds our current minimum collection requirement, we can provide free service, or pay for the material your facility generates. Some of our clients are charged a small fee for each collection.

Will SAVE THAT STUFF collect paper from each floor of the building, or does the paper need to be consolidated into one main storage area?

We have found that it is most effective to designate one central storage area where the buildings staff consolidates the paper. During our audit and planning phases, we will work with your Recycling Coordinator to determine the best central storage location for your waste paper.

Will SAVE THAT STUFF provide "scheduled" or "on call" pickups?

We will assign you a scheduled collection day. You can also schedule special pickups for cleanouts or high generation days by contacting the SAVE THAT STUFF dispatch office at 617.241.9998.

Does SAVE THAT STUFF offer destruction services for confidential materials?

Our document destruction service can be tailored to the individual needs of our clients. Contact us at 617-241-9998 for more information.

What kind of equipment does SAVE THAT STUFF have to support my recycling program?

We own and maintain a full range of recycling equipment, storage containers, and vehicles. We are able to service a wide variety of accounts, and offer a great deal of flexibility to our clients, providing the best combination of storage and pickup options to meet their unique needs.

How else can SAVE THAT STUFF help me increase participation in my program?

We have developed a number of tools and programs for a variety of our clients. Please contact us to discuss how else we might help you.



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About us

When your facility partners with SAVE THAT STUFF, you are working with a company that takes great pride in our level of service, and in our relationships with our clients. We leverage our broad experience to help you get the best value out of your particular program.

We were founded in 1990 with a mission to provide cost-effective alternatives to traditional waste disposal. Our core business is the collection of corrugated cardboard, newspaper, mixed paper, electronics, organics, cans and bottles. Over a thousand clients currently contract with SAVE THAT STUFF.