



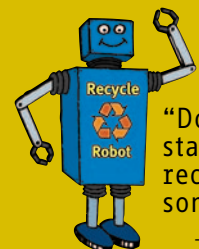
City of Los Angeles  
Department of Public Works • Bureau of Sanitation



# Mind Your Business

## A Recycling Guide for Offices

Solid Resources Citywide Recycling Division  
*Reduce, Reuse, Recycle, and Buy Recycled*



“Don’t just stand there; recycle something”

-Recycle Robot

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# I. INTRODUCTION TO THE 3 R'S (REDUCE, REUSE, RECYCLE, BUY RECYCLED)

## YOU'RE IN GOOD COMPANY WHEN YOU REDUCE, REUSE AND RECYCLE

Recycling is the right thing to do. It's also the smart thing to do. In fact, recycling just makes good business sense. A comprehensive recycling program can help cut your waste disposal costs and maybe even generate revenue. And both your customers and employees will appreciate your efforts to conserve natural resources. This guide will help get your company started in cutting down on waste while saving money.

There's a lot more you can do at your office than just recycle. In fact, if you begin recycling without first reducing and reusing, you aren't tackling your waste problem effectively. "Reduce, Reuse, Recycle" isn't just a clever slogan. It's a strategy for tackling solid waste endorsed by both the U.S. Government and the State of California. You can reduce some of your paper waste by using both sides, or reusing old binders and folders. For more information on how your business can reuse, contact California Materials Exchange, at (877) 520-9703. For more information on waste reduction, contact the Solid Resources Citywide Recycling Division at (213) 485-2260. Remember that recycling is the mechanism for managing those materials that are left AFTER you've first reduced and reused.

If you're ready to embark on a recycling program, you're ready to go beyond the obvious. You probably already know that paper, cardboard, aluminum and tin cans, plastic beverage containers and newspapers can be recycled. But, so can film plastic, toner cartridges, computers, old greeting cards, grass and even leftover prepared and packaged food. Remember: what sometimes cannot be reused by you, can be donated to non-profit organizations.

## WHY WE NEED TO REDUCE, REUSE AND RECYCLE: SOME BACKGROUND

In urban areas such as Los Angeles County, landfill space is being rapidly used up. Additional local facilities are unlikely, given the lack of available sites and the environmental concerns of residents close to these sites. Disposal of refuse will cost more as the waste is shipped to more distant landfills. Also, the California Integrated Waste Management Act (commonly known as AB939) requires each city and county to divert 50% of the material reaching landfills by the year 2000. The City of Los Angeles has gone further and adopted a goal of 70% waste diversion by 2020! Therefore, we all need to take a long look at what we can do to cut our waste.

## WHY SHOULD OFFICES RECYCLE

The City has over 1,000 large office buildings. These buildings, which have at least 20,000 square feet each, dispose of a significant volume of recycled materials every year.

Based on the waste characterization study performed by the City in 2000, almost 70% of the waste disposed from office buildings is paper! Of that, 47% is easily recyclable white and colored paper, magazines, catalogs, newspapers, and cardboard!! Other materials include film plastic (usually shipping material) at 4.5%, and food at 13.2%. Film plastic can be bundled and recycled into items such as plastic lumber. Food from concessions and cafeterias can be donated to food banks.

## YOU CAN GET CASH FOR YOUR TRASH

This paper-dominant office waste is a recycling treasure mine. Its volume, high quality, relative lack of contamination, and easy recyclability make it extremely attractive to recyclers. Large office buildings have consistently demonstrated that recycling programs can be implemented at no net cost and can result in lower disposal costs. Office and building facility managers already control the essential elements of any recycling program: they have easy access to tenants who will need to be educated about recycling; they control the maintenance and disposal contracts and the terms of the tenant leases. Small organizations have more difficulty establishing recycling programs because groups don't offer economy of scale to recycling companies. The solution for smaller buildings and multiple tenants is to establish building-wide programs. Surveys reveal availability of recycling programs, and can give buildings a competitive edge, as more companies and their employees require environmentally-sensitive workplaces.



## JUST HOW MUCH WASTE DOES YOUR INDUSTRY PRODUCE?

As a major part of the City's Year 2000 waste diversion study, samples of waste were taken from 28 business groups. This helps the City develop a roadmap for further waste reduction efforts. Results of the City's study include:

- Overall waste generated by all commercial/industrial business sectors is over 1.6 million tons each year, or 50% of all trash disposed in municipal landfills by the City of Los Angeles.
- In 2000, total food waste disposed by all commercial and industrial business sectors was over 475,000 tons.
- Business sectors vary greatly in their waste composition; offices generally have high amounts of paper, food businesses have high amounts of food (of course), and retail, high amounts of shipping materials such as cardboard and film plastic.

## II. REDUCE

### PRODUCE LESS WASTE IN THE FIRST PLACE

The best way to manage your waste - and save money - is to produce less waste in the first place. Reduction (or "waste prevention," "source reduction") means just that. Excess waste can be a symptom of inefficiencies. Reduction can be practiced in every department. Ask your employees for ideas; they know where operations are tight - and where they're not. Solutions don't have to be expensive or complicated. Small steps can make a big difference.

Can you pass the waste reduction test? Color in items you already practice and check those that you can easily begin.

### WRITING / PRINTING PAPER

- Make double-sided copies the standard in your office.
- Circulate magazines and memos, versus ordering or making copies for everyone.
- Make scratch pads from used papers (from copier jams, misprints).
- Reuse large mailing envelopes.
- Use outdated letterhead paper for in-house memos.
- Use voice or e-mail, or post memos on a central bulletin board.
- Print more words on each page by reducing margins.
- Eliminate unnecessary reports, and distribute only report summaries when possible.
- Save documents on floppy disks instead of making hard copies.
- Use central files for hard copies.
- Proof documents on screen before printing.
- Share subscriptions and donate old magazines and journals to hospitals or libraries.
- Participate in phone book recycling programs.
- Use reusable envelopes for inter-office mail.
- Return, reuse, and repair wood pallets.
- Reuse newspaper and shredded paper for packaging.

### PACKAGING / SHIPPING & RECEIVING DEPARTMENTS

- Buy, or make goods with minimum packaging in concentrated form, and in bulk.
- Ask suppliers for deliveries to be made in returnable containers.
- Return, reuse, and repair wood pallets.
- Reuse newspaper and shredded paper for packaging.
- Save and reuse foam "peanuts," bubblewrap, and cardboard boxes, or donate them.
- Set up a system to return peanuts and bubblewrap to the distributor for reuse.
- Use unbleached recycled-content packaging.
- Use cornstarch peanuts instead of foam.

### PURCHASING PRACTICES

- Buy recycled and recycled-content products.
- Use durable, concentrated, reusable, recycled, and recyclable products.
- Order supplies by voice mail or e-mail to reduce paper waste.
- Order bulk items to reduce packaging.
- Avoid ordering excessive supplies.
- Buy collectively or corporately to reduce cost of recycled-content products.

### FOOD AND PERSONAL SERVICE

- Supply durable towels, napkins, dishes, flatware, and cups, rather than disposables.
- Use cloth roll towels, hot air dryers, or large recycled-content paper rolls in restrooms.
- Use reusable coffee filters.
- Offer small portions in cafeterias to reduce food waste.
- Encourage customers to take home extra food.
- Donate leftover prepared foods to area food banks.
- Consider composting food scraps / worm bins.
- Offer cafeteria discounts or rebates to those who supply their own mugs, plates, or their own bags.



## III. REUSE

### REUSE OR DONATE TO OTHERS

Every office renovation, computer system upgrade, or new filing system can mean more waste - or an opportunity for reuse. The key to reuse is re-thinking. Old or outdated things don't automatically require disposal. Older, slower computers can be used for general office access. Old furniture can be used in another department. Even leftover paint can be used by graffiti-abatement programs.

And if you can't find a reuse inside your company, go outside, because reuse also means donation. You'd be surprised at how many things considered "trash" by your business are needed by someone else. There are nonprofit organizations seeking everything from old eyeglasses, and last year's greeting cards, to obsolete computers. Even leftover food from your cafeteria can be donated. There are also exchange services where companies list for barter, exchange, sale, or purchase of the materials they no longer need.

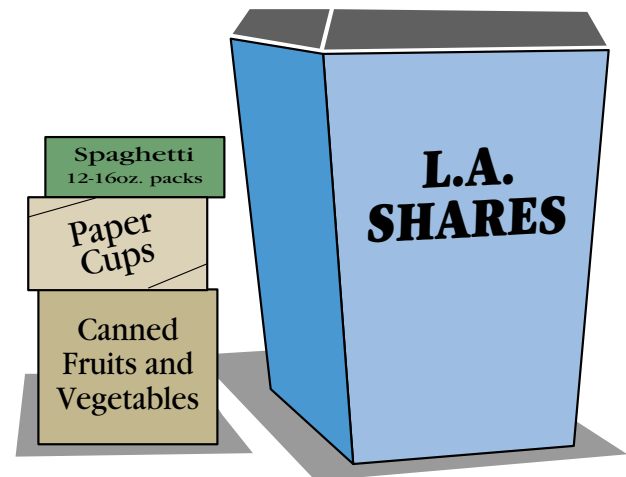
### EQUIPMENT

- Rent or lease. Do not buy equipment used only occasionally.
- Consider purchasing remanufactured/reconditioned equipment.
- Buy repairable equipment and duplex copiers and printers.
- Reclaim usable parts from old equipment.
- Rotate tires and keep them properly inflated to prolong tire life.
- Reuse and recycle old tires. (See SRCRD's Tire Reuse and Recycling Guide).
- Prolong the life of your equipment through proper maintenance.
- Use rechargeable batteries.
- Rebuild and refill fax and printer cartridges.
- Sell or donate old furniture / equipment to employees and charitable organizations. (See SRCRD's "Put it to Good Re-use L.A.!", a directory of donation opportunities).
- Buy only copiers and printers that will make two sided copies reliably.
- Collect paper that has been used on one side, and reuse as draft paper in fax machines, for scratch pads and copiers (in copiers with multiple trays, or tray can be stocked with draft paper).



### OVER-STOCKED, EXCHANGEABLE ITEMS

- Donate surplus produce and past-pull-date perishables to food banks, if still edible. (See SRCRDs Food For Thought, A Food Donation Directory).
- Advertise your surplus and reusable waste items through a commercial waste exchange. (See CALMAX brochure available by calling (877) 520-9703.)
- Set up an area in your business for employees to exchange/donate used items.
- Ask a local nonprofit organization to install a permanent (or periodic) collection bin or site so your employees can donate household items (See L.A. SHARES/Materials for the Arts brochure, or call (213) 485-1097).



## IV. RECYCLE

Now that you've reduced and reused (or donated), you're ready to start recycling. Recycling is actually a three-part system, not just tossing old cans into a bin; each arrow in the recycling logo represents one part of the system.

### STEP #1

**The Collection** of materials like cans, bottles, newspaper and office paper.

### STEP #2

**The Manufacturing** of these materials into new products (turning old plastic soda bottles into new carpeting; old newspapers into new newsprint and pens; office paper back into office paper and paper towels, for example).

### STEP #3

**Buying** products made from recycled materials. This is also called "closing the loop." Keep in mind that the recycling loop isn't closed yet, since most people only practice Step 1. And when we do buy recycled, we're still not buying in adequate volume.

### RECYCLING: THE ABCs OF PAPER

Think "recycling" and you probably think cans, bottles, and newspapers. You should also think paper. About 70 percent of the waste from a "typical" L.A. office is paper; corrugated cardboard accounts for about 12 percent of that total. Rough estimates indicate that an average office generates about 1/4 pound of paper per employee per day! Over half of that is high-grade paper (white, copier, ledger, colored), computer paper, corrugated cardboard, and other grades which can be recycled. Most offices also generate lots of other materials that can be recycled: aluminum and "tin" cans, glass bottles, and plastic beverage containers.

### KNOW THYSELF: THE WASTE AUDIT

You can always ask a prospective recycler to conduct a waste audit (you may have to pay for this service). But we recommend that you become familiar with your office waste first. This can be done quickly and informally by checking out communal wastebaskets and dumpsters. It's a real education about how much, and what types, of waste you create.

### EXAMPLES OF COMMERCIAL/INDUSTRIAL GROUPS MAJOR WASTE (% OF TOTAL WASTE BY CATEGORY) As obtained from the Year 2000 Waste Characterization Study

#### **Apparel / Textile Manufacturing**

Textiles 69.5% & Paper 21.6%

#### **Schools**

Food 44.6% & Paper 37.2%

#### **Hotels**

Paper 37.3% & Food 33.4%

#### **Large Fast Food Restaurant Chains**

Food 65.3% & Paper 21.6%

#### **Retail - General Stores**

Paper 66.0% & Plastic 18.6%

#### **Food Manufacturing**

Food 34.1%, Plastic 30.5% & Paper 28.4%

#### **Medical & Health**

Paper 42.7% & Food 20.6%

#### **Printing and Publishing**

Paper 68.9%

#### **Restaurants & Bars**

**(no large food chains)**

Food 62.2% & Paper 16.7%

#### **Wholesale - Durable Goods**

C&D 23.6% & Paper 31.8%

#### **Wholesale - Non-durable Goods**

Food 62.4% & Paper 19.5%

## IV. RECYCLE - Continued

### WASTE HAULERS AND RECYCLERS

**1. Waste haulers (also called “haulers,” “garbage companies,” “trash collectors”) make money hauling waste.** In general, haulers charge their customers each time they pick up a trash bin, and may also bill for the weight of the trash. That’s because the hauler’s trucks are charged by weight every time they dump trash at a landfill. The size and number of bins at your business are determined by the volume of waste you generate in theory. In reality, many businesses have too many bins; it’s not unusual to see half-empty bins picked up. Much waste could be consolidated into fewer bins and bulky items, like corrugated cardboard could be flattened, saving even more space. Businesses with trash chutes should rotate bins only after they’re full. Recycling programs could easily divert up to 30-40 percent of your waste. Your goal is avoided disposal costs. The more you reduce and recycle, the less waste you dispose. The less waste, the fewer trash bins or trash pickups you’ll require, and the less you’ll pay the hauler.

**2. Recyclables (like cans, bottles, newspaper) are commodities, just like pork bellies and wheat.** Recycling companies make money by selling the recyclables they collect from companies like yours. They value or price paid for these recyclables can and does fluctuate greatly, depending on the available supply and demand. The recycling company, though, has certain fixed costs, like wages, vehicle insurance, vehicle maintenance, gasoline, and more, so recycling isn’t “free”; it’s a business. Some recyclers, therefore, charge a pickup fee to cover their expenses and to guarantee that they’ll be at your office, week in and week out, no matter what the current paper price is. We’re often asked about aluminum. Aluminum is a recycling success story. However, the average office usually doesn’t produce enough aluminum to generate significant revenues for the recycling company so, usually, the office must have a significant amount of paper to recycle for collection.

**3. Who can recycle for you?**

- a. Double Duty: Your Hauler as Recycler**  
You can ask (or have the building management

ask) the current waste hauler if recycling services can be provided. (Use the sample management letter found in the Appendix.)

- b. Go Independent: Recyclers Who Aren’t Haulers**  
You can contract with a recycling company that does not provide your waste hauling services. These firms may pay you for the recyclable materials they collect, charge you for the pickup service, pay you a rebate from the revenues they earn by selling your recyclables, or any combination of the above. The volume and quality of recyclables you produce are also factors. Small companies, or those that generate only a small volume of recyclable materials, will probably be charged a recycling pickup fee. But you can offset this expense by becoming more efficient in your use of resources. Try, for example, to reduce overall paper purchases by 5-10 percent, by copying double-sided, using e-mail, and posting memos on central boards.

You can also join forces with other small businesses in your building. Chances are, if you’ve got the recycling bug, other tenants have, too. If you can demonstrate enough interest, building management may join the bandwagon and implement a building-wide program. We’d suggest sending a letter/survey to each tenant and holding an organizational meeting. **(Copy and distribute the sample tenant and employee letters found in the Appendix.)**

- c. Do-it-Yourself Recycling**  
You can do it yourself and take your recyclables to either a drop-off center (you won’t receive any payment for the materials), or to a certified buy-back center, where you will be paid, but not necessarily for all materials. You can also join forces with other small businesses in your building. See the above paragraph for ideas.
- d. Let Your Fingers Do The Walking**  
Look in the yellow pages of your telephone book under “Recycling,” or call the Environmental Protection Agency Hotline at (800) CLEANUP for recycling centers near you.

Dumpster Location	Capacity	Percent Filled at Pick-up	Number of pick-ups/wk	Charge per Pick-up	Yearly Cost

#### 4. How Much Do You Spend on Waste Collection?

Many businesses regard their waste disposal costs as fixed; but with improved efficiencies and recycling, they can be trimmed, like any other business expense. Use the chart on page 5 to calculate your current waste disposal volume and costs.

Dumpsters that aren't 100 percent full when emptied can indicate that you have excess dumpster capacity. Recycling can divert up to 25-50 percent of total solid waste, resulting in fewer dumpsters, pickups, or both.

### WORKING WITH A PRO: RECYCLING CONSULTANTS

There are dozens of recycling pros who can help you:

1. Conduct a waste audit.
2. Establish a waste prevention, reuse and recycling program.
3. Educate your employees and customers.
4. Redesign your products and packaging to reduce waste.
5. Implement a "buy recycled" program.



Consultants can provide more than just one service or design master waste prevention and recycling programs. They can actually implement programs, simply make suggestions, or provide you with written plans.

#### What to Consider:

You should evaluate a recycling consultant just as you would any other service provider. You can:

1. Discuss what types of services the consultant can provide.
2. Discuss fees; some will charge a flat fee for a particular service, others charge by the hour. Some will charge based on how much money they save you through reduced waste disposal costs. See chart on page 8.

#### Where to Find a Pro:

You'll find recycling consultants under "Recycling Equipment and Services" and "Consultants" in both the business and residential telephone directories.

#### What to Ask:

Ask about programs they've implemented for similar sized businesses and feel free to get references. You may consider your financial information proprietary, but you

should be able to reveal whether the consultant helps reduce your waste disposal costs, or how much of your solid waste is diverted through recycling.

### RECYCLING: GOOD FOR YOU AND YOUR BOTTOM LINE

#### Recycling: Good Management for Managers

If you're an office building manager, you're already in control of the essential elements of a recycling program: maintenance, waste collection contracts and tenant leases. You can easily reach your tenants in order to educate them about recycling. The bottom line is that a paper recycling program can divert a significant percentage of your waste, thereby lowering your waste disposal costs because you'll require fewer waste bins, pickups, or both. And if you generate waste paper in adequate volume, you may even be able to generate revenue. You'll find some good recycling role models in the case studies in this section.

### SELLING RECYCLING TO MANAGEMENT: GETTING TO YES!

You may encounter some resistance from (the building) management about recycling. Here are the reasons that explain why recycling is possible.

#### CASE STUDY

**Business Name:** NEUTROGENA CORPORATION  
5760 W. 96th Street  
Los Angeles

**Type of Business:** Soap and Cosmetic Mfg.

**Number of Employees:** 550

**Materials Recycled/Diverted:**  
402 tons of cardboard  
272 tons of metal  
drum barrels  
95 tons of plastic scrap  
11 tons of paper

**TOTAL:** 780 tons

**COST SAVINGS:** \$335,000

## Questions to ask Recyclers/Haulers

Services Provided	Recycler #1	Recycler #2	Recycler #3
Materials Collected: Paper Grades: Other Materials			
Prices paid for Recyclables			
Must we separate Materials? How separated?			
Storage Dumpster Provided? Dumpster Fee:			
Desktop Container Provided? Desktop Container Fee?			
Container for Other Materials? Container Fee?			
Confidential Document Destruction?			
Recycled amount in Monthly Reports?			
Provide Bailer for Corrugated Cardboard?			
Conduct Waste Audits? Waste Audit Fee?			
Provide Employee Training?			
Educational Materials & Signs? Price for Materials:			
Number of Years in Recycling Business?			
How old is Contract with Current Hauler? Current Services Provided? Any Service Cancellation Requirements?			

## IV. RECYCLE - Continued

### MANAGEMENT SAYS NO:

- 1. There's no room for recycling bins.**  
**YOU SAY:** The building may have too many or too large trash bins for its needs. Stress that a recycling program should be able to divert 25 percent or more of the waste and thereby cut down on the frequency of pickups, and/or the number of bins needed. "Giant" recycling bins aren't necessary; there are smaller bins on wheels (called "toters") that can be used. Bag-based recycling programs are also available. A three-cubic yard bin measures only about 7'x4'x5'.
- 2. Recycling companies are unreliable.**  
**YOU SAY:** Ask for specifics about this charge. There are lots of reputable recyclers in Los Angeles. Check their references. Require a release/cancellation clause in any contract, and use this guide to locate a recycling company that meets your needs. See the Questions to Ask Recyclers/Haulers rating checklist on page 8.
- 3. Scavengers will be attracted to the building.**  
**YOU SAY:** Security needn't be an issue. Both trash and recycling bins can be equipped with locks or placed inside fenced or other restricted areas.  
  
And most scavengers won't be interested in the commodity that you'll be producing in the biggest volume: paper.  
  
The janitorial staff may charge extra for handling recyclables. Many large office buildings, however, have the janitorial staff load recyclables into the recycling bins without facing extra charges.
- 4. The upfront costs of recycling are too great.**  
**YOU SAY:** Any upfront costs (management may need to buy or lease recycling bins, purchase or paint information signs, pay for additional custodial hours, etc.) will be offset by reduced trash costs if the recycling program is done right. If you recycle just beverage containers, you probably won't see a reduction in the overall amount of waste. But if paper and cardboard are recycled, you will see immediate results. Remember the figures above: 70 percent of most L.A. office waste is paper and cardboard. And even if there is a fee for the recycling program, the result usually is no net increase in expenditures because of reduced disposal costs. Management may need to monitor trash dumpsters to determine the appropriate reduced frequency of collection.

### THE RECYCLING BUSINESSES:

**Recycling Companies** and consultants offer collection and related services. They may design your program, conduct waste audits, provide employee education and training, and even decide on the best placement for collection bins.

**Buy-Back Centers** buy your wastepaper and other materials. These centers are very dependent on market conditions. The materials they accept and the rates they pay vary over time. Buy-Back Centers do not provide collection services.

**Drop-off Centers** accept donations of recyclables; they're often run by nonprofit organizations and do not provide collection service.

#### CASE STUDY:

**Business Name:** **METROMEDIA TECHNOLOGIES**  
**1320 No. Wilton Place**  
**Los Angeles**

**Type of Business:** **Outdoor Advertising**

**Number of Employees:** **30**

**Materials Recycled/Diverted:**  
**80 tons vinyl plastic scrap**  
**4 tons of paper**  
**1,056 gallons of acrylic based paint**

**TOTAL:** **84 tons + 1,056 gallons**

**COST SAVINGS:** **\$197,500**

**IT PAY\$ TO RECYCLE!**

# V. BUYING RECYCLED

## CLOSING THE LOOP

We're collecting materials in record amounts, but how many of us think about where all those materials go? Ideally, they're re-manufactured into new products. But we're not BUYING these new products fast enough or in great enough volume to absorb all the materials we collect. And when we don't BUY recycled, manufacturers have no incentive to MAKE recycled products. That's why the recycling loop is out of balance. Recycled products are virtually identical to their non-recycled counterparts: they look and perform the same. They usually cost the same too, but they make a big difference by conserving natural resources and saving expensive landfill space. Your employees and customers both will appreciate the fact that you use recycled products. Let them know; label your stationery and envelopes as recycled products. It's easy to buy recycled products in major office supply stores and from major catalogs.



## ALL RECYCLED PRODUCTS ARE NOT THE SAME

You should be aware that everything labeled "recycled" isn't necessarily so. **Pre-consumer material** includes manufactured scrap and trimmings that have never reached the end consumer. **Post consumer material** includes old newspapers, cardboard boxes, and office paper that were used by a consumer and then discarded.

**Post Does the Most:** The more post-consumer material in a product, the more waste that's being diverted from our landfills. You'll often see products labeled "100 percent recycled"; take a look at the fine print to see what the post-consumer percentage is.

**Remember:** Buying recycled products helps close the recycling loop, AND helps provide "insurance" for our recycling collection programs because you're actually creating markets for new products made from these materials.

### Does your Office Buy Recycled?

#### Check the List Below:

- Copier, printing, writing and fax paper (thermal and plain)
- Janitorial paper supplies (towels, tissue) Mailing and manila envelopes
- File and hanging folders
- Pens and pencils (made of recycled wood and paper; recycled plastic and rubber)

- Desk sets
- Wastebaskets and recycling bins
- Videocassettes and floppy disks
- Binders and pocket folders
- Mugs, plates, and utensils
- Carpet, office furniture, and wall panels/office systems
- Advertising specialties (T-shirts, key rings, hats, signs, and more)
- Plastic benches and fencing

Call SRCRD at (213) 473-8228 for the booklet "10 Easy Ways to Buy Recycled." Ask the person who buys supplies for your office to make **Buying Recycled the RULE.**

### CASE STUDY:

**Business Name:** BOEING COMPANY  
6633 Canoga Ave.  
Canoga Park

**Type of Business:** Aerospace

**Number of Employees:** 3000

#### Materials Recycled/Diverted:

274 tons of metal scrap

10 tons of plastic

25 tons of used toner cartridges

21 tons of cardboard

11 tons of wood pallets reused

15 tons of glass and aluminum

146 tons of paper & newspaper

**TOTAL:** 502 tons per year

**COST SAVINGS:** \$142,343.52

**RECYCLE AND BUY  
RECYCLED ITEMS**

## VI. APPENDIX

### A-1 SAMPLE LETTERS TO START RECYCLING PROGRAMS

- To Employees
- To Building Tenants

### A-2 GLOSSARY

### A-3 to A-10 LOS ANGELES AREA RECYCLERS/HAULERS

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## SRCRD PUBLICATIONS\*

### AB939

2000 Annual Report (\$50.00)\*\*  
(Can also be downloaded at no charge.)  
See cover page for division website address

### Business/Office Recycling

Beyond Peanuts and Popcorn  
Business Recycling  
Mind Your Business  
Reciclaje En Los Negocios  
Toner Cartridge Directory

### Construction and Demolition

City of Los Angeles Solid Resources  
Management Specification  
Construction & Demolition Recycling Guide  
Wood You Recycle

### General

Cal MAX  
Event Recycling  
How to Buy recycled  
LACoMAX  
Programa de Recursos Solidos  
Put It To Good Reuse L.A.

Recycling in LA's Multi-Family Complexes  
Reuse / Reduce  
Solid Resources Program  
Special Events Recycling  
Stretch Wrap Recycling - A How To Guide  
The Blue Recycling Bin  
Tire Re-Use Recycling  
You Can Reduce Unwanted Mail

### Organics / Biosolids

City of Los Angeles Drop-Off Yards  
Compost Adventures of Wiggle E. Worm  
Compost Bin Sales Event Schedule (2002)  
Compost Learning Guide  
Creating a Water Conserving Garden  
Food for Thought - A Food Donation Directory  
Food Service Waste Reduction Tips and Ideas  
Free Mulch Flyer

### Organics / Biosolids - Continued

Grasscycling  
Griffith Park Composting Facility  
Guía de Como Producir Abono en el Hogar  
Guide to Home Composting  
Los Angeles Area Worm Suppliers  
Smart Gardening Class & Compost Bin Sale Schedule  
Worm Composting  
Worm Composting Coloring Calendar  
Worms, Worms, and Even More Worms

### Residential Special Materials (RSM)

CESQG Information Sheet  
Guía Para Productos Especiales Del Hogar  
Guide to RSM  
Hoja de Informacion Del Programa De Desechos  
Peligrosos Para Pequeños Negocios  
Hoja de Informacion Para Productos Especiales  
Del Hogar  
Moving In / Out  
RSM Collection Collection Schedule  
RSM Fact Sheet

\* Unless noted, all materials are free

\*\* Please include a check with your order

### How to obtain copies of these publications:

E-mail requests: [srcrd@san.lacity.org](mailto:srcrd@san.lacity.org)

Mail requests: SRCRD  
1149 S. Broadway, 10th Floor,  
Los Angeles, CA 90015

Fax requests: (213) 485-3671

Telephone requests: (213) 485-2260

## VI. APPENDIX: SAMPLE LETTERS

### LETTER TO BUILDING MANAGEMENT

Dear \_\_\_\_\_

About 70 percent of typical office waste is PAPER. Multiplied by the number of offices in this building, that adds up to a lot of paper each year. Because this building has no recycling program, all that wastepaper (plus beverage containers, cardboard boxes, and outdated phone books) produced by your tenants is going to the landfill. And that means wasted money and resources. There is a better way, and that's why I'm writing you.

My office is very interested in recycling. Recycling is more than the right thing to do, it also makes good business sense. The right recycling program can reduce this building's trash by 25 percent or more, and that means savings to you. Even if there are initial recycling costs, such as the rental or purchase of recycling bins, these can be offset by the savings in waste disposal costs.

The City of Los Angeles has a goal to reduce the amount of waste it sends to the landfill by 70 percent by the year 2020. Since business and industry generate about half the City's waste, it is up to us to do our part. Office recycling programs must become the standard, not the exception. I realize that there are numerous management issues to be considered (space for recycling bins, security, access to the bins, etc.), But thousands of other Los Angeles businesses are already recycling, so we know it can be done. The availability of a recycling program will be a major consideration in my decision to continue leasing space in this building.

The easiest step you can take is to ask our current waste hauler to offer recycling as well as collection. There are also numerous independent recycling companies in Los Angeles that can provide specific proposals and references. No matter who provides the recycling program, it's important that paper be included. If we don't recycle paper, we won't be tackling our biggest waste product, and you won't realize any savings.

I look forward to speaking with you regarding how this building can begin a recycling program that includes paper.

Sincerely,

### LETTER TO EMPLOYEES

Dear Employee:

You probably already do some recycling at home and I'm proud to announce that this office will soon start recycling, too.

When hearing the word "recycling," you usually think of cans, bottles, and newspapers; but you should really think about paper. The average office generates 1/4 pound of paper per employee per day. That adds up to a lot of paper over a year. Most of that used copier paper, computer paper, and printer paper, plus beverage containers, cardboard boxes, outdated phone books, and more, could be recycled, instead of going to the landfill.

This company intends to do its part by recycling. We will also launch a waste prevention program to help us cut back on the amount of waste we generate in the first place.

Our recycling program will begin on:

We will be recycling the following materials:

If you have questions, contact your recycling coordinator (name \_\_\_\_\_) at the following extension:

If you have suggestions, please contact your recycling coordinator.

### WASTE PREVENTION

We'll be taking the following steps to cut down on the amount of natural resources we use:

- 1.
- 2.
- 3.

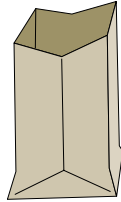
Sincerely,

## VI. APPENDIX: GLOSSARY

### PAPER DEFINITIONS:

The American Forest & Paper Association groups recovered paper (also called “wastepaper”) into four major categories:

1. **Corrugated/Kraft Paper:** This includes old corrugated containers, kraft (brown paper) grocery bags, shipping sacks (multiwall), etc.



2. **Newspapers**



3. **High Grade Papers:** Usually de-inked, these are most often printed and unprinted white papers that are collected from offices, printing plants and converting operations (such as companies that cut rolls of paper into envelopes).



4. **Mixed Papers:** This category is a mix of different types of paper; this paper is used to manufacture printing and writing paper, tissue and recycled paperboard.

### OTHER DEFINITIONS USED BY LOCAL RECYCLERS/PAPER DEALERS

**High-Grade Paper:** Includes computer paper (green or blue/white bar); white ledger/copier/office.

**Colored Paper:** This paper can be a problem since it may require more bleach in the recycling process. When the demand for wastepaper is high, colored paper is more accepted; at other times, it can be considered a contaminant.

**Sorted Office Paper:** In general, a mix of white office paper and colored paper.

**Mixed Wastepaper:** This is a mix of different grades and can include high-grade papers, newspapers, magazines, boxboard, colored paper, and even junk mail. There are usually a lot of other “contaminants” in mixed wastepaper: labels, plastic envelope windows, glue, and other adhesives.

**Newspaper:** Newsprint is classified as a groundwood product. Abbreviated as “ONP”.

**Groundwood:** Trees are mechanically ground to make paper pulp; any paper product manufactured by this process is a groundwood product. Other types of paper are pulped with chemicals.

**Corrugated:** (cardboard): Usually called “cardboard” by non-professionals, it has a layer of alternating ridges and grooves sandwiched between two smooth layers of linerboard. It is corrugation that gives boxes and packaging strength. Abbreviated as “OOC.”

**Paperboard:** It is used for tissue and cereal boxes and the backs of notebook pads. Paperboard (also called linerboard) doesn’t have ridges and is usually gray in color.

### THE PAPER RECYCLING SYSTEM:

**Paper Processors:** These are large-scale recycling companies that buy and sell volumes of different paper grades. They purchase paper from all levels of the recycling chain and sell it directly to mills (both domestic and foreign). Some processors have sorting and baling capabilities; they can sort mixed paper grades into higher grades to increase the value of paper.

**Paper Mills:** If they use recycled paper, they may have their own recycling/collection division to insure a steady supply of quality paper. Mills buy paper directly from processors, recycling companies, recycling centers, and some large commercial accounts.

### OTHER DEFINITIONS:

**Avoiding Costs:** Recycling programs can result in decreased amounts of trash and can lower waste disposal costs because fewer trash bins or trash pickups are required, therefore avoiding waste disposal costs.

**A Milk-Run:** A cost effective collection route (for waste haulers and/or recyclers) where many customers are located within a concentrated geographic area.



## VI. APPENDIX: LOS ANGELES AREA RECYCLERS

### *Non-Profit Organizations*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
L.A. Conservation Corps 2824 S. Main Street Los Angeles, CA 90007	(213) 749-3601 (213) 749-4301 FAX	Employee Training	Aluminum cans, computer paper, corrugated cardboard, glass, mixed paper, newspaper, plastic, white paper.	55 gallon drums	Varies

*Inclusion in this guide does not constitute an endorsement by the City of Los Angeles of any product, process or service.*

## VI. APPENDIX: LOS ANGELES AREA RECYCLERS - Cont'd

### *Commercial Recyclers*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
Active Recycling 14300 Bessemer St. Van Nuys, CA 91401	(818) 785-0600	Waste Hauling, Waste Audits, Employee Training	Aluminum cans, aluminum, brass, copper, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper.	Roll-offs Central collection	Varies
5601 E. Valley Blvd. Los Angeles, CA 90032	(213) 292-2114 FAX				Varies
2000 W. Slauson Ave. Los Angeles, CA 90047	(323-295-7774				20,000 lbs. paper
Allan Company 1417 Wright St. Los Angeles, CA 90015	(213) 742-0662 (213) 742-0662 FAX	Waste Hauling, Employee Training	Aluminum cans, glass, newspaper, plastic, white paper.	1.5 cubic yards Central collection	N/A
Alpha Recycling, Inc. 13314 Saticoy St. No. Hollywood, CA 91605	(818) 982-5800 (818) 982-5268 FAX	N/A	Aluminum cans, corrugated cardboard, glass, mixed paper, newspaper, plastic, white paper.	Roll-offs Central collection	Varies
Ambit Pacific 16222 S. Figueroa St. Gardena, CA 90248	(310) 538-3798 (310) 327-7114 FAX	Waste Audits, Employee Training	Aluminum cans, corrugated cardboard, file stock, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper.	3 cubic yards Central collection	Varies
American Waste Industries P.O. Box 23926 Los Angeles, CA 90023	(323) 268-9034	Waste Hauling Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper.	1.5, 3 cubic yards Desktop Central collection	Varies

## VI. APPENDIX: LOS ANGELES AREA RECYCLERS - Cont'd

### *Commercial Recyclers - Cont'd*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
Angelus Western Paper, Fiber Inc. 2474 Porter St. Los Angeles, CA 90021	(213) 623-9221 (213) 623-3435 FAX	Waste Hauling Waste Audits Employee Training	Aluminum, corrugated cardboard, magazines, mixed paper, newspaper, white paper, all grades of paper.	3 cubic yards Roll-offs, Balers Desktop Central collection	Varies
Atlas Transport, Inc. 21524 Nordhoff St. Chatsworth, CA 91312	(818) 341-4746 (818) 341-4352 FAX	Waste Hauling Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, plastic, phone books, white paper.	1.5, 3,4,5,6 cubic yards Roll-offs Central collection	Varies
BFI Waste Systems of North America, Inc. 14905 S. San Pedro St. Gardena, CA 90247	(888) PICK-BFI (888) 742-5234 (310) 323-6063 FAX	Waste Hauling Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, metal, mixed paper, newspaper, plastic, white paper.	1.5, 3,4,6,8 cubic yards Desktop Central collection	Varies
Del Norte Regional Recycling & Transfer Station 111 S. Del Norte Blvd. Oxnard, CA 93030	(805) 278-8200 (805) 278-8210 FAX	Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, plastic, phone books, white paper.	3 cubic yards Roll-offs Desktop Central Collection	2+pm paper
Belmont Fibers 1716 Chapin Road Montebello, CA 90640	(323) 727-9232 (323) 727-0142 FAX	N/A	Aluminum cans, corrugated cardboard, glass, magazines, mixed paper, newspaper, plastic, phone books, white paper.	3 cubic yards Roll-offs Central Collection	2-3 tons paper per week for pick up

## VI. APPENDIX: LOS ANGELES AREA RECYCLERS - Cont'd

### *Commercial Recyclers - Cont'd*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
Best Way Recycling Inc. 2268 E. Firestone Blvd. Los Angeles, CA 90002	(323) 588-8157 (323) 588-8436 FAX	Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper, non-ferrous metals.	3 cubic yards Central Collection	10 tons paper 10 tons comingled
Cal-Fiber Co. 625 S. Anderson St. Los Angeles, CA 90023	(323) 268-0191 (323) 268-1511 FAX	N/A	Newspaper	N/A	Varies
City Fibers, Inc. 2500 S. Santa Fe Ave. Los Angeles, CA 90058	(323) 583-1013 (323) 583-8424 FAX	Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper.	3 cubic yards 40 cubic yards	3-4 tons paper weekly
Dalton Enterprises 555 S. Rose Street Anaheim, CA 92805	(800) 287-3295 (888) 82-SHRED (714) 635-0138 FAX	Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, white paper.	1.5, 3 cubic yards Roll-offs 30-95 gallon containers Central Collection	No minimum
Full Circle Recycling 1920 Randolph St. Los Angeles, CA 90001	(818) 386-1447 Voice Mail (323) 583-6467 FAX No pick-up	Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, mixed paper, newspaper, plastic, phone books, white paper.	1.5 cubic yards 30 gallon 90 gallon Roll-offs	800 lbs. Paper
Paper Recycling & Shredding Specialists, Inc. 1391 E. Mission Blvd. Pomona, CA 91766	(909) 620-4421 (909) 620-9116 FAX	Specializing in Multi-Tenant high rise buildings Confidential Document Destruction, on and off site	All types of office paper (No baled cardboard)	2,3 cubic yards 55 gallon barrels Desktop Containers	About 800 lbs. paper

## VI. APPENDIX: LOS ANGELES AREA RECYCLERS - Cont'd

### *Commercial Recyclers - Cont'd*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
Potential Industries 922 East "E" Street Wilmington, CA 90744	(310) 549-5901 (310) 513-1361 FAX	N/A	Corrugated cardboard, magazines, newspaper, N/A, white paper.	Various	N/A
Safeshred Co., Inc. 5928 S. Malt Ave. Commerce, CA 90040	(323) 721-4300 (323) 721-7391 FAX	Education and Training	Aluminum cans Corrugated cardboard, magazines, mixed paper, newspaper, white paper, computer paper.	3 cubic yards 55 gallon barrels Central Collection	N/A
Smurfit Recycling Co. 20502 S. Denker Ave. Torrance, CA 90501	(310) 533-0333 (310) 328-8694 FAX	Waste Audits Training	Aluminum cans, corrugated cardboard, glass, magazines, mixed paper, newspaper, plastic, phone books, white paper, all paper recycling.	As required Desktop Central Collection 3 cubic yards Roll-offs	Varies
South Bay Recycling 15001 S. San Pedro Street Gardena, CA 90248	(310) 327-5778 (310) 327-1130 FAX		Computer paper, corrugated cardboard, magazines, mixed paper, newspaper, phone books, white paper.	3 cubic yards Central collection	Paper (call first)
South Coast Recycling Inc. 4560 Doran St. Los Angeles, CA 90039	(818) 552-4068	Waste Hauling Waste Audits Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper, wood, demolition debris.	1.5 - 53 cubic yards Desktop Central Collection	2/Tons paper 5/Tons comingled

## VI. APPENDIX: LOS ANGELES AREA RECYCLERS - Cont'd

### *Commercial Recyclers - Cont'd*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
Sun Valley Paper Stock, Inc. 11166 Pendelton St. Sun Valley, CA 91352	(818) 767-8984 (818) 767-1323 FAX	Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, mixed paper, newspaper, CRV plastic, phone books, white paper. Drop off available: M-F 7a-5p.	3 cubic yards Roll-offs	3 tons paper
Tzeng Long USA, Inc. 2801 S. Vail Ave. Commerce, CA 90040	(323) 722-5353 (323) 722-5311 FAX	Waste Audits Employee Training	Aluminum cans, corrugated cardboard, glass, mixed paper, newspaper, office records, plastic, phone books, white paper.	3 cubic yards Roll-offs Desktop Central Collection	3 tons paper
Waste Management 1970 East 213th St. Long Beach, CA 90810	(310) 605-6000 (310) 834-2540 FAX	Waste Hauling	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper.	3 cubic yards	N/A
Waste Management 9081 Tujunga Ave. Sun Valley, CA 91352	(818) 767-6180 (818) 252-3250 FAX	Waste Hauling, Waste Audits, Employee Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, white paper.	1.5, 3 cubic yards 4, 6 yd. Roll-offs Central Collection	N/A
Weyerhaeuser Paper Company 12851 Alondra Blvd. Norwalk, CA 90650	(562) 483-6680 (562) 404-8826 FAX	Waste Audits, Employee Training	All grades of paper and corrugated cardboard.	3 cubic yards	1 ton of paper

## VI. APPENDIX: LOS ANGELES AREA RECYCLERS - Cont'd

### *Commercial Recyclers - Cont'd*

<b>Company Name and Address</b>	<b>Phone/Fax Number</b>	<b>Additional Services Provided</b>	<b>Materials Accepted</b>	<b>Container Sizes Offered</b>	<b>Minimum Volume</b>
Zakaroff Recycling Services 12949 Telegraph Rd. Santa Fe Springs, CA 90670	(562) 663-3400 (562) 906-0251 FAX	Waste Hauling, Waste Audits, Education Training	Aluminum cans, corrugated cardboard, glass, magazines, metal, mixed paper, newspaper, plastic, phone books, white paper.	1.5, 3 cubic yards 96 gallon containers Deskside Central collection	N/A



## **City of Los Angeles**

### **Board of Public Works**

Valerie Lynne Shaw, President

### **Bureau of Sanitation**

Rita Robinson, Director

### **Solid Resources Citywide Recycling Division**

Neil Guglielmo

Division Manager

The Solid Resources Citywide Recycling Division (SRCRD) was established by the Department of Public Works, Bureau of Sanitation, to develop and implement source reduction, recycling and composting programs throughout the City, outside of the single family curbside recycling program. The division provides technical assistance, fosters public/private recycling partnerships, monitors the AB939 program, manages the collection/disposal programs for Residential Special Materials/Used Oil, and creates markets for recyclable materials. To help Los Angeles residents, businesses and institutions avoid “reinventing the wheel,” SRCRD has produced a variety of “how to” guides that provide information on waste reduction, reuse, recycling and composting resources.

**Revision Date: March 2007**