resourceSmart

Recycling and reusing in your workplace

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Sustainability victoria

Victoria
The Place To Be

About Sustainability Victoria

Sustainability Victoria is a state government agency making it easier for Victorians to reduce their everyday environmental impacts by providing clear, logical advice and communicating no nonsense information.

Reducing confusion = reducing waste.

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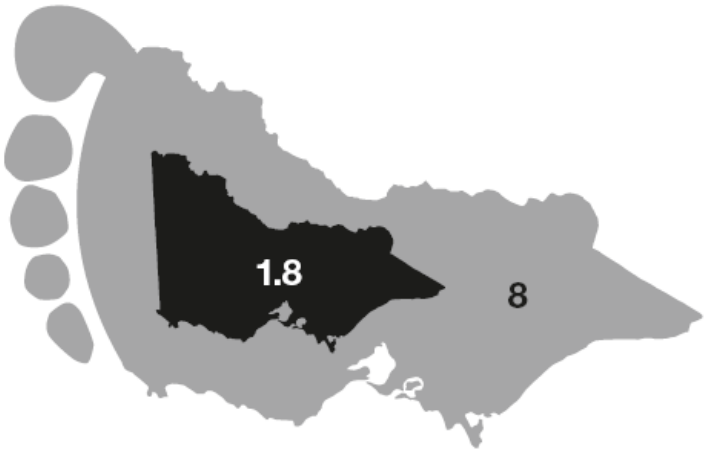
> The ResourceSmart Office

A guide to reducing and recycling workplace waste

Effective office waste management can reduce landfill waste by up to 90%

Victoria's ecological footprint is currently more than eight global hectares per person. It should 1.8. Across Victoria, including our homes, businesses and public organisations, we're producing 9.88 million tonnes of waste a year. We're among the world's most wasteful nations.



But Victorian workplaces can cut office landfill waste by up to 90%. This simple, easy to follow guide has been developed to help Victorian workplaces develop effective recycling and reuse systems. In the following pages, you'll discover logical, practical solutions to reaching desirable and realistic levels of waste management.

Contents

1 Identify and evaluate

By assessing and understanding your current waste practices, you'll reach a clear understanding about what needs to change in your office.

Where to start checklist

ResourceSmart recycling and reuse, step-by-step:

Step 1 Understand the waste hierarchy and make waste avoidance your first priority.

Step 2 Perform a waste assessment to work out bin capacity requirements, and discuss options with your cleaners and contractors.

Step 3 Find the best way to educate and receive feedback from staff now, and in the future.

Step 4 Finalise your plan for a new or upgraded recycling and bin system.

Step 5 Perform a trial rollout to troubleshoot unforseen problems.

Step 6 Implement your system.

Step 7 Monitor your waste levels and address problem areas.

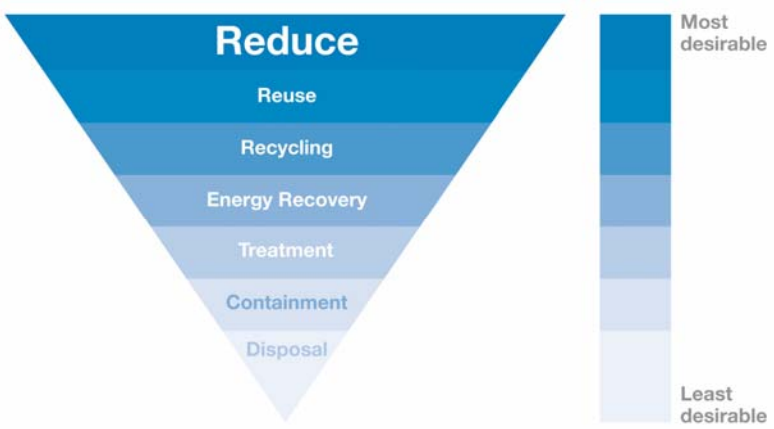
Step 8 Regularly review targets and strive for improvement.

Step 9 Evaluate your achievements and celebrate your success.

The waste hierarchy

The main aim of your new system is to reduce and reuse waste. Recycling should only be used after reduction and reuse options have been considered. A ResourceSmart office:

First	Avoid, reduce and reuse.
Second	Recycle all possible materials.
Last	Dispose rubbish to landfill when all other avenues have been exhausted.



The waste assessment

Know your waste volumes and impacts by starting with a waste assessment. Understanding current waste practices and impacts will give you information to:

> evaluate the effectiveness of the current systems
> identify problems to address
> identify opportunities for improvement
> establish a baseline against which to compare future achievements.

The larger your office, the higher the level of waste assessment you'll need. Use the table below to determine the right approach for your organisation.

Level	Type of assessment	Assessment techniques
Walk around assessment	Involves visual inspection of waste systems and support structures.	Consider how bin systems be improved to encourage recycling. Consider what items can be reused instead of thrown out. Review educational materials and the position of bins.
Level 1 Desktop audit	Reviewing recycling invoices for the last 12-24 months to determine levels of waste generation throughout the year.	Review records from waste and recycling contractors to estimate current waste quantities. Consider where waste can be reduced, bin sizes or collection frequency can be altered to save on costs.
Level 2 Visual waste assessment	Involves a full visual inspection of various types of waste in all areas of your office.	Estimate quantities of each material type and the fullness of each bin. Conducting a site analysis and reviewing invoices.
Level 3 Physical waste audit	Involves weighing types of waste, and quantities, against acceptable industry standards. And includes reviewing the recycling invoices and a site inspection. This is best handled by professionals.	Physical sorting of waste materials into different categories. Weighing and recording weight and volumes of each waste category and levels of contamination. Conducting a site analysis and reviewing invoices.

Professional waste audit for large organisations

For large organisations with large waste quantities, a professional audit is best to properly assess the waste types and quantities.

Bin capacity and collection frequencies

Your waste assessment should give you an indication of how much recycling to expect. Some types of waste, such as organic rubbish, will need to be emptied with high frequency, while clean waste, such as paper, won't need collecting as often.

Typically, recycling bins need to be large. And your general rubbish bins should also have enough capacity to avoid people putting rubbish in the recycling bins.

Based on your waste assessment you can work out how often collection needs to take place. For example, if your waste assessment showed each person would recycle about two litres per day and your office had 90 staff – the total recyclables would be 180 litres collected per day. As such, your capacity and frequency needs would be 2 X 240-litre recycling wheelie bins collected twice a week, shown as follows:

- 2 Lt x 90 staff = 180 Lt per day
- 180 Lt x 5 days = 900 Lt per week
- 2 x 240 Lt bins x 2 collections = 960 Lt weekly capacity

Recycling contractors and service providers

To avoid costly mix-ups, work together with cleaners, contractors and building facilities staff to create a clear, workable collection schedule.

You'll need to determine whether bin maintenance and collection can be handled by existing building facilities staff, or if you need to find a new external recycling contractor.

Speak to your existing waste contractor to see if they offer recycling services as well as waste disposal. A new service may be required if your current service providers do not offer a capacity for recyclables.

Look in the Yellow pages under 'Recycling Services' for information on companies providing recycling services for:

> paper and cardboard
> commingled material – bottles and cans
> construction and demolition waste
> food waste/organics
> specialist event recycling
> timber
> metal
> IT equipment and e-waste

Speak to your local council to find out about any recycling services available to small to medium businesses or local service providers.

If you do need a new contract, be sure to include all services you expect and clearly state all costs. The contractor should:

> Be clear on what materials they will and won't accept.
> Offer a flexible collection frequency in case waste levels change.
> Report monthly recycled amounts and approximate contamination levels.
> Provide support for special events where there is additional waste for a nominated fee.
> Regularly clean and repair bins and containers.
> Agree to work with facility managers.

Integrate with organisational policies

Review your existing policies to understanding how the waste minimisation initiatives will meet other sustainability objectives.

Identify policy requirements which may work against your sustainability objectives, for example a records policy requiring hard copies of all documentation or documents to be printed one sided. Speak to the responsible departments and you manager to identify how these policies can be reviewed and updated to be consistent with achieving you sustainability objectives.

2 Communicate and educate

Involve and educate staff early in the process and they'll gain a clear, gradual understanding about why changes need to be made – and how it's all going to happen. And use staff feedback and experience to maintain and improve your systems.

Build staff knowledge

Good communication is essential for a successful reuse and recycling system. Consult with staff about changes, provide up to date information and give them the opportunity to provide feedback.

The top ten things your team will need to know

1. The location of central and desk side reuse and recycling bins
2. Tips to reduce, reuse and avoid waste
3. Types of waste that can be recycled in the workplace
4. Common misconceptions about contamination
5. What can/cannot be put in various bins
6. How to dispose of specialist items such as batteries, corks or mobile phones
7. Who to go to with questions
8. How the organisation is performing (tonnes recycled, contamination, environmental impacts etc)
9. The options they have to provide feedback including suggestions and complaints
10. Upcoming events or milestones and what is expected of them

Communicate regularly

Use weekly newsletters or regular emails containing facts and handy hints to provide positive reinforcement. Don't overload and confuse staff with too much information straight away, or the process will seem difficult and time consuming.

Before you fully implement the new system, create a set of basic written instructions. Take time to talk to staff about the duties that they will be responsible for (moving of bins, creating signage, training other staff etc).

Tips for good communication

Communication should be clear and concise rather than providing an information overload. Communicate regularly and effectively to ensure staff are engaged:

> Communicate positive messages. Make sure all messages are not negative and just telling people what to do, but include reward for achievement and encouraging messages too.

> Make sure the 'call to action' is prominent – most staff are happy to do the right thing – as long as they what is expected on them.

> Use communication measures such as selective and occasional emails, reminders, e-newsletter etc. to send interesting facts and updates. All forms of communication should be selective to be effective and to avoid inundating staff with messages and emails. One of the ways to address the issue of time is facilitation of an intranet based user forum that can be accessed (and logged on by users) as and when required/possible by them.

> Use education signage that provides clear and consistent message throughout the workplace.

Be prepared. Brainstorm a list of all the possible excuses that you are likely to hear before advising people of change. Remove as many barriers as practicable and have prepared answers for those that you cannot remove.

Develop a new staff induction process

Present a 15-20 minute PowerPoint Presentation or on line training about your system, or conduct recycling and waste minimisation information sessions with OH&S training.

The information should cover the organisation's environmental impacts, how staff can reduce everyday environmental impacts and what the organisation is doing to reduce its environmental impact.

Create effective signage systems

Signage is a cornerstone to your reuse and recycling system – and is crucial to staff understanding.

Get management on board

Engage facility managers and department heads in the early stages, to ensure a common approach. Facility managers can provide extra support and input in setting up, maintaining and monitoring the system on day-to-day basis. They'll be in direct contact with service providers, so it's crucial they remain informed at all times.

HR managers, department heads and team leaders can also be effective in supporting change. And they can help to answer staff questions about the new system once it is established.

Recycling contractors can also help by regularly reporting your waste quantities. Any reporting requirements should be built into your service provider contract.

Take advantage of feedback

Staff feedback can be invaluable for uncovering teething problems, both before and after introducing your new system.
Try:

> Regular staff meetings

> Nominating representatives to follow up on issues

> Organising regular events/forums (e.g. lunch seminars, video shows)

> Speaking to your IT team about developing an intranet forum – it's a simple way to gather feedback, and tell staff about new initiatives without sending disruptive emails. The forum can also be a central resource for instructions, hints and tips.

Step-by-step communication plan			
Stage	**What needs to be communicated**	**Ideas to engage staff**	**Tools and methods**
Planning	New waste management system coming soon	Let staff contribute ideas and suggestions for design of the new system	Staff surveys Group announcement Informative e-newsletters
Setting up the system	Main features of the recycling and reuse system Set up and distribute basic user guidelines	Encourage staff to ask questions and report any issues or problems once the system is in place	Recycling workshops Email new guidelines Set up intranet forum
	Induction program for new staff	Discuss your organisation's recycling approach as soon as possible	PowerPoint presentation Individual training
Maintenance and monitoring	Issues/problems with regular maintenance	Provide an option for staff to give feedback	Regular meetings Intranet forum e-newsletters
	Tracking targets (tonnes recycled/waste reduced) Environmental impact so far Fresh encouragement, upcoming changes/new initiatives	Ask representatives to report on staff performance and problem areas. Refresh your approach on encouraging staff e.g. changing/moving old signage Celebrate meeting targets and overall staff performance Offer incentives and rewards	Representative reports Bring in a guest speaker Annual/monthly performance result announcement Reward performance results with a rubbish-free lunch, or outdoor activity
Continual improvement	Setting new targets	Organising events to inspire and motivate the staff so as to maximise their contribution	Offer a reward program for innovative and interesting ideas for improvement

3 Plan and act

The disposal of materials that could otherwise be reused or recycled is a lost resource opportunity for your business – compounding costs and the need to draw on more resources.

As you implement your new system, remember the ideal order of action is to avoid, reuse, and recycle waste – and the ideal amount of waste is zero.

Reduce and reuse

Reduce first

Reduce unnecessary consumption as the first step, and primary goal of your waste management system.

Reduce and reuse materials to gain immediate cost savings by not needing to purchase as much, or at all. Avoid the production of waste materials where recycling facilities are not easily accessible or available.

Review your waste assessment results to find out which materials can be cut from purchasing lists or replaced by durable or reusable items so they are eliminated from the waste stream.

Catering and food supply can is also a major contributor to the waste stream:

> Supply crockery and steel cutlery, and removing all disposable kitchen items.
> Promote the use of reusable mugs for local take-away coffee.
> Order 10 per less food from caterers than the number of people attending to avoid excessive food wastage.

Save paper

With paper as the single biggest contributor to waste in the office, it should be a major focus of the changes implemented.

Introduce a printing policy that aims to minimise paper consumption. You can cut your paper use and costs by 50 per cent with 'double-sided printing' selected as the default setting on all office printers. Communicating with staff about the environmental and financial costs for copying and printing provides a further an incentive to cut down.

Back up communications with a 'think before you print' campaign – this can be as simple as a note added to each person's email signature.

A waste audit by Resource NSW[1] reported that the largest component of waste in offices is paper, and a substantial amount of new or barely used stationery items are thrown out

Investing in multi-function printers, with options such as 'print to mailbox' or similar, can cut waste and costs even further. Such features allow the user to send and store a print job in the printer rather than printing straight away. This feature is useful as you have the option to delete the print job if it is no longer required.

Switch to electronic communications whenever possible. Substitute paper communications with emails and consider using only soft copy versions for filing and record keeping purposes. Electronic invoicing and archiving will further reduce paper consumption.

Key messages to reduce and reuse

> Reduce, reuse, recycle, relax!
> Reusable mugs. Simple – no rubbish.
> Think before you print.
> Halve your workload – print double sided.
> Looking for something? Reduce and reuse first.

[1] Resource NSW (2002). Waste Reduction in Office Buildings: A Guide for Building Managers. www.environment.nsw.gov.au

ResourceSmart purchasing

You are only truly recycling once you're buying recycled goods. The product's recycled content, ease of maintenance, serviceability, and take back options at the end of its life, all form part of the recycling picture.

Consider product life cycle – whether you purchase recycled goods, and recycle them after use.

Analyse purchasing records to find the items which are purchased frequently, of high cost value or environmental impact to seek environmentally friendly alternatives.

Key purchasing tips:

> Cancel the use of non-recycled paper.
> Choose recyclable products over non-recyclable products.
> Identify products that are associated with a take back program2.
> Choose durable, long-lasting products over disposable items.
> Only buy new printers with double-sided printing capacity, or 'print to mail box' options.
> Buy energy and water efficient appliances.
> Buy products with minimal packaging, or choose a distributor that will take it back afterwards.

Reuse systems

Reuse items that would previously have been treated as waste is the second step to minimising office landfill waste. Visibility and easy access to your reuse systems is the key to success.

Allocate a specific section of the stock or supply room or stationary area for items for reuse. Add clearly visible signage, so staff are directed there before seeking new supplies.

Allocate a reuse deposit area for items that are likely to be used infrequently, such as e-waste and larger items including mobile phones, furniture, printers, and unwanted computer equipment. These items can be collected by special service providers, or donated to charities, disadvantaged groups and schools or even offered to staff members.

Provide a clearly labelled tray for the collection of waste paper with one-sided printed on. Near photocopiers, printers or stationery rooms is ideal. Designate one printer to reusable paper, for printing informal documents or drafts. Also provide staff members with a box for their desk to collect paper for reuse.

Recycling systems

An effective system handles a range of waste streams, and is flexible enough to allow for unscheduled quantities and volumes of waste – while always being part of the wider towards zero waste target.

Once all options for reduce and reuse have been exhausted, consider the remaining materials types identified in the waste assessment for recycling options.

The three key considerations to an effective recycling system include:

> bin placement, location and zoning
> design and appearance
> specialised recycling requirements.

Bin placement, location and zoning

Bins should be placed in easily accessed locations frequented by staff, in a place that is logical for disposal – such as organics in staff kitchen, and paper recycling near photocopiers.

Your waste assessment will give you an indication of how much recycling to expect.

Centralised bin systems

As a general guide, central recycle bins should be placed where they are easy to access and where the waste or recycling materials are likely to be generated:

[2] A contractual arrangement to take back the product at the end of its service for re-use, recycling and re-processing

- Paper recycling bins in printer and photocopier rooms or close to administrative areas.
- Combined paper and cardboard recycling near stationery rooms or facilities areas.
- Packaged recyclables (bottle/can/carton) in tea rooms, kitchen areas and staff break out areas.
- Organics recycling in tea rooms and kitchen areas where food is prepared and consumed.
- Printer cartridge recycling and reuse bins in photocopy and storage rooms (e.g. where new printer cartridges are kept).
- Areas for storing electronic and IT equipment for recycling.
- Additional recycling receptacles (e.g. e-waste, corks etc) near main recycling stations to ensure people are aware of their existence.
- Large recycling bins should be placed at central recycling stations, alongside bins for general rubbish to avoid cross contamination.

Cigarette butt bins should be made available in staff smoking areas and at the entrance to buildings where the public enter. The Victorian Litter Action Alliance has developed resources to assist in designated smoking areas, such as suppliers of cigarette butt dispensers and signage.

Important: Bin placement must not interfere with services such as fire exits and access points or become safety hazards.

If planning a retrofit, new building or moving in a new premises, opportunities may be available to influence the location and layout of the central recycling stations (e.g. having recycling station areas centrally located and easily accessible to most of the work desks).

Desk bin systems

Individual desk bins should also be evaluated based on the disposal behaviour of the organisation. The table below provides an assessment of four different typical individual desk bins systems. The table includes the interaction with the centralised bin stations.

Remove individual desk bins for rubbish where the waste assessment shows the majority of waste to be paper. This will encourage staff to recycle all their paper waste and reducing paper ending up in the landfill bins.

Types of desk systems	Waste stream material	Desk side	Central	Advantages	Disadvantages
Desk side rubbish only **Rubbish:** Bin at every desk, and at the recycling station **Paper:** Central bin provided near photocopier **Recyclables:** Central bins at the recycling station	Rubbish			Simple Low contamination	Staff have to go to central bin station to recycle, possibly minimising recycling efforts
	Paper				
	Recyclables				
Desk side rubbish and paper only **Rubbish:** Bin at every desk and at recycling station **Paper:** Small paper bin at every desk and central bin near photocopier **Recyclables:** Central bins at the recycling station	Rubbish			Convenient for desk workers Will increase paper recycling	Increased workload for cleaners (collecting extra bins) Staff have to go to central bin station to recycle, possibly minimising recycling efforts
	Paper				
	Recyclables				
Desk side paper only **Rubbish:** Central bin at the recycling station **Paper:** Small paper bin at every desk and central bin near photocopier **Recyclables:** Central bins at the recycling station	Rubbish			Will increase paper recycling (the biggest waste issue in offices) Paper bins can be left longer between collections, thus reducing costs	Potential for contamination in the paper bins High level of awareness amongst staff members is required.
	Paper				
	Recyclables				
Desk side paper and recyclables only **Rubbish:** Central bin provided at the recycling station **Paper:** Central bin near photocopier **Recyclables:** Central bin at recycling station **Recyclables and paper:** Small combined recycling/paper bin at every desk	Rubbish			Lower contamination as staff become familiar with the system Staff have to leave desks to dispose rubbish, forcing them to reduce waste generation	Combined desk bins will need to be sorted off site - your recycling service provider will need to have access to a sorting and processing facility High level of awareness amongst staff members is required – will not be successful if staff not supportive.
	Paper only				
	Recyclables & Paper				

Bin design and appearance

Choose bins with hygienic openings that are easy to use, and discuss bin options with service providers.

Type of waste	Bin lid colour
Recyclables	Yellow
Rubbish	Red
Food organics	Lime Green/Burgundy
Paper/cardboard	Blue

Bin design and appearance influences disposal behaviour of staff.

Lids with rubber flowers/rosettes can help prevent rubbish being put in recycling bins.
Swivel lids, as opposed to flip tops are more hygienic, so staff will be more inclined to use them.
Bin openings must be kept clean and well maintained – people are turned off using damaged or dirty bins.

Important Occupational Health and Safety note: Lifting heavy bins and handling sharp objects have been identified as OH&S risks for facilities and cleaning staff. Ensure the bins can be handled and moved easily, and ask cleaners to report any difficulties.

Sign posting bin use

Instructions and signs should be clearly visible from 5m away, and consistent throughout the office. Easily recognisable and clearly signed bins will help to promote correct disposal behaviour.

Simple, brightly coloured signs, such as those shown below, quickly communicate what items are acceptable for each bin. A complete selection of waste signage is fully downloadable from the Sustainability Victoria website.

Instructional signage needs to clearly communicate what can be placed in each bin. And additional signage should be used to improve understanding and awareness of your system, such as:

Frequently asked questions and recycling tips, such rinsing and cleaning containers.
What goes where information, and contact details of who to call if you need help.
A floor plan outlining the locations of reuse and recycling bin locations.

Clear, easy to follow signage is key for the success of your reuse and recycling system. For universally recognised signage, such as the ‘mobius loop’ or recycling symbol, follow Sustainability Victoria’s Away from Home Waste Signage Guidelines.

Posters with tips on avoiding, reusing and recycling in less obvious places can also help as a constant reminder and reinforce the message.

Specialised recycling and waste solutions

Special requirements also need to be considered in your recycling plan.

Secure document disposal

Shredded documents should be placed in paper recycling bins and not the rubbish bins.

If you choose to have a secure document bin, it should only be used when necessary – destruction services are more expensive than regular paper recycling. Make sure your secure document bin is collected and recycled.

Uncommon waste recycling services

There are various recycling providers that deal with uncommon waste items such as corks, CDs, plastic wrap/film, mobile phones and technological equipment.

Fluorescent tubes

The mercury, glass, aluminium and phosphor powder from fluorescent tubes can all be recycled to help save valuable resources and prevent environmental damage. A box can be provided to collect used tubes.

Office events and activities

High levels of waste can be result from activities outside of your normal daily working practices, so plan ahead. Hire extra recycling bins or ask your contractors about additional services when: cleaning out office storerooms, libraries and filing cabinets, changing office stationery with new company names, logos or letterheads product launches and marketing events.

Trial roll-out

A trial will test the functionality of your recycling and reuse systems using a small designated area, prior to rolling out your new system. Here's how:

Define what materials such as signs and posters, need to communicate. For example, the paper recycling signage should communicate that only *clean* paper can be placed in the bin for recycling.

Design a small survey to test the system infrastructure and communications materials. The survey should ask a number of staff about key questions about the system such as 'What can be put in the blue coloured bin?'. A good sample size is 6-10 people.

Review the answers to determine the percentage of staff that understand the messaging and system. A successful result should achieve at least 80% correct answers.

Repeat the testing and refining until the target success rate is achieved. It is likely that the testing and refining stage may need to be done several times to reach an acceptable success rate, depending on the design of your communication material and system.

The Communications Research Institute of Australia has excellent testing methods. Visit www.communication.org.au for their diagnostic testing methodology.

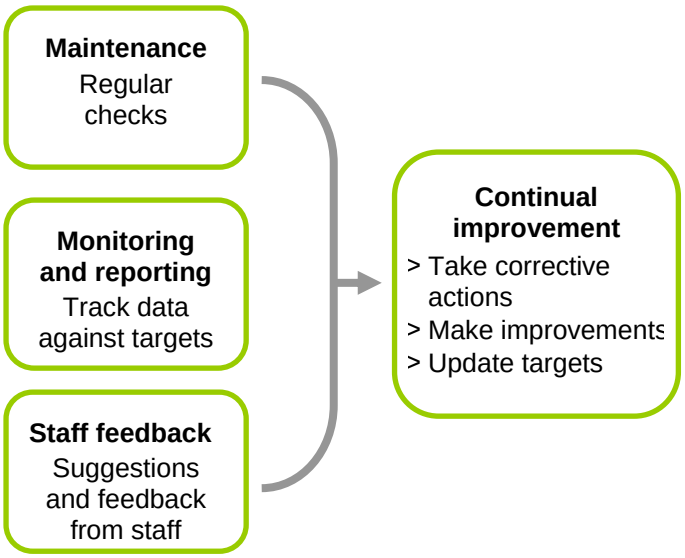
4 Maintain and monitor

Your reuse and recycling system needs regular maintenance and waste level monitoring to identify ways to make improvements, and to ensure its continued success.

Ensure continued success

A regular maintenance and monitoring program will ensure that your waste minimisation system works effectively. To ensure your system provides the levels of resource management you set out to achieve, you will need to continue to assess performance.

> Maintain the system through regular checks, monitoring staff feedback and trouble shooting problems that arise.
> Monitor waste levels through regular data collection and tracking indicators to assess progress against targets.
> Revise targets and actions according to ensure continual improvement.



Maintain your system

A maintenance regime can be as simple as a regular visual inspection of bins, supported by feedback from staff and service providers.

Schedule regular checks and waste assessments

Inspect your system weekly or monthly to identify unanticipated problems and implement solutions quickly.

A troubleshooting guide is available for common problems.

Signage

Signs should be updated to reflect any changes to your system, such as adding an organics collection. Also, move and refresh signs regularly, as they can become unnoticed over time.

Damaged signage should be replaced with fresh signage. Tattered or ripped signs send unwanted messages to users that the instructions are old and even out of date.

Bin cleanliness and function

Carry out regular condition and hygiene assessments, as people are reluctant to use dirty or dysfunctional bins. Also, make sure cleaning staff and service providers know who to approach if there's an issue.

A recycling and reuse checklist is available to use during scheduled maintenance checks.

Your Environment Team play an important role in ensuring the day-today functioning of a good recycling and reuse system. Discuss maintenance check results at team meetings. Use a problem solving matrix to analyse problems, identify causes and brainstorm solutions.

Measure and monitor waste indicators

Waste monitoring will help to determine whether recycling levels are steady, declining or improving. And how progress is tracking towards targets.

Contractors can monitor and report your waste quantities if you make a prior agreement.

Waste assessments

Carry out waste monitoring regularly, such as monthly, or bi-annually to determine whether or not you are reaching targets.

A formal waste assessment or audit should be carried out at least once a year to assess progress, with the first assessment undertaken soon after the first month of system implementation.

Fit the waste assessment timeline in with the annual financial year or product cycle as this will assist in aligning waste minimisations targets with business operations and reporting.

Weigh up both quantitative indicators (weight or volumes of materials) and qualitative indicators (how well your system is performing).

This helps you assess the savings and impacts of your efforts, such as greenhouse gases, water savings, avoided forest-fall and rubbish to landfill.

> One tree is needed for every 17 reams of paper used.
> Recycling 1 tonne of paper/cardboard saves 13 trees and 2.8 tonnes of greenhouse gas emissions.
> The energy saved by recycling one glass bottle would light up a 100 watt light globe for 4 hours.
> Recycling 1 aluminium can power a TV for 3 hours.

Review your system

After collecting data on your waste levels, you'll need to address the areas that need improving, fixing or upgrading.

Your review should investigate the status of the targets for the last period of monitoring (e.g. paper reduction target not reached or exceeded) and how the targets were achieved (e.g. increased staff participation). Ask staff to fill out a basic questionnaire to gain feedback and use it to address specific problems.

Included and environmental progress report in quarterly management meetings. Review action plans and targets on a regular basis, and announce performance results and achievements publicly through the Annual Report. Publishing your performance will enlighten shareholders and clients in your environmental commitments.

Tips for improving your system

If targets haven't been met, set new, realistic targets for the next period so they can be achieved, celebrated and backed by a positive message of success. If the organisation has successfully achieved previous targets and is aiming to lead in this area, use it to motivate staff to go even higher.

> Look into previously unexplored and interesting environmental solutions in your industry, and add them as long-term goals.
> Stay up to date with the latest recycling and reuse practices for fresh approaches and new ideas.
> Network with partner companies and associations and swap ideas and solutions.
> Don't be afraid to change collection frequency or bin sizes whenever necessary.
> If communication strategies seem to be waning with staff, look at refreshing your training approach.

Rewarding efforts

Celebrate the achievements and the hard work that has gone into making your recycling and reuse system a success. Helping the environment should be an enjoyable process, so promote, celebrate and reward people's ideas, contributions and efforts with certificates and small gifts. This will inspire people to work towards further improvements, and get involved in long-term projects.

> Reward staff with a morning tea or individual treats when targets have been met or exceeded.
> Redirect savings from reduce and recycling actions towards funding further actions, contributing to a charity or for a staff function.
> Everyone loves a little friendly competition. Pit departments against to each to raise the bar in achieving individual targets.
> Promote, celebrate and reward individual staff contributions through certificates or awarding green stars in the staff publication.

Share the achievements outside your organisation, and reach out to local media or trade publications to let them know about your efforts, or apply for public recognition or awards. The planet will thank you for it too.

5 Useful templates and examples

In this section you'll find useful forms and templates that you can use or modify to your needs and incorporate into your own recycling system.

Fact sheets

Recycling trouble shooter

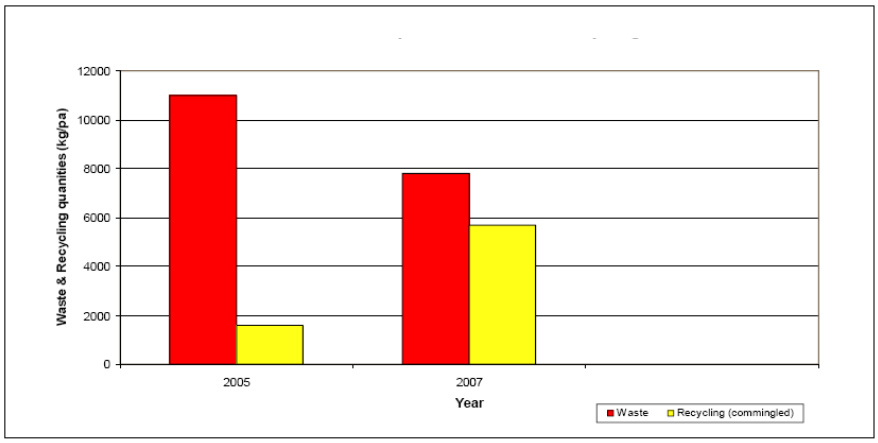
This trouble shooter provides simple answers to solving the most common recycling and reuse problems.

Too much contamination in our recycling bins	Ensure rubbish and recycling bins have not been moved apart. A recycling bin that is not next to a rubbish bin will receive unwanted rubbish and is a contamination problem. Move the bin – it may be in a location where people have rubbish but not many things to recycle. Reinforce what can and can't be recycled.
Bins smell and staff won't use them	Speak to the cleaners about emptying the bins more regularly or ensuring a cleaning schedule is in place.
Recyclables in the rubbish bin	Move the recycling bin close to the rubbish bin that is wrongly receiving recyclables. If a recycling bin is already nearby, ensure that a clear instruction sign is in place. Because it isn't always possible to have recycling bins everywhere, some recyclables will be thrown away in rubbish bins – this is sometimes unavoidable.
A recycling bin fills too quickly and may be overflowing before it is emptied.	Bring a second recycling bin to the area, or increase the collection and emptying schedule.
The recycling bin is usually empty	Try a better location, where people pass regularly or near where the recyclables are being created, e.g. paper bins near photocopy rooms, bottle & can recycling near tearooms.
Recycling is too costly or do not have access to recycling services	Focus on looking to reduce materials and waste creation instead.
New staff aren't doing the right thing	Check your induction processes and ensure new staff are being introduced to the recycling and reuse systems the same week they start work.
A regularly high number of staff queries (limiting the capacity to respond)	However too many queries may mean that staff do not have access, or do not know where to look for more information. Communication, education and training materials should be updated or increased to communicate key messages to all staff.

Example communications

RECYCLING How are we performing?

In 2005, we sent 11 tonnes of rubbish to landfill & only recycled 1 tonne.

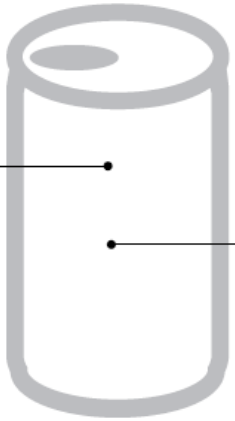


In 2007, we sent 7 tonnes of rubbish to landfill and increased our recycling to 5 tonnes!!

CONGRATULATIONS Keep reducing, reusing and recycling!

Life Cycle analysis modelling

Aluminium can



Two-bin permanent system

- Producing 20 cans from recycled materials uses the same amount of power as making one can from raw materials.
- Making aluminium cans from recycled material requires less than 5% of the energy used to make aluminium cans from raw materials.

- Reusing one tonne of recycled cans saves:
  - 15.2 tonnes of CO_2
  - 171 gigajoules (annual usage of 10 homes)
  - 233,000 litres of water (DEC NSW 2007)

Recycling and reuse monitoring checklist

Site name_____ Date _____ Check carried out by _____

Waste and recycling stations
Aim to inspect approximately 10% of the bins. Choose bins from different areas such as: photocopy or stationary rooms, kitchen areas, high traffic areas (walkways), public spaces, desk side bins. Try to inspect more bins in areas of high use. The check should be done just before the bins are collected by the cleaners.

Waste Bin Location _____ **Time observed** _____

Bin stream	Bin size	Level of contents	Main Contaminants	Estimate % of Contamination
Paper recycling	240Lt	estimate % full	Food Plastic cups Wrappers other	none < 10% 10 – 20% 20 – 30%
Rubbish	120Lt	estimate % full		
Additional				

Are bins clearly and correctly signed? ☐Yes ☐No Comments_____
Is further educational material visible from the bins? ☐Yes ☐No Comments_____
☐ Follow up actions_____

Waste Bin Location _____ **Time observed** _____

Bin stream	Bin size	Level of contents	Main Contaminants	Estimate % of Contamination
Paper recycling	240Lt	estimate % full	food Plastic cups Wrappers other	none < 10% 10 – 20% 20 – 30%
Rubbish	120Lt	estimate % full		
Additional				

Are bins clearly and correctly signed? ☐Yes ☐No Comments_____
Is further educational material visible from the bins? ☐Yes ☐No Comments_____
☐ Follow up actions_____

Note – Clean = clean. Tattered, ripped or dirty signage or posters indicates that it is time to refresh your signage!

Photocopier rooms
Check 2 random photocopier/printer locations on your floor and record the followings.

Number of print-outs that are <u>not</u> double sided	
Number of print-outs that are unclaimed	

Are designated paper reuse trays in use? ☐Yes ☐No Comments_____
Are there paper reduction posters located near photocopiers? ☐Yes ☐No Comments_____
☐ Follow up actions_____

Staff survey

Organise a staff survey in the tearoom or lunch area so you don't disturb staff at their workspaces. Select a few staff to ask the following five quick questions, and then note a brief description of their response.

Do you take your own mug to get take-away coffee at the local café?	☐Yes ☐No Comment
What do you do to reduce your paper consumption?	Comment
Where do you put <insert contaminated item>?	Comment
Do you know what to do with old batteries, old mobiles in this office?	Comment
Where do you put your food scraps?	Comment

Removing desk landfill bins

Replace desk side waste bins with recycling boxes to have an immediate impact on reducing the waste to landfill. As paper waste is the common waste in offices, most desks only need a paper reuse collection tray and a paper recycling bin located at each desk. Other recycling and waste services are provided centrally so all staff have access to these services, but must get up and walk to them.

Benefits of the one bin desk side system include:

> significant reduction in waste to landfill
> reduction in waste disposal costs
> increase in the amount of materials recycled
> staff are more likely to take breaks from sitting leading to OH&S benefits.

Bin replacement plan

Provided you already have a paper and cardboard recycling service in place, follow these simple steps to remove deskside landfill bins in your office.

Gain support for the initiative

Good communication is the key to easing people into the new bin system. Start by having some informal conversations with staff and then approach your Responsible Manager to ensure that you have their support. Some people can be very precious about their waste bin so start early and get staff on board.

Discuss the idea in a staff meeting and invite questions from staff. If you are anticipating some resistance you may wish to have your manager introduce the topic and/or have a guest speaker who has successfully gone through the process in another office or organisation.

Follow up with an email outlining the proposed plan and the timing of implementation. The email should also request feedback on the plan. The feedback from staff will also identify any issues or problems not already addressed and give you time to develop solutions before the bins are changed.

Arrange for new bins and recycling boxes

Work with your Facilities Manager to arrange recycling boxes for each desk and the new shared landfill bins. The Facilities Manager will be crucial in communicating the new system with cleaning contractors to ensure they are emptied and collected appropriately.

Plan the new bin system

Take an office layout plan and map out where the shared bins will be located. Centralised recycling stations should be created where recycling streams are alongside rubbish bins to reduce contamination and maximise recycling. The bins should be located conveniently for all staff - aim for every desk to be within a thirty second walk from a general waste bin. Involve the Facilities Manager to ensure that the emptying and collection of the waste and recycling in included.

Get ready for implementation

Put the centralised bins in place first so people get used to the idea of the new bin locations. Label bins clearly so staff can easily recognise which items should go in which bin. Develop communication materials to instruct staff where the bins are located and what they are expected to do. Prepare a brief feedback form to be distributed with the recycling boxes.

To get staff on board, start with removing the landfill bin of the senior management team one week before and take photos which can be used to promote the intuitive (with their consent!).

Bin removal

Remind people a week in advance, two days and then the day before the big day.

When the big day arrives, make it a celebration. The office has embraced the new recycling system so that the desk side waste bins are unnecessary. Distribute the recycling boxes to staff making a face to face exchange collecting their landfill waste bin and leaving them with a recycling box, a feedback form and a treat to sweeten the exchange.

Choose the time of day carefully. People can be more receptive in the afternoon than the morning but the culture of your office will be unique, so think this through. If people are not at their desk on your first pass, try again later in the day rather than doing it in their absence. Making the exchange face to face helps reduce resistance as they are handing over their bin rather than having it stolen in the night. It also gives them the opportunity to clarify any concerns they may have.

Once all the landfill bins are replaced, keep them store until it is confirmed that the new system is working and that they are no longer needed.

Feedback

Encourage all staff to fill out and return the feedback form. Gather the feedback and where appropriate provide a response to individuals as well as the group on the issues, enhancements and general acceptance of the new system.

Manage resistance

Accepting and adapting to change will be harder for some people than others and some staff will be very resistant to letting go of their landfill bin. Some suggestions on dealing with resistance:

> Anticipate questions and have answers prepared.
> Put yourself in their shoes and try to match their concerns with benefits of the new system
> Provide examples of other managers and departments that are using the same system successfully.
> If all else fails ask for them to trial the system for a month and encourage them to provide suggestions on how the system may be improved.
> If you continue to get ‘pushback’, get management involved to make it clear that this change will not be reversed, and if its good enough for management, its good enough for them.

Deal with the old bins

Once the new system has become a part of the everyday life the old bins can be sent for reuse or recycling:

> re-use them with a different purpose in the office.
> run a competition seeking suggestions on how the bins could be reused
> contact recycling service providers to get them recycled

Measurement indicators for recycling and reuse

Total waste production	Weight (Kgs or tonnes) or volume (Lts or m^3)	Includes waste to landfill plus all recycling. Indicates the total waste production as a result of consumption. Targets should aim to reduce this measure.
Diversion rate for recyclables	%	Recycling as a percentage of the total waste generated. Targets should aim to increase this measure. A good recycling system can easily achieve a 90% diversion rate.
Quantities for individual streams 1. Waste to landfill 2. Paper and/or cardboard 3. Recyclables (bottles & cans) 4. Organics 5. IT and computer equipments 6. Other	Weight (Kgs or tonnes) or volume (Lts or m^3)	Amount of recycling by weight or volume. Understanding quantities of individual waste materials will help determine suitable strategies to reduce environmental impacts. Targets can be set around specific waste materials according to the priorities of the organisation. A reduction in waste to landfill is common. Beware of setting targets around increasing quantities of recyclables, as an increase in recycling materials can mean an increase in consumption, rather than a reduction in waste.
Normalising variables	Kg/FTE, Kg/m^2 of office space or kg/hrs of operation.	Normalising the data will assist in understanding your impacts, and offer better comparison against industry or sector benchmarks. The variable should be chosen to best reflect your organisation's operations. A common measure is the total waste production (by weight) normalised by the total number of full time (or equivalent) employees (FTE)
Level of contamination	This indicator is used to assess whether the recycling bins are being used correctly. High levels of contamination or commonly contaminated items should be addressed. Contamination can be measured as a percentage (%), or a list of commonly contaminated items can be recorded. Zero or low levels of contamination is desirable.	
Level of staff engagement and amount of feedback/improvement suggestions or ideas provided.	Indicates the level of staff awareness and interest in using the system properly and making it better. Suggestions can be measured as a total number, or as a list of the common suggestions. A high number of feedback, improvement suggestions and ideas are desirable.	

Number of staff queries about the system	Indicates the level of willingness/enthusiasm to know more about the system and to use it correctly. Queries can be measured as a number, or a list of the common queries. A good number of queries is desirable as it provides the opportunity to clarify any issues, however it should also remain at a manageable level. Too many queries may mean that staff do not have access, or do not know where to look for more information.
Complaints or negative feedback from staff	Indicates the problems the system has. Complaints can indicate the willingness of staff to use the system correctly and show their interest in improving the system. Complaints can be measured as a number, or a list of the common problems identified. Initially, a high number of complaints is likely, and may even be desirable, as it provides the opportunity to identify problem areas and take corrective actions, but the amount of complaints should be reduced after time. Tracking common problems also provides a way of prioritising corrective actions. Common complaints should be prioritised over problems raised only once or infrequently.

For benchmarks on office waste, recycling and paper consumption, refer to the Commissioner for Environmental Sustainability Environmental Performance Benchmarks Report at www.ces.vic.gov.au.

Recycling myths and FAQs

Myth	Busted
The amount of fuel used in trucks that pick up recycling counters any good recycling does. We're just using up fuel and pumping more exhaust fumes into the atmosphere.	In the Life Cycle Assessment report carried out by three Australian Universities - RMIT, Victorian University of Technology and University of NSW - the environmental savings from recycling also considered the negative effect of truck fuel usage and found these to be insignificant.
Most recycling gets exported overseas in ships that are bad for the environment.	Sustainability Victoria's Annual Survey of Recycling Industries 2003-04 found that 91% of waste collected in Victoria is reprocessed locally.
Regardless of how we segregate and recycle our waste, it all gets thrown into one truck and ends up in landfill.	Recycling contractors across Victoria use different collection systems, including 'split' trucks that are divided on the inside to keep materials separated. While signs on some trucks suggest only rubbish is collected, some contractors use the same truck at different times of the day to collect rubbish and then recyclables.
Anything can be put in the recycling and they will sort it out somewhere else.	It is important to follow your service provider guidelines on what can be put out for recycling, otherwise you may 'contaminate' the entire recyclable truckload. For example, if a small piece of ovenproof glass or just 15 grams of ceramics gets mixed with glass, up to one tonne of glass can get sent to landfill. Why? Because ovenproof glass and ceramics melt at a different temperature to normal glass and contaminate the glass-making process.

Frequently asked questions

Where does the truck go after recycling is collected? And what actually happens to recycled materials?

Recyclables are taken to a sorting facility, where the glass, plastics, metal and paper are separated and bundled to be taken to reprocessing facilities. Reprocessors then buy the material from the collection contractors to be manufactured into new products.

What are plastic codes?

Plastic bottles and containers are usually stamped with a Plastic Identification Code, which is a triangular symbol with a number in the middle on the bottom of the container.

Can coffee cups and pizza boxes be recycled?

Depending upon the type of cups, they can be put in the compost bins or paper bins. Not all coffee cups can be put in paper recycling because they are food-contaminated and are waxed in order to be waterproof. Empty pizza boxes can be recycled with cardboards (as long as they are completely empty). Check with your recycling service provider to find out more information.

Action plan tips

A waste reduction action plan template is available to assist you in planning your environmental program. The action plan specifies the actions that will be necessary to achieve objectives, allocates responsibilities and establishes targets to be met along the way. An action plan template is available from the Sustainability Victoria website www.resourcesmart.vic.gov.au

Consider the actions that are currently being undertaken and the opportunities to review and improve.

What materials can we recycle?

> Paper
> Cardboard
> Commingle (glass, aluminium, steel, plastic containers & cartons)
> Food and/or garden organics
> Printer cartridges
> Electronic waste
> Batteries

What reuse systems can we put in place?

> Place for used stationary to be reused
> Upgraded electronic equipment

Can we purchase environmentally preferred products or avoid purchasing unnecessary items?

> Environmental purchasing policy
> Purchase products with recycled content (paper products, printer cartridges etc)
> Purchase energy and water efficient products (dishwashers, printers etc)
> Durable crockery provided (polystyrene coffee cups eliminated, plastic plates and cutlery eliminated)

Is office paper a key environmental impact for our organisation?

> Encourage staff to not print unnecessary items
> Print and photocopy double sided only
> Collect paper used on one side for reuse
> Purchase recycled content paper
> Secure document destruction service recycles paper
> Staff have deskside paper bins to ensure paper doesn't end up in landfill bins

How can we keep staff engaged and informed in our environmental initiatives?

> Instructional signage at key points (recycle bins and photocopiers)
> Posters to engage staff and remind them of our initiatives
> Staff newsletter and communications
> Presentation at staff meetings
> Staff training and induction
> Campaigns and incentives

What organisational processes do we have in place to demonstrate our commitment?

> Environment or sustainability policy
> An environment committee or green team
> Senior management endorsement
> Environmental management system (EMS) or ISO14001 EMS

Have we considered our services and products?

> Environment requirements built into contracts
> Greening our events
> Promote environmental initiatives to our customers

Do we know what impact our environmental initiatives have?

> Baseline data when we commenced our activities
> Targets for reduction in waste to landfill, paper usage, greenhouse gases
> Ongoing monitoring and evaluation of our activities
> Regular reporting to staff and management on performance
> Compare our performance against industry benchmarks

And…

> Construction & Demolition (C&D) – materials and equipment recycled, reused or sent for auction. Choosing sustainable materials for a new office fit out
> Reducing energy usage, purchasing GreenPower or offsetting carbon emissions
> Reducing potable water usage, utilising greywater for gardens, rainwater tanks to capture and use in appropriate places

A-Z recycling reference

item	Food & Paper	Paper & Card	Recycle	Green Collect	Rubbish
a					
aluminium cans			■		
aluminium foil (unsoiled)			■		
aluminium container (rinsed)			■		
apple peel/core	■				
b					
batteries				■	
bottles					
> plastics 1, 2, 3, 4, 5, 6, & 7			■		
> plastic (unmarked)				■	
> glass (unbroken)			■		
> glass (broken)					■
> tops (steel, plastic, alumin.)			■		
bread	■				
breakfast cereal boxes		■			
brochures		■			
bubble wrap				■	
c					
cans (emptied and rinsed)					
> aluminium			■		
> tin			■		
caps (steel, plastic, aluminium)			■		
cardboard boxes (flattened)		■			
cellophane				■	
ceramics					■
cheese	■				
chewing gum					■
china					■
chocolate wrappers (plastic)				■	
cigarette packets					
> packet		■			
> plastic wrap				■	
cling wrap				■	
coffee grounds	■				
corks (natural & synthetic)				■	
cups					
> china					■
> ceramic					■
> glass					■
> polystyrene				■	
> waxed paper (rinsed)		■			
cutlery					
> plastic				■	
> stainless steel			■		
d					
drinking glass (broken/cracked)					■
drinking straws				■	
e					
envelopes					
> plain		■			
> window		■			
f					
flowers	■				
foam cup (rinsed)				■	
food scraps	■				
food wrap					
> cellophane				■	
> paper (non soiled)		■			
> plastic				■	
> snack food bags (eg.twisties)					■
> tinfoil			■		
> waxed/greased paper	■				
fruit	■				
fruit skins	■				
g					
glass					
> bottle			■		
> broken					■
> drinking glass					■
glue sticks					■
h					
hand towels (paper)	■				

item	Food & Paper	Paper & Card	Recycle	Green Collect	Rubbish
m					
magazines		■			
manila folders		■			
margarine containers			■		
meat	■				
milk cartons (emptied and rinsed)			■		
milkshake cups			■		
mobile phones & accessories				■	
n					
newspapers		■			
note books		■			
o					
onion	■				
orange peel	■				
p					
paper					
> copy/printing paper		■			
> brochures		■			
> handtowels	■				
> laminated					■
> lunch bags (unsoiled)		■			
> lunch wrap (unsoiled)		■			
> milk cartons (rinsed)			■		
> milkshake cups (rinsed)			■		
> newspapers		■			
> soiled paper (food)	■				
> stapled paper		■			
> takeaway cups (rinsed)			■		
> tetra packs (emptied)			■		
paper clips			■		
pens and biros (shell only)				■	
plastic					
> Nos.1, 2, 3, 4, 5, 6, & 7			■		
> unmarked				■	
> bags				■	
> cutlery				■	
> food wrapping					■
> strapping/packaging				■	
polystyrene					
> cups				■	
> packaging				■	
post-it notes		■			
potato chip bag					■
printer cartridges				■	
r					
ring binders					■
s					
serviettes	■				
snack food bags (crisps etc.)					■
staple boxes		■			
sticky tape					■
straws				■	
string	■				
styrofoam cups				■	
sugar	■				
t					
teabags	■				
takeaway containers					
> aluminium					■
> plastic (no recycling #)				■	
takeaway cups					
> polystyrene (rinsed)				■	
> paper/waxed paper			■		
v					
vegetable scraps	■				
w					
waxed paper or cardboard	■				
whiteout bottles					■
window envelopes		■			
y					
yoghurt container (no recycling #)				■	
yoghurt container (No.1-7)			■		

Recycling & reuse zones

Rubbish
> Non-recyclables
> Polystyrene
> Broken glass & crockery

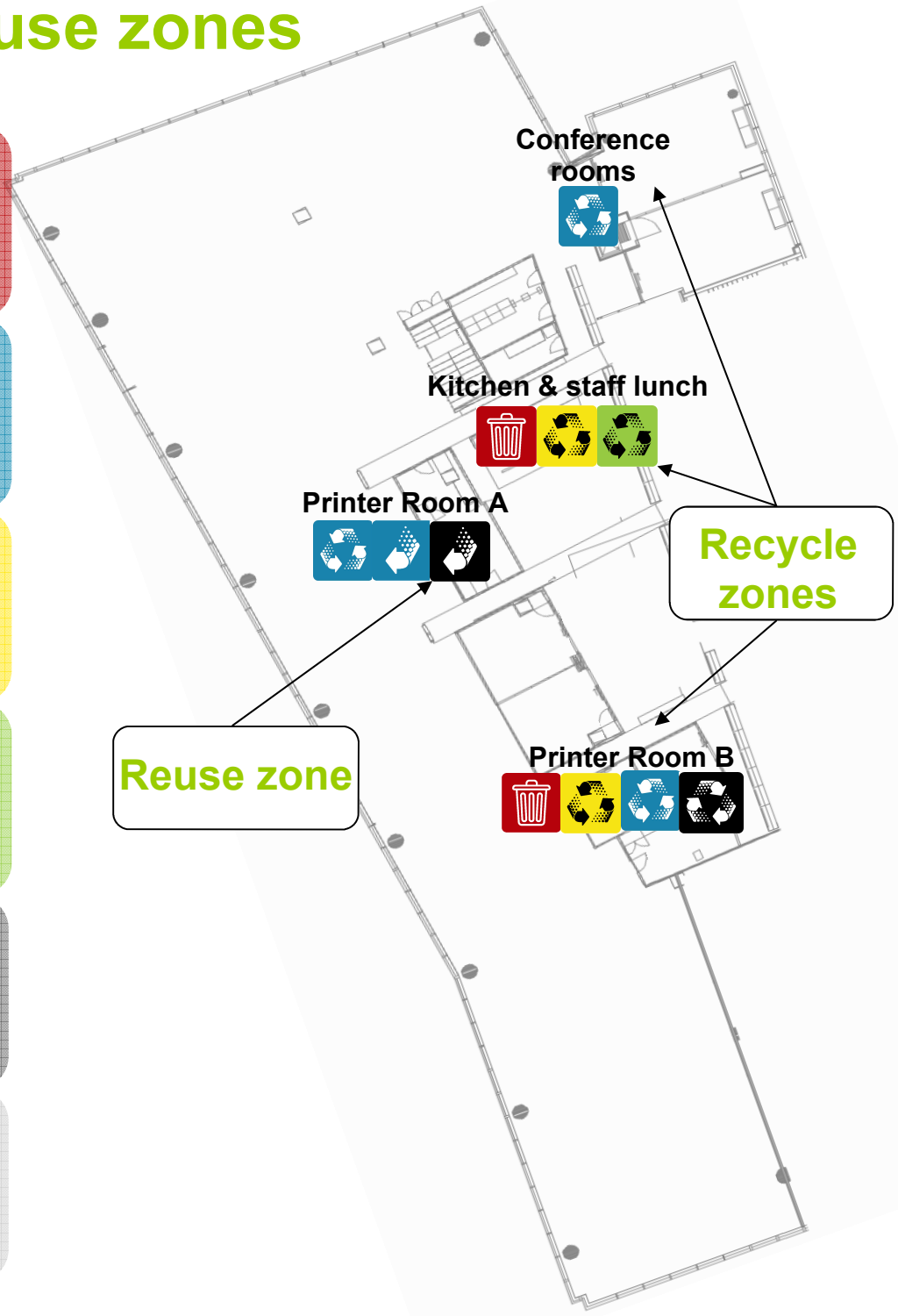
Paper Recycling
> Cardboard
> Paper—printed both sides

Bottle & Can Recycling
> Bottles, cans & cartons
> Plastics 1-7

Compost Recycling
> Food & veg scraps
> Paper towels & serviettes
> Tea bags & coffee grounds

Other Recycling
> Mobile phones
> Batteries
> Wine corks

Reuse Zone
> Stationary items
> Printer 3—recycled paper only



ResourceSmart recycling zones

Look for the recycling symbols to find *where* you can recycle and *what* you can recycle and reuse.

Reduce, Reuse, Recycle, Re lax!

Signs on the bins give you more details about what can and can't go in each waste stream.

Keep a paper reuse box at each desk.

Look in our reuse areas be fore purchasing or using new stationary items.

Do your bit to help reach our 20% waste reduction target.

Questions or suggestions?
Speak to the EcoChampion or your floor.

Floor 22— Mary Smith x2222

Useful links and resources

Design your own signs and labels

Sustainability Victoria's Away from Home Signage Guideline provides information on custom design of educational signage. The guide emphasises on the visual identity of the signage in terms of the colour, fonts and formatting and placement of symbols etc. For more information visit www.sustainability.vic.gov.au

ECO-Buy

ECO-Buy is an award winning not for profit company that supports organisations in purchasing environmentally preferable products. Visit Ecobuy at www.ecobuy.org.au

Green Building Council Green star rating

Under Green Star Office Interiors v1.1, two points are awarded where it is demonstrated that waste management and recycling systems for typical office waste are included in the tenancy fitout, as follows:

> $1m^2$ of designated recycling storage space per six workstations with monthly collections; or

> $1m^2$ of designated recycling storage space per 24 workstations with weekly collections.

Under the Green Star Office Design v2.0, two points are awarded where it is demonstrated that a dedicated storage area is provided for separation, collection and recycling of office consumables with good access for all building occupants and for collection by recycling companies. Minimum area of the storage area is based on the Net Lettable Area of the building.

For more information visit Green Building Council at www.gbca.org.au/green-star

Green Collect

Green Collect is a non-profit group that offers collection services for corks, aluminium, bottle tops, printer cartridges, mobile phones and accessories, batteries, and DVDs and CDs to businesses within the Melbourne CBD. As a social enterprise, Green Collect provides new work and training opportunities to people who have experienced barriers to employment. Visit www.greencollect.org for more information.

Green procurement

Adopt sustainable procurement practices to help you move towards resource efficiency. Consider the life cycle impacts of product choices. This includes the product's recycled content, ease of maintenance and serviceability, take back options and recyclability at the end of its life. A number of sources are available on line to assist you to make ResourceSmart purchasing choices.

The EcoOffice website has guidance on office supplies and equipment at www.ecooffice.com.au.

For a full list of green services within Victoria, visit www.greenpages.com.au

MobileMuster

MobileMuster is the official recycling program for mobile phones in Australia. Initiated in 1999 to minimise the environmental impact of mobile phones, this free program collects mobile phone handsets, batteries and accessories to recover the plastics and metals for use in manufacturing new products. Visit www.mobilemuster.com.au for further information.

Occupational health & safety

Lifting heavy bins and handling sharp objects have been identified as OH&S risks for facilities and cleaning staff. Reducing risks associated with the manual handling of waste bins often means reviewing the existing waste bin infrastructure. Visit WorkSafe Victoria website for information on safety in waste and recycling at www.workcover.vic.gov.au

One Umbrella

One Umbrella collects food that cannot be used in serving and turns it into nutritious meals for the homeless and hungry of Melbourne. In 2006/7, One Umbrella provided 428,000 meals at no cost to agencies working with the homeless and hungry, 'rescuing' almost 140 tonnes of food that would otherwise have been sent to landfill. Visit www.oneumbrella.org.au for more details.

Plastics identification code

The Plastics and Chemicals Industries Association (PACIA) has adopted a voluntary coding system which identifies the resin composition of plastic containers. The "1 to 7" numbering system identifies the resin composition of plastic containers (and other items intended for recycling).

For more information on plastics identification speak to your recycling collector. Visit PACIA at www.pacia.org.au

Public access areas

If your organisation regular run public events, or manages public spaces, consider installing public place recycling. Use the Sustainability Victoria Public Place Recycling Guidelines for advice on setting up recycling infrastructure in public access areas. Visit www.sustainability.vic.gov.au for further information.

Recycling service providers

Speak to your existing waste contractor to see if they offer recycling services as well as waste disposal.

Look in the Yellow pages under 'Recycling Services' for information on recycling for:

- paper and cardboard
- commingled material – bottles and cans
- construction and demolition waste
- food waste/organics
- specialist event recycling
- timber
- metal
- IT equipment and e-waste

Speak to your local council to find out about any recycling services available to small to medium businesses or local service providers or visit the 'Recycling Near You' website www.recyclingnearyou.com.au

Sustainability Victoria

Sustainability Victoria is a state government agency making it easier for Victorians to reduce their everyday environmental impacts by providing clear, logical advice and communicating no nonsense information. Visit www.resourcesmart.vic.gov.au for information on resource efficiency.

Testing communication materials

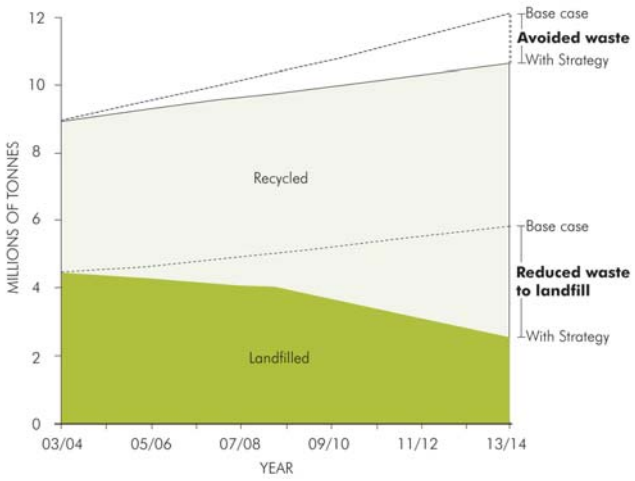
The Diagnostic Testing approach was developed by the Communications Research Institute of Australia (CRIA). Diagnostic testing will help assess whether educational pieces will be effective at communicating the intended message, and successful in helping change behaviours. The diagnostic testing methodology can be found on the CRIA website www.communication.org.au

Towards Zero Waste

The Towards Zero Waste Strategy establishes the goals and directions for Victoria's solid waste management and resource recovery framework. The targets and strategies of Towards Zero Waste cover all aspects of solid waste management in Victoria, ranging from households to businesses and schools.

These targets will be met through a variety of strategies including improving Victoria's materials collection and reprocessing technologies. Workplaces play an important role in increasing the provision of recycling in workplaces, through focussing on reducing the production of waste through procurement and reuse strategies and through changing worker behaviours towards more ResourceSmart workplaces.
Visit www.sustainability.vic.gov.au for more information

Projected Trends in Solid Waste Generation and Management – Victoria



Victorian Litter Action Alliance

The Victorian Littler Action Alliance (VLAA) provides information, tools and resources to help workplaces manage litter and in particular cigarette butts.

Butt bins should be made available in

> staff smoking areas
> at the entrance to buildings where the public enter.

Resources, including a toolkit and signage, are available on the VLAA website www.litter.vic.gov.au

Waste audits and training

Professional waste audit and assessment services are available. Look under waste assessment in the yellow pages or speak to your waste and recycling service provider.

Training in waste audits and assessment is available to ensure staff are aware of correct auditing processes and occupational health and safety risks and management. Visit Sustainable Learning for information on waste audit and assessment training programs available in Victoria.
www.sustainablelearning.com.au

Waste Management Groups

Victoria has 12 regional waste management groups and the Metropolitan Waste Management Group covering Melbourne.

The groups play a key role in educating the community about waste and environmental issues. Each group has one or more Regional Education Officers who provide advice and assistance with waste reduction programs. Visit www.sustainability.vic.gov.au to find contact details for your local waste management group.