

1.0 Intent

C&W acknowledges that waste prevention reduces pollution at the source, conserves natural resources, minimizes waste generated, decreases purchasing costs and waste disposal fees, and reduces the amount of material that must be managed for recycling, thus reducing overall operations and maintenance costs. Reusing products minimizes waste and costs associated with purchasing new products. Recycling keeps materials out of the waste stream and reduces natural resource consumption. C&W's policy focuses on reducing, reusing, and recycling products whenever possible such as ongoing consumables, durable goods, materials used during facility alterations and additions, and hazardous waste.

Implementation of the policy requires the following:

1. Review and understand the policy.
2. Determine to what extent the policy can be implemented within your portfolio, building or facility.
3. Discuss pertinent policy issues with the appropriate service suppliers/vendors.
4. Determine if there are any major impacts to the current building operations or additional costs associated with the implementation of the policy.
5. Develop written implementation plans along with the policy and discuss them with your client (i.e. cost impact, changes in operation, notification to occupants).
6. Obtain client approval in writing.
7. Assign a responsible party for the policy.
8. In the event that a property is unable to implement the policy or parts of the policy, supporting documentation outlining the reasons for non-compliance should be maintained on file. This policy will be incorporated into the C&W Quality Assurance Review (QAR) process.

Please note that the approaches described in each of the "green" policies constitute a baseline. Individual facilities/properties are encouraged to further enhance the policies as appropriate with the approval of your respective clients.

The policy will be periodically reviewed and updated as required. Notification will be provided as updates occur.

2.0 Scope

The C&W Solid Waste Management Policy (the Policy) encourages properties to conduct waste audits to reveal potential areas where waste can be prevented or reduced. The Policy features waste prevention strategies such as material reuse centers, paper reduction, electronic file transfer, storage, and education. The Policy further provides direction on electronic waste recycling, recycling of standard and harder to recycle products including hazardous and organic waste streams. The Policy provides C&W's requirements for reporting (see Section 4) and additional resources.

Cushman & Wakefield *Green* Operations & Maintenance Practices

Solid Waste Management Policy

3.0 Policy

Effective Date: M/D/Y

Responsible Party:

The U.S. Green Building Council's (USGBC) [LEED EB: O&M rating system](#) was used as a framework of reference for the C&W Solid Waste Management Policy. Please note that the LEED certification requirements may include more stringent application and documentation.

Process

C&W encourages building managers to take the following steps for implementing the C&W Solid Waste Management Policy: (1) making a commitment, (2) assessing performance and setting goals, (3) creating an action plan, (4) implementing the action plan, and (5) evaluating progress. In addition, compliance with the guidelines for reporting waste reduction outlined in *C&W's Solid Waste Management Reporting Workbook* is required.

Waste Audits

Responsible Party:

On an annual basis, conduct a waste audit covering both the commercial (landfill waste) and recycling waste streams to identify and analyze opportunities for waste prevention and reduction. Determine whether waste haulers are able to assist. Alternatively, managers may conduct their own waste audit by following the steps below:

1. For the commercial waste, record weight of each of the following components: trash, cans, plastic, paper, glass, and cardboard, and other materials as appropriate.
2. For recycled waste, record weight of each of the following components: plastic, paper, glass, and cardboard, and other materials as appropriate.
3. Review the weight of each waste type in both the commercial and recycling waste streams and establish where the greatest opportunities for increased prevention and recycling can be found.
4. Implement waste reduction strategies.

Waste Reduction, Reuse and Recycling of Ongoing Consumables

Responsible Party:

Ongoing consumables include, but are not limited to paper, toner cartridges, glass, plastics, cardboard, corrugated cardboard boxes, food waste and metals.

Waste Prevention

Packaging:

- For materials ordered by C&W, request that vendors provide products with the least amount of packaging required.

Kitchen Supplies:

- Discontinue the use of disposable cups where appropriate. Encourage employees to use their own mugs, glasses, or bottles.
- Where appropriate, provide biodegradable and compostable paper cups, or reusable mugs.

Material Reuse:

- Work with building occupants/tenants to set up designated office supply reuse centers within their occupied space for items such as: binders, gently used file folders, staplers, paper clips, pens, notepads, and desk accessories.

Paper Reduction:

- Measure copy paper purchases and use at the beginning of each quarter and set a reduction goal for the following quarter(s).
- Use electronic filing systems (as appropriate) for personnel forms, timesheets, manuals, etc.
- Set all printers and copiers to default duplex printing settings (double-sided printing).
- Require RFP bid submissions to be double-sided and submitted without extraneous materials.
- Reduce junk mail by providing information on how to reduce the amount of junk mail received. Encourage occupants to review the information provided by [Direct Marketing Association](#) and to register for the “do not mail list”.

Electronic Files:

- Store files and distribute documents electronically (as appropriate) through the following practices:
 - Utilize e-mail distribution lists whenever possible instead of distributing printed material and/or documents.
 - Transmit and archive documents electronically (as appropriate) including timesheets, invoices and correspondence.
 - Provide general notifications, flyers and newsletters to staff electronically rather than hard copies.

Education:

- Monitor waste prevention and report on activities. Periodically announce results on volume reduction (i.e. quarterly diversion rate – the total amount of waste generated including recyclables vs. what finally goes to the landfill).
- Provide on-going occupant and staff education on waste prevention, reuse, and recycling.
- Encourage waste prevention practices through signage, prompts, newsletters, training and educational opportunities. Utilize electronic format whenever possible.

Recycling:

- Work with trash hauling contractors and recycling vendors to identify efficient and cost effective ways to implement the Policy.
- Work with building occupants to establish and maintain well-marked, specific areas for recycling the following:
 - Paper (all types)
 - Cardboard
 - Corrugated Cardboard Boxes
 - Plastic
 - Glass
 - Metal
 - Batteries
 - Fluorescent light bulbs
 - Toner/Ink cartridges

Recycle Batteries and Mercury Containing Lamps

- Store batteries and lamps in compliance with local laws and regulations, then ship or have picked up by a qualified waste/recycling vendor.
- Ensure that the vendor recycles the lamps and batteries to the fullest extent and diverts any hazardous waste from the landfill (in compliance with local law and regulation).
- Collect appropriate supporting documentation from the vendor on the disposition of the waste including a report on the volume of recycled materials.

Organic Waste

- Divert all food waste from the landfill and ensure it is composted where feasible.
- Mulch and/or compost where feasible.
- Use mulching mowers for grass cutting (mulching mowers employ special 'mulching' blades that cut the grass finely and allows clippings to fall back into the turf and decompose, eliminating grass from the waste stream entering the landfill).
- Recover all wood pallets, and plastic shipping containers for reuse or recycling.
- Specify the use of reusable pallets and shipping containers for future purchases.

Waste Reduction, Reuse and Recycling of Durable Goods

Responsible Party:

Durable goods include, but are not limited to, office equipment (i.e. computers, monitors, copiers, printers, scanners, fax machines), appliances (i.e. refrigerators, dishwashers, water coolers), external power adapters, televisions, and other audio-visual equipment.

Electronic Waste

C&W promotes minimizing of electronic waste through the following practices:

- Replace monitors, computers and other electronic equipment only as needed and upgrade when possible to models with industry accepted energy conservation ratings and longer life.
- Replace individual desktop printers with group multifunction devices (MFDs) to reduce the energy consumed through individual printers and to reduce electronic waste produced.
- Computers and other electronic waste should be picked up by an organization/recycler which salvages / reuses the equipment or recycles the materials. The organization/recycler

should provide appropriate supporting documentation including a report on the volume of recycled materials. Verify that vendors handle electronic waste in the most environmentally responsible manner.

Facility Alterations and Additions

Please refer to C&W's Green Construction Policy for requirements pertaining to solid waste management in green construction practices.

4.0 Reporting Requirements

Responsible Party:

Reporting

- Register as a Re-TRAC user and create an account for each building/facility identifying C&W as the partner organization, following the guidelines in *C&W's EPA WasteWise Re-TRAC Workbook*
- Report on waste reduction efforts using the EPA's Re-TRAC tool in accordance with C&W guidelines outlined in *C&W's WasteWise Re-TRAC Reporting Workbook*.
- During each calendar year, maintain current information in Re-TRAC. Update the Re-TRAC account on a monthly basis as hauler invoices are received. Calendar 2008 data must be reported as C&W is using this year as a corporate-wide baseline year against which to track waste reduction efforts.
- Share account information with the C&W Re-TRAC corporate master account.

5.0 Other Applicable C&W Policies

Please refer to C&W's Green Construction Policy for requirements pertaining to solid waste management in green construction practices.

6.0 Additional Resources

- U.S. EPA [WasteWise Program](#)
- U.S. EPA [WasteWise Re-TRAC](#)
- [LampRecycle.org](#)
- [Mercury-containing lamp recycling](#) (
- [Municipal Solid Waste in the United States: Facts and Figures](#)
- [Waste at Work: Prevention Strategies for the Bottom Line](#)
- Solving the E-waste Problem [StEP Initiative](#)