

# RECYCLING MANUAL FOR EPA HEADQUARTERS FACILITIES



A Guide for EPA Facility Managers

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Facilities Management and Services Division  
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UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, D.C. 20460

OFFICE OF  
ADMINISTRATION  
AND RESOURCES  
MANAGEMENT

MEMORANDUM

SUBJECT: Recycling Manual for EPA Headquarters Facilities

FROM: Bridget C. Shea, Director  
Facilities Management and Services Division

TO: All EPA Headquarters Facility Managers

Using the slogan, "Bin There, Done That?", EPA Headquarters has worked hard to make our recycling program consistent throughout all Agency buildings and to encourage all employees to put recyclables in the proper bins. As an EPA Facility Manager, you play a major role in planning, implementing, promoting, monitoring, and sustaining EPA's recycling program in each of your building(s).

This updated guide will serve as a blueprint for carrying out these recycling responsibilities and replaces the recycling manual originally distributed in May, 2004. The guide provides all of the information and details necessary for maintaining standard recycling operations in your building(s), including:

- Photographs of EPA's standard collection bins.
- Checklists for implementing and monitoring recycling in any Headquarters building.
- Samples of educational campaign artwork.
- CD-ROMs containing graphic files for your use in creating additional posters, bin labels, flyers, and other materials as needed for educating employees about their responsibilities in using the improved collection program.

In addition, you should also utilize EPA's Building Services Desk (202-564-2100) and the HQ Recycling section of our intranet site <<http://intranet.epa.gov/HQrecycling>>.

Thank you for your support of this important effort. With your help, we are all making tangible and long-term progress to further EPA's mission to protect the environment and public health.

**Introduction** .....4

**SECTION I – PROGRAM LOGISTICS** .....5

What Are We Recycling at EPA Headquarters? .....5

    What Is Included in Mixed Office Paper? .....5

Where Are Our Recyclables Being Collected? .....7

    Mixed Office Paper (MOP) .....7

    Newspaper .....7

    Commingled Bottles and Cans (glass, plastic, and metal) .....7

    Corrugated Cardboard Boxes .....7

    Moving Boxes .....7

    Shredded Paper .....8

    Toner Cartridges .....8

    Inkjet Cartridges .....8

    Batteries .....8

    Fluorescent Lamps .....8

    Technotrash .....8

What Types of Collection Bins Are We Using? .....9

    Individual Deskside Mixed Office Paper (MOP) Collection Bins .....9

    Mixed Office Paper (MOP) Slim Bins .....9

    Newspaper Slim Bins .....9

    Bottle and Can Containers .....10

    Corrugated Cardboard and Moving Boxes .....10

    Shredded Paper Bags .....11

    Toner Cartridge Collection Containers .....11

    Inkjet Collection Containers .....11

    Battery Collection Containers .....11

    Fluorescent Lamp Collection .....12

    Technotrash .....12

Where Do Our Recyclables Go? .....13

    Mixed Office Paper and Shredded Paper .....13

    Newspaper .....13

    Bottles and Cans .....13

    Corrugated Cardboard .....13

    Toner and Inkjet Cartridges .....13

    Batteries .....13

**SECTION II – PROGRAM IMPLEMENTATION** .....14

How Do I Implement EPA Headquarters' Recycling Program? .....14

    Review Janitorial and Recycling Contract Language .....14

    Review Building Floor Plans and Furniture Layouts .....14

    Meet With Building Manager, Custodial Contractor, and Recycling Contractor .....14

    Identify Locations for Placing Recycling Bins and Posters .....14

Order and Prepare All Necessary Recycling Supplies .....	15
Recycling Bins and Lids.....	15
Labels .....	16
Posters .....	16
Handouts .....	16
Stage Materials in Preparation for Official Recycling Kickoff .....	16
Recycling Program Kickoff and Promotion .....	17
Standard Outreach Materials .....	17
Materials You Will Need for the Event .....	18
Post-Event Actions.....	18
<b>SECTION III – PROGRAM FOLLOW-UP .....</b>	<b>19</b>
Program Monitoring and Maintenance .....	19
The Facility Manager’s Role in Program Monitoring .....	19
Performing an Assessment .....	19
Employee Space, Hallways, and Pantries.....	19
Individual Desks .....	19
Office Bays and Copy Rooms .....	20
Public Areas (in Federal Triangle Buildings ONLY).....	20
Pantries (Kitchens) .....	20
Corrugated Cardboard .....	20
General Observations .....	20
Loading Docks .....	21
Monitoring the Transfer of Materials to the Loading Dock .....	21
How Do We Evaluate Success? .....	21
Calculating EPA’s Recycling Rate .....	21
Tracking EPA’s Recycling and Waste Tonnage .....	22
Other Recycling Opportunities .....	22
Recycling During Office Moves .....	22
<b>SECTION IV – APPENDICES .....</b>	<b>23</b>
Appendix A—Sample “All-Hands” Message From Assistant Administrators Announcing Recycling Program .....	24
Appendix B—Resources .....	25
Appendix C—Materials Flow Diagram .....	26
Appendix D—Outreach Materials Used in EPA Headquarters’ Recycling Program .....	28
Appendix E—Acronyms .....	41
Appendix F—Frequently Asked Questions .....	42
Appendix G—Sample Lease Language.....	44
Buildings Where EPA Occupies the Entire Building.....	44
Buildings Where EPA Partially Occupies More Than 30,000 Square Feet .....	46
Buildings Where EPA Partially Occupies a Small Portion .....	48
Appendix H—Form 5100 .....	50

## Introduction

**W**hen EPA moved its Headquarters offices and employees into the Federal Triangle complex, the Agency went from having one common, established recycling program to a variety of collection methods, times, and containers. In order to standardize the way our Agency recycles, and contribute to and exceed the national recycling rate of 35 percent established by EPA, the Office of Administration and Resources Management (OARM) reviewed and improved our Headquarters recycling program in 2003.

On November 15, 2002, America Recycles Day, Morris X. Winn, OARM Assistant Administrator, announced plans to revitalize the Agency's Headquarters recycling program. During 2003, an ad hoc work group of representatives from several OARM branches, GSA, and other EPA offices worked to address and correct problems identified in our recycling process, then EPA implemented a standardized recycling program building by building, also starting in 2003.

In 2007, EPA Headquarters had approximately 7,500 full-time employees working in 14 different facilities in the Washington, DC metropolitan area. Maintaining a uniform program for all Headquarters personnel is a major—but important—challenge, because standardizing what, how, and where we recycle helps increase the amount of materials we collect for recycling.

### Headquarters Recycling Program Goals:

- Standardize system for all EPA Headquarters buildings.
- Maximize amount of materials collected.
- Maximize employee participation.
- Minimize contamination of recyclables.
- Establish consistent data collection and reporting procedures.
- Fully participate in EPA's WasteWise Program <[www.epa.gov/wastewise](http://www.epa.gov/wastewise)>.

### An Important Note to the Facilities Operations and Transportation Branch (FOTB)

This manual was written to communicate the "ideal" logistics for recycling at EPA Headquarters. For most facilities, the standard operating procedures outlined in this manual will be easy to implement. Due to architectural and contractual issues at some EPA facilities, however, some elements might not be suitable. Whenever possible, you are asked to adhere to the guidelines in this manual.

# SECTION I – PROGRAM LOGISTICS

## What Are We Recycling at EPA Headquarters?

EPA Headquarters facilities are separating and collecting the following materials:

- Mixed office paper (MOP)
- Newspapers
- Bottles and cans (commingled glass, plastic, and metal containers)
- Corrugated cardboard
- Moving boxes
- Shredded paper
- Toner cartridges
- Inkjet cartridges
- Batteries
- Fluorescent lamps
- Technotrash

### What Is Included in Mixed Office Paper?

“Mixed office paper” (MOP) includes a mix of paper types

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>• White paper</li> <li>• Colored paper</li> <li>• Envelopes (white, brown, and window)</li> <li>• Slick-coated paper</li> <li>• Carbonless paper</li> <li>• Computer paper</li> <li>• Books (glued, stitched, and stapled)</li> <li>• Magazines</li> <li>• Unsolicited mail</li> <li>• File stocks (with NO metal fasteners)</li> <li>• Blueprints</li> <li>• Post-It™ notes</li> <li>• EPA telephone books</li> </ul>	<ul style="list-style-type: none"> <li>• Copy paper ream covers</li> <li>• Shredded paper*</li> <li>• Paper towels</li> <li>• Tissues and napkins</li> <li>• Paper cups</li> <li>• Food wrappings</li> <li>• “Egg carton” stock</li> <li>• Paperboard</li> <li>• Adhesive tape</li> <li>• Pressure-sensitive (self-stick) labels</li> <li>• Waxy paper</li> <li>• Carbon paper</li> <li>• “Tyvek” (i.e., large FedEx envelopes)</li> <li>• Padded envelopes</li> <li>• Rubber bands</li> <li>• Three-ring binders</li> <li>• Plastic or metal spiral binders</li> <li>• Heavy metal fasteners</li> <li>• Yellow and White Pages telephone books**</li> </ul>

\* Shredded paper can be recycled but should not be placed in MOP slim bins. Instead, it should be bagged separately and placed next to the MOP slim bin located by the paper shredder (typically found in copy rooms).

\*\* Periodic phone book collection may occur, but the phone books must be kept separate from MOP and newspapers.

and colors, but does NOT include newspaper or cardboard, which are being collected separately. See the chart below for exactly what can and cannot go into the MOP bins.

### What About Other Recyclables?

Other recyclables, including newspaper, are collected separately from mixed office paper. Please see the charts below for exactly what can and cannot be recycled at EPA Headquarters.

#### Newspaper

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>• Newspapers</li> <li>• Newsprint</li> </ul>	<ul style="list-style-type: none"> <li>• Magazines (please place in mixed office paper bin)</li> <li>• Other mixed paper</li> </ul>

#### Bottles and Cans

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>• Aluminum cans</li> <li>• Steel cans</li> <li>• Plastic bottles</li> <li>• Glass bottles</li> <li>• Glass jars</li> </ul>	<ul style="list-style-type: none"> <li>• Plastic containers that are not bottles (e.g., yogurt containers, food tubs)</li> <li>• Aluminum foil</li> <li>• Styrofoam “clamshells” (clear or white)</li> <li>• Styrofoam, paper, or plastic cups</li> <li>• Light bulbs</li> <li>• Window glass</li> <li>• Drinking glasses</li> </ul>

#### Corrugated Cardboard

Acceptable	Not Acceptable
<ul style="list-style-type: none"> <li>• Boxes and containers made of “corrugated” board (two layers of cardboard with a “fluted” layer between them)</li> <li>• Most shipping boxes</li> </ul>	<ul style="list-style-type: none"> <li>• Paperboard packaging (e.g., cereal boxes, frozen entree containers and boxes)</li> <li>• Backings from pads of paper</li> <li>• All other types of paper</li> </ul>

**Moving Boxes**

<b>Acceptable</b>	<b>Not Acceptable</b>
<ul style="list-style-type: none"> <li>• Most moving boxes</li> </ul>	<ul style="list-style-type: none"> <li>• Boxes that are not broken down</li> </ul>

**Toner Cartridges**

<b>Acceptable</b>	<b>Not Acceptable</b>
<ul style="list-style-type: none"> <li>• Boxed laser toner cartridges</li> <li>• Boxed copier machine toner cartridges</li> </ul>	<ul style="list-style-type: none"> <li>• Trash</li> <li>• Mixed office paper or any recyclables</li> </ul>

For more information, see [www.epasupplies.com](http://www.epasupplies.com) and click on the "Recycling Office Supplies" icon.

**Inkjet Cartridges**

<b>Acceptable</b>	<b>Not Acceptable</b>
<ul style="list-style-type: none"> <li>• Boxed inkjet cartridges in pre-addressed, postage-paid envelopes</li> </ul>	

For more information, see [www.epasupplies.com](http://www.epasupplies.com) and click on the "Recycling Office Supplies" icon.

**Fluorescent Lamps**

<b>Acceptable</b>	<b>Not Acceptable</b>
<ul style="list-style-type: none"> <li>• 2', 4', 6', and 8' fluorescent lamps</li> <li>• T8 and T12 fluorescent lamps</li> <li>• Compact fluorescent lamps</li> <li>• Circular fluorescent lamps</li> <li>• U-Tubes</li> <li>• HID (high-intensity discharge) lamps</li> <li>• UV (ultraviolet) lamps</li> </ul>	<ul style="list-style-type: none"> <li>• Incandescent bulbs</li> </ul>

\* To begin fluorescent lamp recycling at your facility, contact Dexter Johnson at (202) 564-0179.

**Batteries**

<b>Acceptable</b>	<b>Not Acceptable</b>
<p>Yellow Box:</p> <ul style="list-style-type: none"> <li>• Rechargeable batteries, such as those used in cell phones, cordless phones, laptop computers, two-way radios, video cameras, exit and emergency lighting, and power tools (including AAA, AA, C, D, and 9 volt)</li> </ul> <p>Green Box:</p> <ul style="list-style-type: none"> <li>• Small, sealed lead-acid batteries that weigh 2 pounds or less</li> <li>• Non-rechargeable ("alkaline") batteries, including AAA, AA, C, D, and 9 volt</li> </ul>	<ul style="list-style-type: none"> <li>• Wet cell batteries</li> <li>• Lead acid batteries that weigh more than 2 pounds and are used in vehicles</li> <li>• Batteries that were not purchased for use by EPA (i.e., batteries generated by employee households)</li> </ul>

For more information, see [www.epasupplies.com](http://www.epasupplies.com) and click on the "Recycling Office Supplies" icon.

**Technotrash**

<b>Acceptable</b>	<b>Not Acceptable</b>
<ul style="list-style-type: none"> <li>• CDs</li> <li>• DVDs</li> <li>• CD and DVD jewel cases</li> <li>• Video/audio/computer tapes and their cases</li> <li>• Diskettes</li> </ul>	<ul style="list-style-type: none"> <li>• Laptops</li> <li>• Monitors</li> <li>• Cell phones</li> <li>• Cameras</li> </ul>

## Where Are Our Recyclables Being Collected?

We are collecting the same materials in all buildings and—wherever possible—these materials are being collected in the same locations in all buildings. This makes recycling accessible for EPA employees and visitors, regardless of which Headquarters building they may work in or visit.

### RECYCLING LOCATIONS

- **Mixed Office Paper (MOP)**—At most facilities, employees are responsible for emptying their desk-side bins into central collection bins located in office bays, copy rooms, and near local area network (LAN) printer/fax stations, and the custodial staff then collect the MOP for recycling. In some facilities, including Ronald Reagan and Potomac Yard, custodial staff pick up MOP from individual desk-side collection bins.
- **Newspaper**—Employees recycle newspaper in clearly labeled, brown slim bins and built-in units located in pantries. Several larger facilities, such as those in Federal Triangle, also have newspaper collection in central hallways and/or corridors in the form of a three-bin series, in which newspaper, trash, and commingled bottles and cans are collected in three separate side-by-side hexagonal bins (see box at right).

### Posters Are Important!

In addition to using consistent bin types in consistent locations, another important aspect of EPA Headquarters' recycling program is the consistent use of signage. We have a variety of helpful posters to accompany recycling bins throughout facilities. These posters are meant to further encourage employees to recycle and to reinforce the acceptable items for each collection bin.

It is extremely important that each collection bin be accompanied by its corresponding poster whenever possible (see Appendix D for a complete list and images of available posters). In most facilities, posters are either taped to nearby walls or attached to cork/message boards. Some facilities, however, have rules against attaching materials to wall surfaces. Check with your building manager to determine if there are any such rules for your facility.

### Recycling in Hallways and Corridors

Depending on building size and the details of your facility's lease, you may have additional recycling collection in central hallways and/or corridors in an effort to further maximize the amount of recyclables collected. Whenever possible, this hallway/corridor collection consists of a series of three bins for newspaper, trash, and commingled bottles and cans. In several of the satellite buildings where EPA occupies limited space, leases might preclude the use of this three-bin series.



- **Commingled Bottles and Cans (glass, plastic, and metal)**—Employees recycle their empty bottles and cans in clearly labeled containers located in pantries. Depending on the building, there may be free-standing containers, or there may be built-in units under counters (see page 10 for photographs). Several larger facilities, such as those in Federal Triangle, also have commingled bottle and can collection in central hallways and/or corridors. **It is important to stress to employees to empty all residual liquids from their bottles and cans whenever possible, so as to not attract any pests or rodents. Other food containers such as yogurt cups and clam shells are not included in this collection, and should instead be placed in “wet trash” bins in pantries.**
- **Corrugated Cardboard Boxes**—Employees place used corrugated cardboard boxes for recycling in designated areas, usually hallways, pantries, or near the freight elevator. It is important that they break down boxes and mark “Recycle” on them so the custodial staff knows that they are not to be discarded as waste. Employees should call the Building Services Desk at (202) 564-2100 to arrange for pick-up of large quantities of boxes.
- **Moving Boxes**—EPA saves large moving boxes for reuse in other moves. Employees should call the Building Services Desk to arrange for the pickup of large moving boxes for reuse.

## Section I – Program Logistics

- **Shredded Paper**—Employees should place cross-cut shredded paper in a separate plastic bag and place it next to the MOP slim bin closest to the paper shredder (typically in copy rooms or office areas).
- **Toner Cartridges**—Employees should place used toner cartridges in the empty plastic bags and boxes of the new cartridges to prevent any remaining toner dust from escaping, and then place them in the labeled cardboard boxes found in copy rooms.
- **Inkjet Cartridges**—Employees should also recycle smaller inkjet cartridges that are found in deskside inkjet printers. For these smaller cartridges, there is a plastic display with prepaid envelopes located near the cardboard collection box in copy rooms. Employees place the inkjet cartridges in these prepaid envelopes and drop them in the mail for refurbishing and/or recycling.
- **Batteries**—Employees recycle non-rechargeable or rechargeable batteries in containers located in the main copy rooms.

### Lessons Learned

- ⇒ Include recycling requirements in your lease. If you plan on moving into a new space, when setting up the lease agreement, make sure to include arrangements for the collection of all materials collected in EPA Headquarters' recycling program, as well as sufficient collection and storage space for recyclables.
- ⇒ Proper placement of bins—it is important that all bins are properly placed in the locations discussed in this section. These locations have proved to be successful because they make recycling more convenient for employees.

- **Fluorescent Lamps**—We are working to expand collection to all facilities. Building Maintenance will replace and recycle lamps at the Potomac Yard facility only.
- **Technotrash**—Employees should place technotrash in an interoffice envelope and send to Mail Code 3204R, Room M304C if their building does not have a collection container.

	RECYCLABLES											TRASH	
	MIXED OFFICE PAPER	NEWSPAPER	BOTTLES & CANS	CORRUGATED CARDBOARD	MOVING BOXES**	SHREDDED PAPER***	TONER CAR-TRIDGES	INKJET CAR-TRIDGES	BATTERIES	FLUORESCENT LAMPS****	TECHNOTRASH*****	TRASH	WET TRASH
Employee workstations	✓					✓	✓	✓				✓	
Copy rooms	✓								✓		✓		
Printer/fax stations and office bays	✓											✓	
Pantries		✓	✓									✓	✓
Central hallways/ corridors *		✓	✓									✓	
Hallways & other designated locations				✓	✓								

\* Depending on your lease arrangement, your facility may have a three-bin series in central hallways/ corridors for newspaper, trash, and commingled bottles and cans.

\*\* Employees should call Labor Services at (202) 564-2115 to arrange for the pickup of large moving boxes for reuse.

\*\*\* Shredded paper should be put in a separate plastic bag and placed next to the MOP slim bin closest to the paper shredder (typically in copy rooms or office areas).

\*\*\*\* Used fluorescent lamps are collected by Building Maintenance throughout the Potomac Yard buildings.

\*\*\*\*\* Technotrash collection containers are not located in the copy rooms; instead, please place items in an interoffice envelope and send to Mail Code 3204R, Room M304C. (Note: technotrash does not include electronic waste such as laptops, monitors, cell phones, and cameras.)

## What Types of Collection Bins Are We Using?

EPA's uniform recycling program strives to use consistent bin and lid types, colors, and signage. Because EPA occupies various buildings (some managed by GSA; some under commercial management), we have not been able to achieve uniformity in bin types, but all bins have consistent labeling, lids, and materials being collected in the same locations whenever possible. NOTE: Tall, narrow plastic bins that come in various colors are referred to as "slim bins" throughout this manual.

### Individual Deskside Mixed Office Paper (MOP) Collection Bins



Deskside MOP bins continue to be an integral part of EPA's recycling program, as they provide a convenient place for all employees to collect MOP at their desks. Every employee should have a deskside MOP collection bin—a small, blue plastic deskside receptacle. The guiding principle behind the deskside MOP bin is that once employees have filled a bin with MOP, they take it to a

centrally located MOP slim bin and empty it. This simplifies the pickup logistics for the custodial staff, as they only pick up the MOP from the central MOP slim bins (except in the Ronald Reagan and Potomac Yard buildings, where custodial staff also pick up MOP from each desk).

### Things you should know:

- ▶ New individual plastic bins are imprinted with the standard "recycling logo and the phrase "Mixed Office Paper".
- ▶ The blue plastic deskside MOP bin should not be lined with a plastic bag. (It confuses employees, as they think a liner signifies the collection of trash.)
- ▶ It is important that employees NOT place newspaper in MOP collection bins, as this will contaminate the collected MOP and reduce its resale value as a recycled commodity. Instead, newspaper should be placed in clearly labeled newspaper collection containers.

### Mixed Office Paper (MOP) Slim Bins

MOP central collection containers are blue or beige slim bins, which have lids with diagonal slits. They should each be labeled as shown to the right with two



labels, one on each side. This ensures that a label is showing at all times, regardless of how the bin is placed after being emptied by custodial staff.

### Things you should know:

- ▶ As a rule of thumb, we use one MOP slim bin for every 10-15 employees.
- ▶ All of the office bays, copy rooms, and LAN printer/fax locations should have at least one MOP slim bin with two labels, as shown above. The lid with a diagonal slit is important, as it helps keep out non-paper contaminants.
- ▶ Be sure employees have convenient access to these central bins, as they need to empty their individual deskside bins frequently.
- ▶ MOP slim bins should NOT have plastic liners. The paper should be dry and clean, so a liner bag is unnecessary (it confuses employees, as they think a liner bag signifies the collection of trash).

### Newspaper Slim Bins

Newspaper is being collected in pantries in a brown slim bin with a diagonal-slit lid. In the Federal Triangle buildings, newspaper is also collected in the main hallways/corridors in the three-bin series (see sidebar in the "Where Are Our Recyclables Being Collected" section on page 7).



### Things you should know:

- ▶ There should be one brown slim bin with a diagonal-slit lid for each pantry on each floor of the building. Each newspaper slim bin should have a standard newspaper slim bin label on each large face ("Newspapers Only") as illustrated above.
- ▶ In some facilities, such as the Franklin Court Building (1099 14th Street, NW), newspaper is collected in bins that were built into the pantries before EPA's standardized recycling program was established.

## Section I – Program Logistics

### Bottle and Can Containers

EPA is collecting commingled bottles and cans (glass, plastic, and metal are combined) in pantries and, in Federal Triangle, in the main hallways/corridors. Many of these facilities collect bottles and cans in collection bins built into the pantries that were constructed before EPA's standardized recycling program was established. In most of these buildings the existing collection



containers are still being used. New labels have been affixed to these containers, and posters have been placed nearby to communicate what is being recycled.

In some buildings, "two hole" containers are used (a large cream-colored rectangular bin that has a single lid with two round

holes on top—see photo above). The small hole is for commingled bottles and cans, and the large hole is for trash. In other pantries, where the "two hole" bin is not feasible due to space constraints, a large barrel with a swinging lid is used instead (see photo at right). For those buildings that do not have pantry space, at least one of these containers (with a proper lid) should be placed in a common work space that is convenient for all employees. All bottle and can collection containers should have plastic liners to prevent odors and pests.



### Lessons Learned

If using the two-hole bottle and can bin, make sure to affix appropriate labels on BOTH long sides of the lid so that labels are visible regardless of which way the lids are placed by custodial staff. Also make sure that when you print labels, you select a label stock that has a strong enough adhesive for labels to remain on bins.

### Things you should know:

- ▶ As a rule of thumb, we use one or two bottle and can bins per pantry, hallway, or office suite.

- ▶ No carry-out containers ("clam shells"), cups, napkins, bags, or other such materials can go into these recycling bins. All bottle and can bins should be labeled or imprinted with "Bottles and Cans" to reinforce this.
- ▶ The container should fit in the space properly and be able to hold a sufficient number of bottles and cans, based on how frequently the bins fill up.
- ▶ At the EPA Warehouse (3025 V Street NE), bottles and cans should be deposited in the collection bin located in the loading dock.
- ▶ **IMPORTANT!** Employees should empty liquids from containers prior to depositing them in recycling bins, as food waste contaminates recyclable materials. In addition, we must take care to avoid any food residue in the materials we recycle to help avoid rats, insects, and odors in our workplace!

### Corrugated Cardboard and Moving Boxes

Collection locations for corrugated cardboard vary for each building. In Federal Triangle, for example, employees are instructed to break down the cardboard, label it "Recycle," and place it in the hallways for regular recycling pickup. They are instructed to call the Building Services Desk at (202) 564-2100 for special pick up of large quantities and to pick up empty moving boxes for reuse. In other buildings, a designated area (near the freight elevator at Potomac Yard, for example) has been identified for stacking old cardboard for regular pick up. For new buildings that are implementing EPA Headquarters' recycling program, corrugated cardboard collection locations should be determined by the facility and building managers.



### Things you should know:

- ▶ There should be an appropriate location on each floor where employees can place their old cardboard for recycling. In some buildings, anywhere in the hall is acceptable. In others, a special collection area or container is designated.
- ▶ Employees are instructed to write "Recycle" on the cardboard to communicate to the custodial staff that it is NOT to be discarded as waste.

- ▶ At Potomac Yard, arranging for pickup of moving boxes requires a Form 5100 (see Appendix H).

### Moving Boxes

EPA collects moving boxes that are in good condition for reuse. To arrange for a pickup of the moving boxes, please call Labor Services at (202) 564-2115. Boxes must be broken down prior to pickup.

### Things you should know:

- ▶ For collection of moving boxes for reuse at Potomac Yard, employees need to fill out a facility services request (form 5100) and fax it to Labor Services (202) 564-2115. See Appendix H for a copy of form 5100.
- ▶ At the 1310 L Street facility, employees should place broken down moving boxes in the designated areas for corrugated cardboard for pickup by Labor Services.

### Shredded Paper Bags

All EPA Headquarters buildings have paper shredders, which are typically located in copy rooms or near LAN printer stations. While recyclable, shredded paper should NOT be placed in MOP slim bins, but instead should be collected in large, clear plastic bags and recycled. Once a bag is filled with shredded paper, it should be placed next to the MOP slim bin closest to the shredder for collection by the custodial staff for recycling.

### Things you should know:

- ▶ The collection logistics for shredded paper may vary slightly from building to building, depending on the number of employees and the layout of the occupied office space. Whatever the procedure for your building, make sure to clearly communicate it to employees, custodians, and recycling contractors.

### Toner Cartridge Collection Containers

EPA Headquarters also recycles used printer and copier toner cartridges. The standard method to recycle printer and toner cartridges is a cooperative return program that incorporates the requirements of EPA's Blanket Purchase Agreement (BPA) awarded to Corporate Express in 2003.



### Things you should know:

Under the program, a clearly labeled collection container (see photo above) should be placed in main copy rooms, where employees should leave larger used toner cartridges. They should place these cartridges in the plastic wrapping and box of the new toner cartridge first, whenever possible, to prevent the release of any excess toner dust.

- ▶ As a facility manager, you should place specially labeled cardboard boxes in copy rooms in a convenient location near the copy machine(s). To obtain additional boxes, contact EPA's Building Services Desk.
- ▶ Instruct employees to use the plastic bag and box from the new cartridge to wrap up the old one and place it in the labeled collection box. This is very important, as it prevents toxic toner dust from escaping and the cartridges from getting damaged during shipment.
- ▶ Labor Services will collect used cartridges from the labeled cardboard boxes in copy rooms once a week. If the box is full and needs emptying, employees should call the Building Services Desk at (202) 564-2100 for pickup.

### Inkjet Cartridge Collection Containers

Main copy rooms have a wall display with pre-addressed, pre-paid envelopes.

### Things you should know:

- ▶ Employees should place empty cartridges in the box that the new cartridge came in; put the box in a pre-addressed, pre-paid envelope; and send in outgoing mail.

### Battery Collection Containers

Recycling for both rechargeable and non-rechargeable batteries is available through INMETCO. Main copy rooms have a yellow box for rechargeable batteries and a green box for non-rechargeable ones where employees should place used batteries.



### Things you should know:

- ▶ Separate your rechargeable AAA, AA, C, D, and 9-volt batteries from non-rechargeable AAA, AA, C, D, and 9-volt batteries, typically labeled “alkaline.”
- ▶ Place rechargeable batteries in the YELLOW box. Place non-rechargeable (alkaline) batteries in the GREEN box.
- ▶ If collection boxes are full and need emptying, call the Building Services Desk at (202) 564-2100.

### Fluorescent Lamps Collection

Fluorescent lamp recycling is not currently available at all facilities. At the Potomac Yard facilities, where lamp recycling is available, building maintenance will replace and recycle used fluorescent lamps.

### Things you should know:

- ▶ To begin fluorescent lamp recycling at your facility, contact Dexter Johnson at (202) 564-0179.

### Technotrash

Place technotrash items (CDs, DVDs, and their jewel cases, video/audio/computer tapes, and diskettes) in an interoffice envelope and send it to Mail Code 3204R, Room M304C.

### Things you should know:

- ▶ Technotrash does not include electronic waste, such as laptops, monitors, cell phones.

## Where Do Our Recyclables Go?

Our recyclables are collected by contracted custodial staff\* and picked up by recycling contractors. The materials are processed and used to make new recycled-content products and packaging, such as copier paper, writing tablets, brief cases, fleece jackets, and many other items. Here's how it works:

### Mixed Office Paper and Shredded Paper

- Employees deposit paper from deskside bins to central containers.
- Custodial staff collect and consolidate the paper from central collection containers (or, in the case of Ronald Reagan and Potomac Yard, from individual bins).
- The paper is brought down to the various loading docks, where a recycling contractor picks it up and takes it to a materials recovery facility. There, the high-grade (white) paper is separated from the rest of the mix because it is the highest value grade.
- The white paper is baled and sold to paper mills that make recycled copier paper, tissue products, and other recycled paper products.
- The rest of the mixed paper is sold to paperboard mills that make product packaging such as cereal boxes, shoe boxes, tubes and cores, pad backing, and other recycled paperboard products.

### Newspaper

We receive higher revenues by segregating newspaper from the mixed office paper because newspaper contains “groundwood” fiber that must be processed separately from high-grade paper.

- The custodial staff take newspaper from the slim bins and hallway/corridor bins down to the various loading docks.
- The recycling contractor picks up the newspaper, bales it, and sells it to brokers, who sell it to mills that make recycled-content newsprint and for other uses such as cellulose insulation.

### Bottles and Cans

- Custodial staff collect commingled glass and plastic bottles and metal (steel and aluminum) cans from properly marked containers in pantries and hallways and bring them to the various loading docks.
- The recycling contractor picks up EPA's commingled bottles and cans and transports them to a nearby processing plant.

\* Except where noted

## Recycling Collection Staff Should Be Clearly Recognizable

To help further reduce contamination of EPA's recyclables during collection, it is important that all recycling collection staff are clearly recognizable to EPA employees as being different from general janitorial staff. This helps reinforce the notion that recyclables are being kept segregated during collection, encouraging employees to continue recycling efforts. To aid in this effort, EPA facility managers should request that recycling collection staff wear unique uniforms or smocks that indicate they are recycling staff and work at different times from general janitorial staff.

- The recyclables are then sorted by material type.
- The glass is ground into sand-size particles and then sold as feedstock to manufacture recycled glass bottles and containers.
- The plastic bottles are baled and shipped to a plant for further processing. Most beverage bottles are recycled back into products such as fiber for clothing, bags, and other goods; recycled plastic office accessories; and recycled plastic bottles.
- The scrap steel is sold for remanufacturing back into steel. The bi-metal and tin is sold to a variety of end markets. The aluminum cans are baled and shipped to an aluminum processor for remanufacture back into aluminum cans.

### Corrugated Cardboard\*

- The custodial staff take the corrugated cardboard from hallways and other specific collection locations down to the various loading docks.
- The recycling contractor takes the cardboard to a plant where it is baled and sold to a broker, who then sells it to mills that make recycled-content corrugated cardboard.

\*Moving boxes are reused by employees during office moves.

### Toner and Inkjet Cartridges

- The cartridges that we collect and recycle are typically refurbished or remanufactured by cartridge manufacturers for resale. Those cartridges that are too damaged are recycled for their plastic.

### Batteries

- Labor Services pick up batteries from the copy rooms and take them to a central location where the batteries are properly bagged, boxed and weighed.
- The batteries are then sent to the mail room to be shipped to INMETCO to be recycled.

## SECTION II – PROGRAM IMPLEMENTATION

### How Do I Implement EPA Headquarters' Recycling Program?

If moving into a new building, the standard Headquarters' recycling program needs to be implemented. This can be an excellent refresher on recycling procedures for employees. Here are the steps that should be followed:

#### Review Janitorial and Recycling Contract Language

Be sure the janitorial and recycling contracts for the new space specify separate collection of the materials included in EPA's program. Find out if the contract requires custodians to pick up mixed office paper (MOP) deskside or not. (The standard procedure is for custodians to pick up only trash and for employees to empty their deskside MOP collection bins themselves. In some buildings, however, pre-existing contracts require the janitors to pick up deskside MOP). When reviewing your contract with your recycling vendor, request that they provide onsite compactors and balers. This will allow you to store higher volumes of recyclables.

#### Review Building Floor Plans and Furniture Layouts

When occupying new buildings or completing renovations, it is important that floor plans and furniture layouts allow enough space for recycling collection, including space in pantries, copy rooms, and hallways. It is also extremely important to make sure that there is sufficient space at the loading docks to collect and store recyclables. When thinking about space requirements, it is important to remember that under EPA's standard recycling program, the typical office should have:

- One MOP slim bin for every 10-15 employees.
- One newspaper slim bin in each pantry.
- One bottle and can collection container in each pantry.
- One toner cartridge collection box in each copy room.
- Adequate floor space for cardboard collection.
- Additional space for the collection of other materials that might be added to the program in the future.

#### Meet With Building Manager, Custodial Contractor, and Recycling Contractor

Early in the planning process, meet with the appropriate contacts representing the building owners/management and the custodial and recycling contractors involved. Share information about EPA's standardized recycling program. Make sure they understand their roles and responsibilities for handling recyclables and trash. Some janitorial contractors have been asked to wear orange smocks while collecting recyclables to

make it clear to EPA employees that their materials are being recycled. If EPA's Labor Services will play a role, involve them in the planning process.

- Make sure it is clear to all parties whether employees will bring their MOP to central containers or whether the custodians will pick up deskside MOP. (This important program detail must also be communicated to the employees!)
- Discuss how recyclables will be stored at the loading dock. Some buildings have a paper compactor. Some buildings might have limited space for storing recyclables. You should work out the schedules and logistics for managing recycling with the building manager, custodians, and recycling contractors.
- It is extremely important that ALL custodial staff be educated about the recycling program and how their specific duties might change accordingly. The following are important points that MUST be clearly communicated to all custodial staff:
  - ▶ When consolidating recyclables from individual bins into larger barrels, custodians must keep each type of recyclable item separated. They are NOT to dump them all into one single barrel.
  - ▶ Plastic liners are NOT to be placed in any MOP or newspaper slim bins.
  - ▶ When placing plastic liners in appropriate bins, make sure that all labels are still visible. This includes taking the time to neatly insert the liner without covering labels.
  - ▶ When collecting recyclables, make sure to properly replace lids on ALL bins and containers to reduce contamination.

#### Identify Locations for Placing Recycling Bins and Posters

To determine where the bins and their accompanying posters for each material will be located in a new building, get a set of floor plans for the new building and walk the space on every floor. Identify the pantries, copy rooms, office bays, and printer/fax locations, and mark up the floor plan to indicate where appropriate recycling bins should go. Make sure employees will have reasonably convenient access to encourage recycling. Once you identify these locations, com-

#### Lessons Learned

When selecting a location for each collection bin, make sure there is sufficient space nearby to hang its accompanying poster.

municate this information to the custodial and recycling contractors, so they know where to pick up the collected materials.

### **Order and Prepare All Necessary Recycling Supplies**

Equipping a new building for our Headquarters recycling program involves planning for and ordering various supplies, including recycling bins, lids, labels, posters, stickers, and informational hand-outs. Advance planning and ordering are very important!

#### ***Recycling Bins and Lids***

Because EPA occupies various buildings (some managed by GSA; some under commercial management), it has been a challenge to achieve strict uniformity in bin types, but they all have consistent labeling and are located in consistent locations for the materials being collected. If possible, you should try to reuse existing collection bins if they conform to the recycling program specifications. It is likely that you will need to order new supplies, based on the number of floors, number of pantries on each floor, number of copier and printing locations, and number of employees who will occupy the space.

You should count the number of different types of new bins and lids you need to order or have in place for your building:

- Count the number of new containers (by type) that you will need to order to bring the building into conformance with the standardized program.
- Check the Facilities Management and Services Division's (FMSD's) inventory for the bins that you need. EPA Headquarters currently stores all of its recycling bins at its Landover Warehouse. Determine if the warehouse has the bins that you need in stock. If the bin that you need is no longer in stock, you will need to order additional ones.
- In addition to having consistent collection bins in place, it is also very important that each collection bin have the appropriate lid (see "What Types of Collection Bins Are We Using?" on page 9).
- Determine whether existing bins have appropriate lids (e.g., lids having diagonal slits for MOP and newspaper slim bins, holes/swinging lids for bottles and cans). If not, determine how many lids of each type need to be ordered.
- Check FMSD's inventory for the lids that you need. EPA Headquarters currently stores all of its recycling lids at its Landover Warehouse. Determine if the

warehouse has the lids that you need in stock. If the lid that you need is no longer in stock, you will need to order additional ones.

### **Lessons Learned**

Placing an order can take several weeks or even months, so be sure to plan and order all materials well in advance.  
NOTE: EPA buildings occasionally have historic preservation issues or other limitations on the types of bins that can be placed in hallways and restrictions on affixing materials to wall surfaces. Check with the building manager to determine if any such restrictions exist.

### Labels

To help reduce contamination of recyclables, it is important that each recycling bin be appropriately labeled. To plan for this step, you should:

- Determine if existing bins that will be reused need new labels (this is likely). You might need to remove old labels first before affixing new ones. The containers might need to be washed in order to completely remove the old labels.
- Count how many new labels will be needed for new bins that are being ordered to determine the total number of labels of each type you will need to order.
- Check FMSD's inventory for the labels that you need. If you need additional labels printed, submit the appropriate CD-ROM with the corresponding graphic files and Government Printing Office (GPO) printing form (see Appendix D) to EPA's print shop.

NOTE: For instances where slim bins are placed so that only the side of the bin is showing, there are special labels available for this narrow face (see Appendix D).

### Posters

Our Headquarters Recycling employee education campaign includes a number of specific posters to encourage employees to participate and to avoid contaminating our recycling stream. You should hang posters above appropriate collection bins, wherever possible. To complete this process, you should:

- Contact the building manager to determine if there are any restrictions against attaching materials to wall surfaces. If there are restrictions in place, try and work out an alternative with the building manager. For example, at the 1310 L Street facility, EPA worked out a solution with the building manager to frame and hang all posters instead of using tape.
- If there are no restrictions in place, determine how many posters of each type you will need (refer to Appendix D for complete list and images of available posters).
- Check FMSD's inventory for the posters that you need. If you need additional posters printed, submit

### Lessons Learned

If printing labels yourself, make sure to select a label-stock that has a strong enough adhesive for the labels to remain on bins. Also make sure to select a label-stock with a dark backing so that any existing language on the bin is covered by the new label. All labels should be neatly placed on collection containers so they appear straight.

the appropriate CD-ROM with the corresponding graphic files and GPO printing form (see Appendix D in the master manual) to EPA's print shop.

### Handouts

You should prepare a handout explaining the recycling program to employees. This flyer should be included in move packets for employees moving into a new building.

An example of a handout informing employees about the recycling program in their building is included in Appendix D. You can customize this handout to include specific information about your building (e.g., cardboard might be collected in a specific location, rather than in the hallways). Photocopy sufficient quantities of these handouts (on brightly colored paper, if possible) to distribute to employees.

### Stage Materials in Preparation for Official Recycling Kickoff

Once you have all of the bins, lids, labels, posters, and other materials necessary to launch the standard recycling program in your building, you will need to make arrangements for installing them. One week before you officially announce the program to employees, take the following steps:

- Have EPA's Labor Services deliver and place all new bins in the locations you have identified on the building floor plan.
- Affix the appropriate lids and labels to all new bins, making sure that they are all on straight.
- Hang posters in pantries, copy rooms, office bays, and other locations where recyclables will be collected on each floor of EPA-occupied space. Make sure you have appropriate places and methods to hang the posters.

### Lessons Learned

Moving into a new building generates a considerable amount of waste and recyclables, particularly corrugated cardboard. Plan accordingly and be sure to have recycling containers, signage, and posters in place before employees move in.

### Lessons Learned

It is important that the number and locations of all recycling bins be communicated to the janitorial staff (and to EPA's Labor Services for Potomac Yard and satellite facilities), so they know where to check for recyclables during their pickups. This will ensure that ALL recycling bins are emptied regularly.

- Do a pre-launch floor check (See “Performing an Assessment” on page 19) to ensure that all materials are in place to announce the recycling program to employees in the new building.

to life in a professionally made costume (EPA has two identical Slim Bin costumes stored at FMSD). EPA also has two short, animated videos promoting the recycling program (see below for complete list of campaign materials). The mascot and the videos should be the main features of the kickoff event.

### Recycling Program Kickoff and Promotion

When you are ready to officially kick off the recycling program to employees in the new building, you should host a special event to raise awareness and educate employees about recycling procedures. EPA has prepared a comprehensive marketing and education campaign with the slogan “Bin There. Done That?” that has successfully helped promote its recycling program since 2003. The campaign includes materials designed to encourage recycling, reduce contamination, and help employees recognize the common aspects of the program. Included in the campaign are several posters, labels, stickers, handouts (see Appendix D for samples of all available materials), and a campaign mascot, named “Slim Bin,” who comes

### Standard Outreach Materials

The following are the standard communication and educational/outreach materials that accompany EPA Headquarters’ recycling program:

- A variety of educational posters.
- One-page handout explaining the basics of the recycling program to employees. The flyer should be included in the move-in packet for the new building.
- New blue plastic deskside MOP collection bins with the recycling symbol and the phrase “Mixed Office Paper” embossed on them.
- “All Hands” e-mail from Luis H. Luna, Assistant Administrator, OARM, to employees explaining the recycling program. An office manager or other official could distribute a similar e-mail.
- Small, green “Bin There. Done That?” campaign sticker to hand out to employees. These stickers are distributed to help generate employee awareness of the new program.
- Broad program- and building-specific information posted on the OARM Recycling Intranet site <<http://intranet.epa.gov/HQrecycling>>.
- Two short, animated videos that illustrate how the program works for employees and discourage contamination.
- “Slim Bin” costume. (Contact the Building Services Desk at (202) 564-2100 for costume location.)

**NOTE: CD-ROMs containing graphics files are included in the master versions of this guide for use in creating additional bin labels, posters, and other materials as needed for educating employees about the recycling program (See Appendix D for details). Many of these materials may be available in FMSD’s inventory.**

### Lessons Learned – Dealing With Employees

In general, employees are amenable to the recycling program, but they do not want to be overwhelmed/bothered by the Slim Bin mascot or the information. Be subtle, yet enthusiastic.

To help publicize the recycling program and generate employee awareness, take the following steps to conduct a special recycling kickoff event in your facility:

- Choose an event date. Pick a date where you'll get maximum traffic, e.g., mid-week and not during holiday or vacation times. Also be sure to hold the event after employees have unpacked and have settled into their new space.
- Select an appropriate time for the event. Most successful events are held during "rush hours" when most employees arrive to work, usually between 7:00 and 9:00 a.m. You will need to arrive earlier to set up materials.
- Identify one or two people to wear the Slim Bin costume or hire local actors. The costume will fit an average-sized person (male or female), but a tall person provides the best results. This person should be upbeat, enthusiastic, and able to motivate people in a friendly, humorous way.
- Identify locations for Slim Bin to appear. Ideally, Slim Bin should be at the main entrances that EPA employees must come through as they arrive to work in the morning. This could be the lobby, assuming EPA is a majority tenant and there are no security or other issues precluding this activity, or it could be the interior entrance to an office suite.
- Find volunteers to accompany Slim Bin to pass out flyers, stickers, and new deskside collection bins, and explain and encourage employees to participate in the recycling program.

### Materials You Will Need for the Event:

- Television and VCR to show the two promotional videos created for the "Bin There, Done That?" campaign.
- Sufficient copies of the informational handout that explains the recycling program to give to employees as they arrive.
- Sufficient quantities of the green "Bin There. Done That?" sticker to give to employees as they arrive.
- Extra blue plastic deskside MOP collection bins for employees wanting new ones.

### Post-Event Actions:

- Identify an administrative point of contact in each office space/floor to be your contact for bin distribution, toner boxes, handouts, and other questions.
- Make sure the Building Services Desk has been informed of your roll-out and is educated about your facility's specific program design, since they will handle any questions in the future.

### Lessons Learned

Make sure there are sufficient electrical outlets nearby to show the promotional videos. It is also a good idea to bring an extension cord just in case. Also make sure that all electrical equipment is in working condition.

## SECTION III – PROGRAM FOLLOW-UP

### Program Monitoring and Maintenance

Monitoring recycling collection and logistics at all of our buildings is a critical step in making sure the program is working properly. It is also important that all Headquarters employees utilize EPA's Building Services Desk to report any recycling problems observed in EPA Headquarters facilities. Regularly scheduled assessments, coupled with employee feedback to the Building Services Desk, will help improve the program's efficiency by recognizing any deficiencies needing attention.

Following the official launch of EPA Headquarters' recycling program at Federal Triangle in 2003, EPA contractors performed weekly recycling assessments for the first few months to assess the effectiveness of the program's implementation and to identify and correct any deficiencies. During a recycling assessment, EPA's contractor walks throughout a facility, floor-by-floor, documenting the recycling operations in office bays, copy rooms, hallways, and pantries with a Floor Check Inspection Form (sample forms that you can use or modify in monitoring the recycling program are included in Appendix D and on a CD-ROM in the master copy of this manual).

Following a recycling assessment, EPA's contractor drafts a detailed report consisting of:

- General summary of assessment.
- Summary of program deficiencies observed.
- Detailed list of program deficiencies.
- Notable observations.
- Summary of employee interaction.

The contractor e-mails each building-specific report to the appropriate facility manager with a copy to the Chief of EPA's Facilities Operations and Transportation Branch (FOTB).

### The Facility Manager's Role in Program Monitoring

As a facility manager, it is your responsibility to read through these periodic reports and assess what corrective action needs to be taken. This might involve replacing missing posters, labels, and/or bin lids, or working with custodial staff and/or building managers or GSA to address any issues documented in the report. In addition to reading these reports for all of the facilities that you manage and correcting deficiencies, you should also check the Building Services Desk call log weekly to identify any persistent problems with the program's implementation in any of your facilities.

### Performing an Assessment

It will be useful for you to perform your own baseline assessment of your facilities, if you haven't already done so, so you have a better understanding of the recycling operations and the reports that you receive from EPA's contractor. During the assessment, ask yourself the key questions bulleted below at each collection location:

#### *Employee Space, Hallways, and Pantries*

*Individual Desks:* Randomly check individual work stations to see if employees are properly using their desk-side MOP collection bins. Talk with several employees at random to gain insight into the effectiveness of the program. Remember, employees are also the eyes and ears of the program. In discussing the logistics of the recycling program with them, you can learn valuable information about the root cause(s) of any deficiencies, as well as potential methods to improve recycling effectiveness, considering each building's unique circumstances.

#### Key Questions to Ask Yourself During an Assessment:

- Does each workstation have a desk-side MOP collection bin? If not, how many appear to be missing them?

#### Key Questions to Ask Employees During an Assessment:

- Have you visited the Headquarters' Recycling Intranet site?
- Are you experiencing any problems taking your desk-side MOP to the central MOP slim bins or with any other aspect of the recycling program?
- How often do you observe the custodial staff emptying the central MOP slim bins and other collection bins around the office?

*Office Bays and Copy Rooms:* MOP is the main recyclable generated in office bays and copy areas. As a result, every office bay and copy room should have a reasonable number of MOP slim bins to accommodate the amount of MOP that is generated. Generally speaking, office bays should have no other collection bins present. (In some unique circumstances, such as a satellite building having no pantry, there will be other collection bins throughout the office bay because of limited space.)

### Key Questions to Ask Yourself During an Assessment:

- Are there a reasonable number of MOP slim bins in place?
- Do all MOP slim bins have a lid with a diagonal slot?
- Do any of the MOP slim bins have a plastic bag in it? (They should NOT.)
- Do all MOP slim bins have MOP labels on both sides?
- Is there a “Bin There. Done That?” poster nearby explaining MOP recycling?
- Are any of the MOP slim bins overflowing/do any of them need to be dumped? (If observed, ask an employee if this is a regular problem.)
- Are there any large barrels or other unmarked recycling/trash-type containers in the area? (As part of the recycling program, EPA Headquarters is trying to avoid this.)

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*Public Areas (in Federal Triangle Buildings ONLY):* To make recycling more convenient for EPA employees and visitors at the Federal Triangle complex, hexagonal containers are clustered in sets of three on each floor for the collection of:

- Newspaper (with slotted lid)
- Trash (with large hole in lid)
- Bottles and Cans (with small hole in lid)

It is important that all three containers in each cluster are attractively arranged in a way that all labels are visible.

### Key Questions to Ask Yourself During an Assessment:

- Are all three labels visible?
- Are the three containers clustered together attractively?
- Are the lids scraping the walls? (They should NOT.)
- Does the newspaper slim bin have a plastic liner? (It should NOT.)
- Are any of the bins contaminated (contain materials that do not belong)?
- Do any of the bins need dumping?
- Are the liners in the trash and bottles and cans bins inserted neatly inside?

*Pantries (Kitchens):* The ideal pantry setup includes:

- One brown newspaper slim bin with appropriate label, slotted lid, and NO plastic liner.
- One two-series bottle and can/trash bin with appropriate labels and a lid having two round holes, and a plastic liner.
- One small, cream-colored trash bin with lid for food-contaminated waste.
- Larger trash bin with liner for “standard” trash.

### Key Questions to Ask Yourself During an Assessment:

- Are all bins clearly labeled? Are the labels visible?
- Are there any extraneous/unnecessary bins in the pantry in addition to the ideal set up listed above? (Describe.)
- Are any of the bins contaminated with items that do not belong? (Describe in comments.)
- Are there appropriate “Bin There. Done That?” posters in the area promoting recycling of bottles and cans and newspaper?

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*Corrugated Cardboard:* Most EPA Headquarters facilities collect corrugated cardboard for recycling in hallways. Select facilities such as Potomac Yard, however, have specific collection bins for corrugated cardboard.

### Key Questions to Ask Yourself During an Assessment:

- Is there any corrugated cardboard placed in hallways or specified collection areas?
- Does the observed cardboard have a note saying “recycle” on it?

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*General Observations:* While performing an assessment at a facility, you should also note any general observations about recycling operations.

### Key Questions to Ask Yourself During an Assessment:

- Have you observed any custodians mixing recyclables and trash?
- Are there any unmarked barrels or other containers being used that do not belong in EPA Headquarters’ recycling program?

### Loading Docks

In addition to floor checks, monitoring the loading docks helps ensure a consistent operation and reduces contamination.

Larger bins and gaylords (large heavy-grade corrugated cardboard collection boxes) are used to store MOP and commingled bottles and cans.



These containers (or the walls above them) should be clearly labeled, to indicate that these are recyclables and not trash. Some buildings have a paper baler to decrease the space needed to store

large quantities of recyclable paper. Check bales and containers at least monthly for contamination. Assess the general appearance of the loading dock and discuss any issues with the appropriate contractors. Following is a checklist for loading dock monitoring:

- Are gaylords/bins labeled appropriately?
- Are gaylords/bins organized?
- Do gaylords/bins contain appropriate materials?
- Are the contents contaminated?
- Are any of the gaylords/bins empty/full/overflowing?

### How Do We Evaluate Success?

The Agency is measuring progress towards the goals for our revitalized recycling program, which are to:

1. Standardize the system for all EPA Headquarters facilities.
2. Maximize amount of materials collected.
3. Maximize employee participation.
4. Minimize contamination of recyclables.
5. Establish consistent data collection and reporting procedures.
6. Fully participate in WasteWise.

If your facility has successfully implemented the recycling program, you have already achieved Goals 1 and 2. Continuing to promote and monitor employee participation and troubleshoot contamination problems helps achieve Goals 3, 4, and 5. EPA is currently working towards joining and achieving the goals of its WasteWise program.

### Monitoring the Transfer of Materials to the Loading Dock

As part of EPA's recycling program, employees have worked hard to learn recycling requirements and logistics to help EPA meet its numerous recycling goals. To ensure that their efforts are worthwhile, it is extremely important that all segregated recyclables remain segregated during their transfer to the loading docks by janitorial staff in charge of collecting recyclables. While performing your routine monitoring of office space and loading docks, ask yourself the following question:

- Is there considerably more contamination in the loading docks than in office areas and pantries?

If the answer is "YES," then it is likely that segregated recyclables are getting commingled during collection and/or transfer to the loading docks. If this is the case, there are several actions that you can take to identify the cause:

- 1) Ask numerous employees for any general observations of the recycling collection staff.
- 2) Spend some time shadowing a member of the recycling collection staff during one of their collection rounds. Are you observing them mixing recyclables and trash?

### Calculating EPA's Recycling Rate

To calculate EPA Headquarters' overall recycling rate, we measure the weight of trash discarded as compared to the amount of recyclables collected using the formula at the bottom of this page.

EPA has already accomplished its initial goal of a 35 percent recycling rate set at the recycling program's inception in 2003. By FY 2006, the Agencywide baseline recycling rate was 39 percent.

Now as an Agency, we are striving to meet a recycling rate of 45 percent by 2010 (fiscal year [FY] 2009), per the requirements of Executive Order 13423, "Strengthening Federal Environmental, Energy, and Transportation Management." EPA will calculate recycling rates for each facility as well as an Agencywide recycling rate each year to measure its progress toward this goal.

$$\text{Recycling Rate} = \frac{\text{Materials Recycled (tons)}}{(\text{Materials Recycled (tons)} + \text{Trash Discarded (tons)})} \times 100 \%$$

### Tracking EPA's Recycling and Waste Tonnage

EPA Headquarters occupies several facilities, some of which offer unique logistical challenges to tracking the amount (by weight) of materials discarded as trash and those collected for recycling. For example, several of EPA Headquarters' satellite facilities are multi-tenant buildings. While EPA is working to collect and track recyclables from EPA-occupied portions of these facilities, it is difficult to isolate and quantify the total waste that is generated by EPA employees. In addition, EPA Headquarters also occupies satellite facilities in which EPA does not manage the materials removal contract. This makes it difficult for EPA to collect all desired recyclables.

As a result of these complexities surrounding the collection and tracking of recyclables and waste at several of EPA Headquarters' satellite facilities, EPA has decided to use a representative sample of facilities that are solely occupied by EPA. Currently, EPA Headquarters is tracking the recycling and waste tonnage at the following facilities in order to gauge the performance of the recycling program:

- EPA East
- EPA West
- Ariel Rios North
- Ariel Rios South
- 1310 L Street

Our janitorial and recycling contractors are required by contract to weigh the recyclable materials they remove from our space and provide proof of weight, in the form of a written receipt or electronic logs. If you are not currently receiving these records for your facilities, you should request them from the contracting representative.

### Other Recycling Opportunities

#### Recycling During Office Moves

When moving offices, employees often get rid of a variety of materials they no longer need. To encourage recycling during these moves, it is important to provide collection bins that are clearly labeled for recycling.

Through successfully maintaining EPA Headquarters' recycling program in your facility, you have helped EPA achieve its waste reduction and recycling goals. Your hard work to keep the program a success has also played a large role in helping EPA set an example for federal Agency recycling efforts.

To continually improve our recycling efforts, it is important to encourage employees in your building(s) to incorporate the principles of our recycling program into other waste-generating activities, such as office parties and picnics and employee/office moves.

One way to encourage cooperation is to periodically send an e-mail to office managers or your point of contact at each building and/or hang posters asking for their cooperation in adhering to the recycling program's guidelines during picnics, parties, and moves. Remind them that they are welcome to request extra recycling bins during periods when large volumes of recyclables are generated.

#### Additional Support Available

If there are any issues that arise regarding EPA Headquarters' Recycling Program that you are unable to resolve, please feel free to contact EPA's Sustainable Facilities Practices Branch (SFPB) for additional technical support.

## **SECTION IV – APPENDICES**

## Appendix A—Sample “All-Hands” Message From Assistant Administrators Announcing Recycling Program

The following memorandum was sent, via e-mail, to all EPA employees affected by the initial revisions to the Headquarters recycling program several years ago. Use this email as the basis for issuing a similar message to employees after implementing the recycling program at new Headquarters facilities, also post hard copies in visible areas of the facilities. This will let employees know that EPA is committed to increasing its recycling and is relying on the cooperation from all employees.

### MEMORANDUM

**SUBJECT:** America Recycles Day, November 15, 2002

**FROM:** Morris X. Winn, Assistant Administrator  
Office of Administration and Resources Management

Kim Nelson, Assistant Administrator  
Office for Environmental Information

Marianne Horinko, Assistant Administrator  
Office of Solid Waste and Emergency Response

John Howard, Federal Environmental Executive  
White House Office of the Federal Environmental Executive

On November 15, 2002, we celebrate the sixth annual America Recycles Day. This is an excellent opportunity to “Close the Recycling Circle” by recycling products in our homes, schools, offices, and communities and by purchasing products made from recycled materials. On November 14, OARM, OSW, OFEE, OEI, and the General Services Administration (GSA) will host an America Recycles Day event at the Federal Triangle to launch our new effort and to provide an update on the new and improved recycling program that is being developed for EPA Headquarters offices. These recycling activities help conserve resources and stimulate the economy by creating jobs and revenue. They also support EPA’s Resource Conservation Challenge, which aims to boost the national recycling rate to 35 percent by 2005.

During a recent survey of EPA offices at the Federal Triangle and other Headquarters offices, the Agency found a number of inconsistencies in the way recycled materials were handled at the various buildings. An ad hoc work group with representatives from our respective offices was formed to address and correct problems in the recycling process.

To that end, the work group developed a plan that includes providing:

- Standardized paper recycling containers to be placed at each desk;
- Standardized “slim bin” containers for aluminum, glass, and plastic bottles, and containers for newsprint, to be placed in every pantry and in additional high-traffic areas;
- Services of an EPA contractor to pick up recycled materials on a weekly schedule (especially important in leased buildings that don’t have an established recycling program for the building);
- Quality assurance/quality control function to oversee that materials are recycled properly and that quantities of recycled materials are measured;
- Commitment from senior management for recycling in EPA offices and identifying recycling “champions” for specific areas or floors of EPA buildings to ensure that the program is successful; and
- Web page on EPA’s Intranet that describes the recycling process in each of EPA’s Headquarters buildings and the employees’ role in recycling.

The plan elements will take several months to implement. The work group is coordinating with GSA and commercial building owners to improve or establish a recycling program of which the Agency can be proud.

We remain committed to ensuring that the Agency sets the example for recycling in its Headquarters buildings.

## Appendix B—Resources

- EPA Headquarters Recycling Coordinator
  - ▶ Dexter Johnson, Facilities Management and Services Division
  - Phone: (202) 564-0179
  - E-mail: johnson.dexter@epa.gov
- EPA Headquarters' Building Service Desk
  - ▶ Washington, DC buildings: (202) 564-2100
- EPA Headquarters' Recycling Intranet Site
  - ▶ <<http://intranet.epa.gov/HQrecycling>>
- EPA's Office of Acquisition Management (OAM)
  - ▶ <[www.epa.gov/oam](http://www.epa.gov/oam)>
- EPA's Comprehensive Procurement Guidelines (CPG) Program
  - ▶ <[www.epa.gov/cpg](http://www.epa.gov/cpg)>
- Information About EPA's Blanket Purchase Agreement With Corporate Express
  - ▶ <[www.epasupplies.com](http://www.epasupplies.com)>
- GSA's National Capital Region Federal Recycling Program (for measurement statistics)
  - ▶ <<http://ncr.gsa.gov/Recycle>>

Appendix C—Materials Flow Diagram

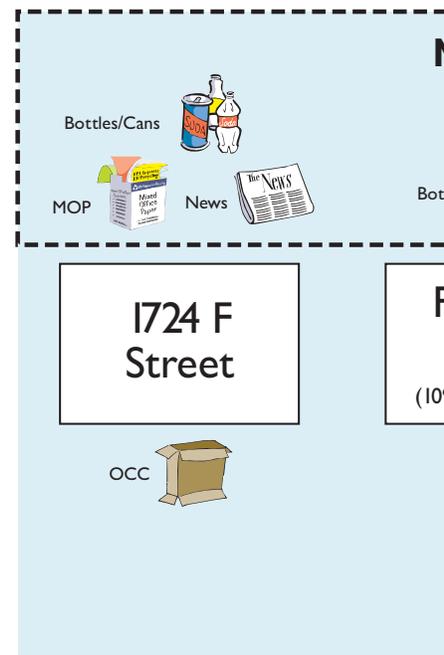
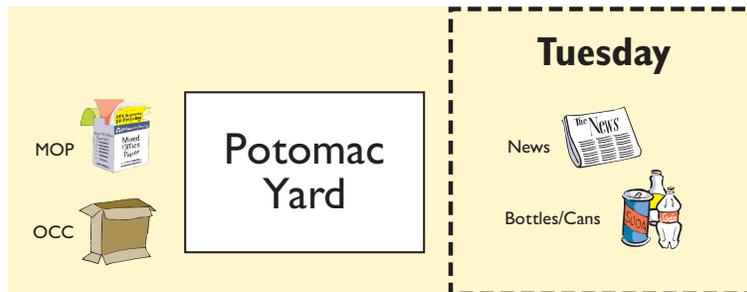
Version Date: 6/5/2008

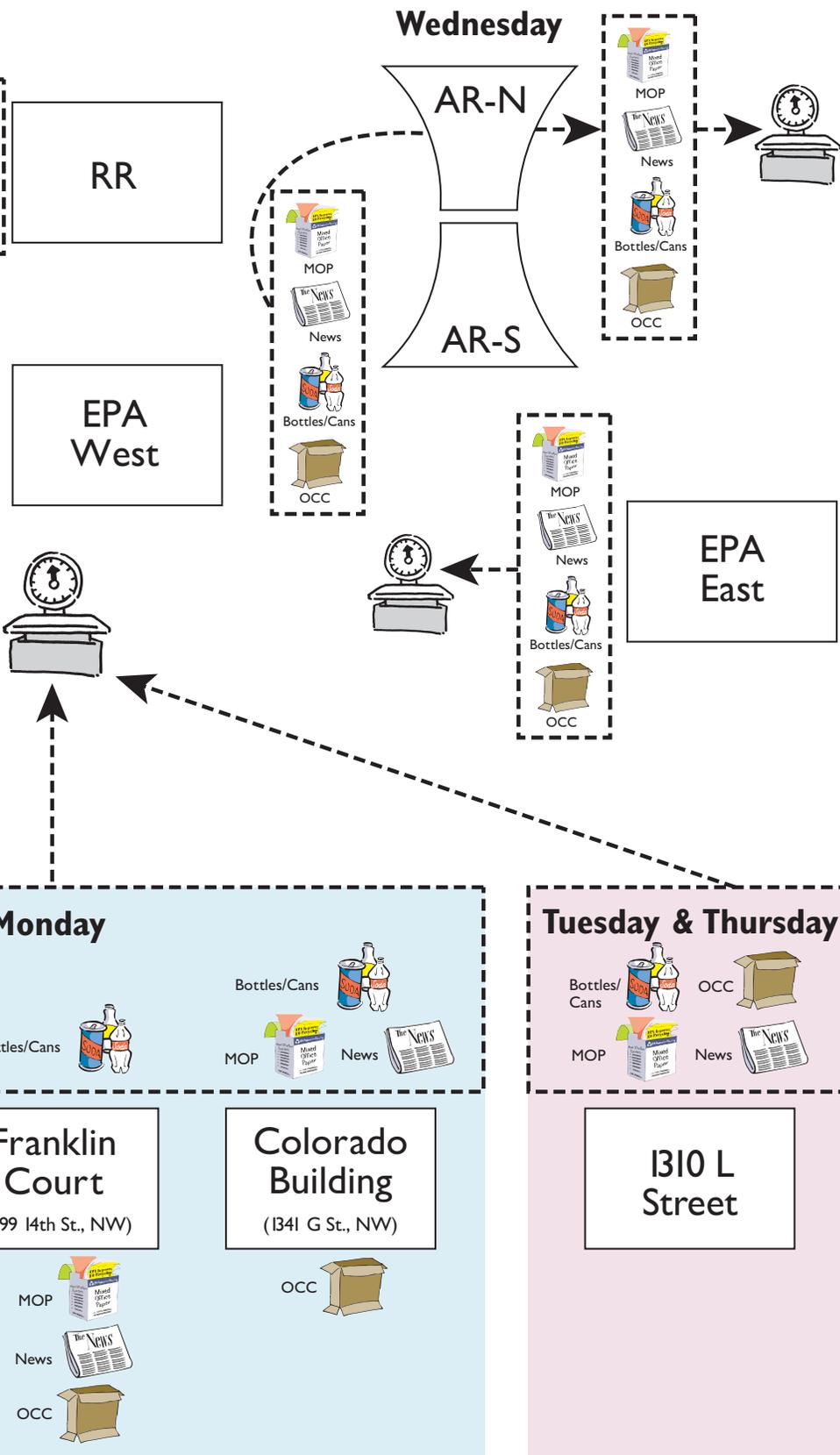
- [-] All materials enclosed by dashed lines are collected and delivered to EPA West for recycling.
- [-] All other materials remain in respective facilities.



Note: Toner cartridges are delivered to the Landover Warehouse every Wednesday.

**Landover Warehouse**  
(8335 Ardwick-Ardmore Rd.)



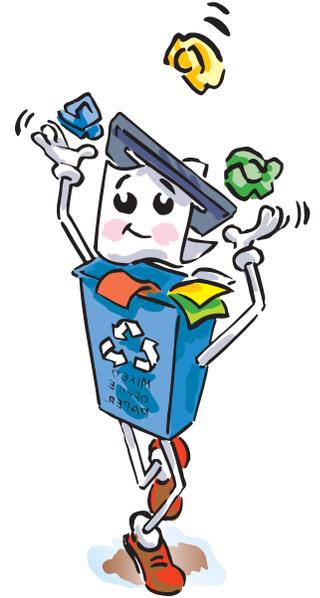


### Appendix D—Outreach Materials Used in EPA Headquarters' Recycling Program

To educate employees about the Headquarters recycling program, EPA created numerous outreach materials, including educational posters, labels, handouts, and other materials. EPA has worked hard to develop these materials to make recycling as easy as possible for all EPA Headquarters employees and visitors.

This appendix contains all of the following materials:

- Comprehensive lists of all available posters, labels, handouts, and other materials.
- Corresponding thumbnail images of all available materials.
- CD-ROMs containing graphics files and completed government printing office (GPO) forms for all outreach materials are available, but only in the master copy of this manual kept at FOTB.



#### How Should I Use This Appendix?

A key element of overseeing the recycling program in your facilities is ensuring that there are sufficient outreach materials distributed throughout a facility, including posters and bin labels, to encourage employees' continued participation in recycling efforts. This appendix provides samples of these materials, and the master copy of this guide includes CD-ROMs for use in reproducing those materials for your facilities.

If EPA Headquarters' outreach materials inventory has no remaining stock of any of the material(s) you need for your facility, you should use the CD-ROMs in the master copy of this manual to have additional materials printed at EPA's print shop. See the HQ Recycling Coordinator for the files. Each CD-ROM contains the appropriate graphic files and completed GPO forms required for all EPA printing jobs. EPA's print shop should be familiar with the outreach materials included in this appendix. You will just need to deliver the CD-ROM to the EPA print shop and indicate the quantity of the specific material(s) you need printed. Make sure you return the CD-ROM to the Recycling Coordinator when the print job is complete.

# Posters



## Contents:

- Mixed office paper
- Newspaper
- Bottles and cans — two-hole bin (Federal Triangle)
- Grid poster — large (Federal Triangle)
- Grid poster — small (Federal Triangle)
- “Where Should I Recycle?”
- “Don’t Trash That Toner Cartridge”

## Outreach Materials Used in EPA Headquarters' Recycling Program Posters



Final Size: 10" x 15"

**Mixed office paper poster**



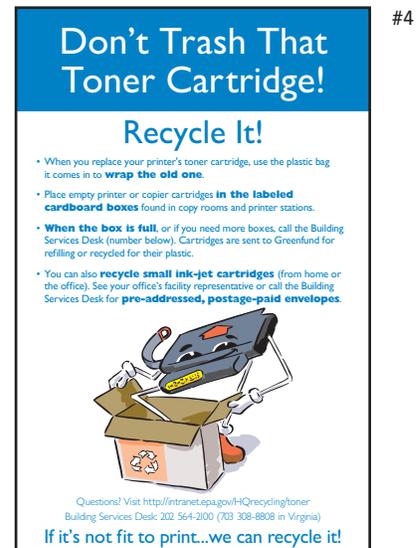
Final Size: 10" x 15"

**Newspaper poster**



Final Size: 10" x 15"

**Bottle and cans—two-hole bin poster  
(Federal Triangle)**



Final Size: 11" x 17"

**"Don't Trash That Toner Cartridge" poster**

# Outreach Materials Used in EPA Headquarters' Recycling Program Posters



Final Size: 24" x 36"

**Grid poster—large (Federal Triangle)**



Final Size: 10" x 15"

**Grid poster—small (Federal Triangle)**

#7

Bin there. Done that?

## Where Should I Recycle...

LOCATION OF BINS	RECYCLABLES								TRASH				
	Head Office Paper	Newspaper	Cans & Bottles	Mailing Boxes**	Shredded Paper***	Toner Cartridges	ink Cartridges	Batteries	Refrigerators	Lamps****	Television****	Trash	Wet Trash
Employee workstations	✓											✓	
Copier rooms	✓				✓	✓	✓				✓		
Printer/fax stations and office bays	✓											✓	
Pantries		✓	✓									✓	✓
Central hallways/corridors*		✓	✓									✓	
Hallways & other designated locations				✓	✓								

Visit <http://intranet.epa.gov/HQrecycling> for more information

Final Size: 25" x 25"

**"Where Should I Recycle" poster**

# Flyers



## Contents:

- “It’s our recycling stream ... let’s keep it clean!” (Federal Triangle)
- “It’s our recycling stream ... let’s keep it clean!” (Ronald Reagan)
- “It’s our recycling stream ... let’s keep it clean!” (L Street)

# Outreach Materials Used in EPA Headquarters' Recycling Program Flyers

#1



**EPA Headquarters Recycling Program**  
**It's our recycling stream... let's keep it clean!**

Now that EPA Headquarters has a new and improved recycling program, we need everyone's help to make it a success. Did you know that one banana peel in a recycling bin can run a whole load? **Please put your recyclables in the right bin and keep trash out of recycling containers.**

Bin There...	Do That...	Please DON'T Do That...
Copy rooms LAN Stations Office bays	Recycle mixed office paper Recycle toner cartridges	No newspapers, trash, or toner cartridges No paper or other recyclables go in boxes labeled for toner cartridges
Pantries	Deposit clean newspapers	No napkins, bags, other paper, or food-contaminated paper products
	Deposit bottles and cans	No food scraps, toner cartridges, plastic tubs, cups, bags, clamshells, or Styrofoam
Hallways	Read the label first to recycle newspapers, bottles & cans Write "recycle" on corrugated cardboard and place	No wet trash, mixed office paper, or toner cartridges No cardboard moving boxes. Reuse them by calling 202.566-2060 for pickup

**See a Recycling Container? Keep a Lid on it!**  
 We've organized our recycling system and invested in some new equipment to help make your job easier. The new lids on bins for mixed office paper, newspaper, and bottles & cans are there to keep out contaminants, help our janitorial staff, and make it clear you can recycle here. **You can lift the lid to recycle large quantities, but please replace it. PLEASE DO NOT REMOVE LIDS FROM RECYCLING BINS!**

**New Bin? Check Before You Put it in!**  
 You may notice some new, six-sided recycling bins in the hallways of some HQ buildings. Make sure you **check the labels** before depositing your recyclables or trash. Please do not move or remove our new labels from recycling bins!

**Questions?**  
 Visit <http://intranet.epa.gov/HQrecycling> or call the Building Services Desk at 202.564-2100 (703.308-8808 in Virginia).



Final Size: 8.5" x 11"

**"It's our recycling stream...let's keep it clean!" flyer (Federal Triangle)**

#2



**EPA Headquarters Recycling Program**  
**It's our recycling stream... let's keep it clean!**

Now that EPA Headquarters has a new and improved recycling program, we need everyone's help to make it a success. Did you know that one banana peel in a recycling bin can run a whole load? **Please put your recyclables in the right bin and keep trash out of recycling containers.**

Bin There...	Do That...	Please DON'T Do That...
Copy rooms LAN Stations Office bays	Recycle mixed office paper Recycle toner cartridges	No newspapers, trash, or toner cartridges No paper or other recyclables go in boxes labeled for toner cartridges
Pantries	Deposit clean newspapers	No napkins, bags, other paper, or food-contaminated paper products
	Deposit bottles and cans	No food scraps, toner cartridges, plastic tubs, cups, bags, clamshells, or Styrofoam
Hallways	Read the label first to recycle newspapers, bottles & cans Write "recycle" on corrugated cardboard and place	No wet trash, mixed office paper, or toner cartridges No cardboard moving boxes. Reuse them by calling 202.566-2060 for pickup

**See a Recycling Container? Keep a Lid on it!**  
 We've organized our recycling system and invested in some new equipment to help make your job easier. The new lids on bins for mixed office paper, newspaper, and bottles & cans are there to keep out contaminants, help our janitorial staff, and make it clear you can recycle here. **You can lift the lid to recycle large quantities, but please replace it. PLEASE DO NOT REMOVE LIDS FROM RECYCLING BINS!**

**New Bin? Check Before You Put it in!**  
 You may notice some new, six-sided recycling bins in the hallways of some HQ buildings. Make sure you **check the labels** before depositing your recyclables or trash. Please do not move or remove our new labels from recycling bins!

**Recycle-When You're Ready!**  
 Ronald Reagan Building tenants receive daily pickup of trash and mixed office paper at their desks for recycling. Please do not put any paper into your desktop recycling bin until you are ready to part with it for good. Our custodians have been trained to collect that paper daily...and they will!

**Questions?**  
 Visit <http://intranet.epa.gov/HQrecycling> or call the Building Services Desk at 202.564-2100 (703.308-8808 in Virginia).



Final Size: 8.5" x 11"

**"It's our recycling stream...let's keep it clean!" flyer (Ronald Reagan)**

#3



**EPA Headquarters Recycling Program**  
**It's our recycling stream... let's keep it clean!**

Now that EPA Headquarters has a new and improved recycling program, and we need everyone's help to make it a success. Did you know that one banana peel in a recycling bin can run a whole load? **Please put your recyclables in the right bin and keep trash out of recycling containers.**

Bin There...	Do That...	Please DON'T Do That...
Copy Rooms LAN Stations Support Areas	Recycle mixed office paper	No newspaper, trash or toner cartridges
Copy Supply & Mail Rooms	Recycled toner cartridges in designated cartons	No paper or other recyclables go in boxes labeled for toner cartridges
Lunch/Break Rooms	Deposit clean newspapers	No napkins, bags, other paper, or food-contaminated paper products
	Deposit bottles and cans	No food scraps, cups, bags, clamshells, Styrofoam, plastic tubs, or toner cartridges
Coffee Areas	Deposit clean newspapers	No napkins, bags, other paper, or food-contaminated paper products
[Designated Area TBD]	Recycled corrugated cardboard by breaking it down and writing "recycle" on it.	No cardboard moving boxes. Reuse them by calling 202.566-2060 for pickup.

**See a Recycling Container? Keep a Lid on it!**  
 We've organized our recycling system and invested in some new equipment to help make our job easier. The lids on bins for mixed office paper, newspaper, and bottles & cans are there to keep out contaminants, help our janitorial staff, and make it clear you can recycle here. **You can lift the lid to recycle large quantities, but please replace it. PLEASE DO NOT REMOVE LIDS FROM RECYCLING BINS!**

**New Bin? Check Before You Put it in!**  
 Make sure you **check the labels** before depositing your recyclables or trash. Please do not move or remove our new labels from recycling bins!

**Questions?**  
 Visit <http://intranet.epa.gov/HQrecycling> or call the Building Services Desk at 202.564-2100.



Final Size: 8.5" x 11"

**"It's our recycling stream...let's keep it clean!" flyer (L Street)**

# Labels



## Contents:

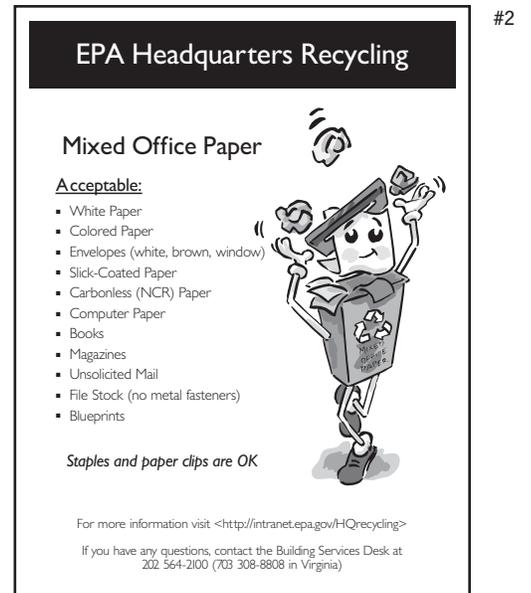
- Mixed office paper (general)
- Mixed office paper (acceptable materials)
- Mixed office paper (side of bin)
- Newspaper
- Newspaper (side of bin)
- Bottles and cans (Federal Triangle)
- Inkjet cartridges
- Wet trash
- Three-bin series (newspaper, trash, and bottles and cans)

# Outreach Materials Used in EPA Headquarters' Recycling Program Labels



Final Size: 8.5" x 11"

**Mixed office paper label (general)**



Final Size: 8.5" x 11"

**Mixed office paper label (acceptable materials)**



Final Size: 8.5" x 11"

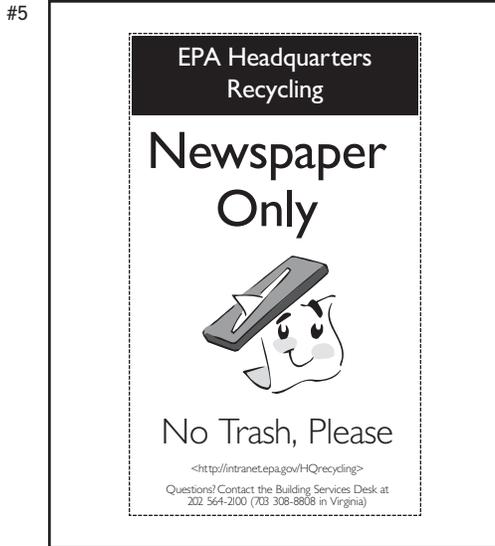
**Mixed office paper label (side of bin)**



Final Size: 11" x 8.5

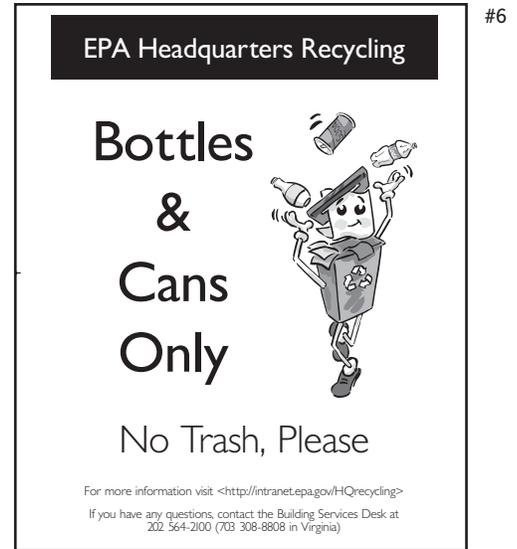
**Newspaper label**

## Outreach Materials Used in EPA Headquarters' Recycling Program Labels



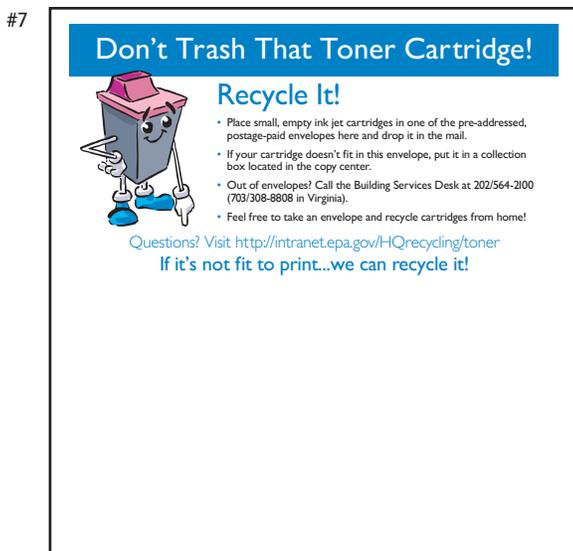
Final Size: 8.5" x 11"

**Newspaper label (side of bin)**



Final Size: 8.5" x 11"

**Bottles and cans label (Federal Triangle)**



Final Size: 8.5" x 9"

**Inkjet envelope tray label**

# Outreach Materials Used in EPA Headquarters' Recycling Program Labels

#8



Final Trimmed Size: 12" x 4"

**Wet trash label**

#9



Final Trimmed Size: 12" x 4" (each)

**Three-bin series labels (newspaper, trash,  
and bottles and cans)**

# Other Materials

## Contents:

- “Bin There. Done That?” sticker
- Blue plastic deskside mixed office paper bin
- Floor Check Inspection Form



## Outreach Materials Used in EPA Headquarters' Recycling Program Other Materials

#1



Final Label Size: 2.5" x 2.5"

**"Bin There. Done That?" sticker**

#2



Final Trimmed and Folded Size: 8.625" x 11.375" x 5.375"

**Blue plastic deskside mixed office paper bin**

# Outreach Materials Used in EPA Headquarters' Recycling Program Other Materials

## Floor Check Inspection Form

EPA HEADQUARTERS RECYCLING PROGRAM Program Implementation Floor Check											
BUILDING: _____ FLOOR: _____ DATE: _____ TIME: _____											
Public Areas (Hallways)											
	Set # 1:			Set # 2:			Set # 3:			Extra bins on floor (indicate location and description)	
	Newspaper	Bottles & Cans	Trash	Newspaper	Bottles & Cans	Trash	Newspaper	Bottles & Cans	Trash		
Bin in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Appropriate lids?	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Labels present?	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Labels visible?	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Bags properly placed? (no liners in newspaper)	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Contaminated?	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Need dumping	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Are the lids scraping the walls?	<input type="checkbox"/> Yes <input type="checkbox"/> No										
Comments										Corrugated Cardboard (indicate whether a note saying "recycle" was on it)	
Office Bays											
Room Number	Locations of MOP slim bins?	Does it...					Number of workstations checked?	Number of deskside MOP collection containers	Extra bins or barrels?	Employee comments	General comments
		have an appropriate lid?	have a plastic bag?	have a "Slim Bin" sticker?	have a "Bin There, Done That" poster?	need to be emptied?					
		<input type="checkbox"/> Yes <input type="checkbox"/> No									
		<input type="checkbox"/> Yes <input type="checkbox"/> No									
		<input type="checkbox"/> Yes <input type="checkbox"/> No									
		<input type="checkbox"/> Yes <input type="checkbox"/> No									
		<input type="checkbox"/> Yes <input type="checkbox"/> No									

Pantry Room # \_\_\_\_\_ :

	Newspaper	Bottles & Cans	Trash	Wet Trash	Extra bins or barrels?	Poster?
Bin in Place?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Appropriate lid?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Additional comments:				
Labeled Properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Are the labels visible?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Contaminated?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Need to be emptied?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Plastic liners (bags) present?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Bin Comments						

Copy Room # \_\_\_\_\_ :

MOP slim bin in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Lid with slot?	<input type="checkbox"/> Yes <input type="checkbox"/> No
MOP "Slim Bin" sticker on it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
"Bin There, Done That" poster nearby?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contaminated?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Need to be emptied?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any other barrels or containers in the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Comments:	

Pantry Room # \_\_\_\_\_ :

	Newspaper	Bottles & Cans	Trash	Wet Trash	Extra bins or barrels?	Poster?
Bin in Place?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Appropriate lid?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Additional comments:				
Labeled Properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Are the labels visible?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Contaminated?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Need to be emptied?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Plastic liners (bags) present?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
Bin Comments						

Copy Room # \_\_\_\_\_ :

MOP slim bin in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Lid with slot?	<input type="checkbox"/> Yes <input type="checkbox"/> No
MOP "Slim Bin" sticker on it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
"Bin There, Done That" poster nearby?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contaminated?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Need to be emptied?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any other barrels or containers in the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Comments:	

**Appendix E—ACRONYMS**

**BPA** – blanket purchase agreement

**CPG** – Comprehensive Procurement Guidelines

**EPA** – U.S. Environmental Protection Agency

**FMSD** – Facilities Management and Services Division

**FOTB** – Facilities Operations and Transportation Branch

**GPO** – Government Printing Office

**GSA** – General Services Administration

**LAN** – local area network

**MOP** – mixed office paper

**OAM** – Office of Acquisition Management

**OARM** – Office of Administration and Resource Management

**OEI** – Office for Environmental Information

**OFEE** – White House Office of the Federal Environment Executive

**OSW** – Office of Solid Waste and Emergency Response

## Appendix F—FREQUENTLY ASKED QUESTIONS

**Q:** Why aren't we separating our white paper for recycling?

**A:** Given our limited storage space, the varied nature of janitorial contracts among the buildings, and the fact that EPA has vendors with adequate sorting facilities, it is not necessary to separate the white paper at EPA Headquarters. Our vendors are separating out the white paper and recycling it for its highest end use. In addition, statistics show that more paper is collected in mixed paper collection programs than in source-separated collection programs.

**Q:** Should we remove caps and labels from our bottles before recycling them?

**A:** You can leave caps on bottles, once the bottles have been rinsed, to prevent spilling residual liquids, but caps are not required. Caps are removed at the materials recovery facility and labels are not a hindrance in the recycling process.

**Q:** Should I remove staples and paper clips from the paper I recycle?

**A:** While you can reuse paper clips to save resources, you need not remove staples from your office paper before recycling it. The fewer contaminants the better.

**Q:** Can I recycle the wrappers from reams of copy paper?

**A:** No. Unfortunately, most copy paper ream wrappers contain a glue or moisture barrier that impedes recycling. If these wrappers get into the recycling stream, they can contaminate an entire load of recyclable paper, causing our recycling market to reject the load. Therefore, we ask that employees DO NOT place copy paper ream wrappers into recycling bins.

**Q:** What's the difference between "cardboard" and "paperboard" and what exactly can we recycle at EPA?

**A:** "Cardboard" is the common name for "old corrugated containers." Corrugated board is actually a three-part material—corrugated (wavy) paperboard sandwiched between two layers of flat paperboard. It is usually brown or white. "Paperboard" is flat, usually grey on the inside, and generally used for product packaging, rather than for shipping, because it is not as strong as corrugated board. EPA's program does not include paperboard because it is not present in sufficient quantities in the office waste stream to ship to market. Corrugated cardboard, however, should be labeled "Recycle" and placed in main hallways. If you have a large quantity, call the Building Services Desk at (202) 564-2100 for a special pickup.

**Q:** Are toner and inkjet cartridges recycled at EPA?

**A:** Yes. EPA is collecting bagged and boxed used laser and copier machine toner cartridges in clearly marked cardboard boxes found in many of the main copy rooms. The cartridges are collected weekly by EPA's janitorial staff and shipped to Corporate Express for eventual refilling, remanufacturing, recycling, or disposal. Inkjet cartridges can be placed in the box that the new cartridge came in, put in a pre-addressed, postage-paid envelope found in many of the main copy rooms, and dropped into an interoffice outgoing mail box. A list of main copier room locations is available on the intranet.

**Q:** Are batteries recycled at EPA?

**A:** Yes. EPA is collecting and recycling rechargeable and non-rechargeable ("alkaline") batteries in special yellow- and green-labeled collection boxes located on the main copier room on each floor of each EPA facility. A list of main copier room locations for battery recycling is available on the intranet.

**Q:** Can I recycle my computer equipment and accessories at EPA?

**A:** Yes. Small technotrash items (diskettes, CDs, DVDs, and their jewel cases, and video, audio, and computer tapes and their cases) ready for recycling should be placed in an interoffice envelope addressed to Mail Code 3204R, Room M304C. Larger equipment such as computers, monitors, printers, and scanners, as well as other electronics such as cellular phones, copiers, cameras, and televisions, are collected and recycled through EPA's Recycling Electronics & Asset Disposition (READ) Services Program (see [www.epa.gov/oam/read/index.htm](http://www.epa.gov/oam/read/index.htm)) or FMSD's Personal Property Management Program (see <https://intranet.epa.gov/oas/fmsd/property/pr-dispose.htm>).

**Q:** What happens to the recyclables once they leave our building?

**A:** Recyclables are processed and sold by EPA's recycling vendor to manufacturers of recycled-content products. Bottles and cans are separated by material type (glass, aluminum, plastic, steel) and sold for use in beverage containers and other recycled-content products. White office paper is segregated from mixed office paper and sold to paper mills that make printing and writing papers and tissue products. The rest of the mixed office paper is sold for use in making paperboard and other paper-based products. Old newspapers are recycled back into recycled newsprint. Corrugated boxes are recycled back into corrugated board. Toner cartridges are sent to remanufacturers and the cartridges that are not remanufactured are recycled for their plastic. For a more descriptive explanation, view the Closing the Loop page on the intranet.

**Q:** Who do I call if I need a new deskside recycling bin, a recycling bin to be emptied, or a special pickup of recyclables?

**A:** Contact the Building Services Desk at (202) 564-2100.

## Lease Provisions

### EPA Headquarters Recycling Program

#### Where EPA Occupies Entire Building

#### Operation of Recycling Program

The assigned tenant, the U.S. Environmental Protection Agency (EPA), operates a comprehensive recycling program in all its Washington DC Headquarters buildings. Goals of EPA's recycling program include: to make it as consistent as possible among all the various Headquarters buildings (whether privately owned or publically owned and whether in Virginia or Washington DC), to maximize the amount of employee participation, to maximize the amount of recyclables collected, to minimize contamination of the recycling stream, and to be able to monitor the performance of the system.

Offeror is required to implement EPA's recycling program in the leased space.

#### What Is Collected

At a minimum, the Offeror is required to separately collect and recycle the following materials:

Cardboard

Mixed office paper (white, colored paper, magazines, junk mail, envelopes, etc.)

Newspaper

Cans and bottles (aluminum, glass, other metal, and plastic)  
As well as any other material required to be recycled by the particular jurisdiction where the facility is located.

#### How Recyclables Are Collected

*Cardboard:* Miscellaneous cardboard boxes will be left by occupants in hallways and corridors for collection daily by the Offeror. Offeror must accumulate cardboard, store, and recycle cardboard appropriately.

*Mixed Office Paper:* EPA employees and contractors are responsible for separating mixed office paper from regular trash and depositing it in their individual mixed office paper receptacles at their workstation. They are also responsible for taking the collected mixed office paper from their desks/workstations to the public area/office suite/copy room mixed office paper collection bins. The Offeror is responsible

for collecting the mixed office paper from the collection bins, keeping it contamination-free, storing, and recycling it. EPA provides individual workstation bins for mixed office paper and "slim bins" (collection bins) for mixed office paper in office suites and in copy rooms.

*Newspapers:* EPA provides newspaper collection bins in pantries and hallways/public areas. Offeror is responsible for collection of newspaper, protecting it from contamination, storing, and recycling it. Offerors shall not place plastic trash bags in the newspaper collection bins.

*Bottles and Cans:* EPA provides bottles and cans collection containers in pantries and hallways/public areas, in connection with its recycling program. Offeror is responsible for collection of bottles and cans from these containers, protecting them from contamination, storing, and recycling them.

Landlord must make separate collections for trash and for recyclables to minimize contamination of the waste stream. Either one person must collect trash and a different person must collect recyclables on each floor, or a person must collect trash at one time (i.e., the afternoon) and recyclables at another time (i.e., the morning).

Personnel must wear a vest or jacket marked "Recycling" when they make their collection rounds for recyclable materials. Contracting officer may approve an alternate form of identification.

Landlord can determine how often recyclables are collected. At a minimum, however, recyclables must be collected as follows:

*Bottles and Cans.* To reduce the chance of liquid waste and pest problems, bottles and cans must be collected at least once each week. Clear plastic bags shall be provided by the landlord for bottle and can collection bins and replaced as needed.

*Cardboard.* Typically an employee places cardboard in hallways and common areas of office suites; the landlord should collect cardboard daily.

*Newspapers and Mixed Office Paper.* Collection containers should never get full/overflow, however collection should, at a

minimum, be once a week. Offerors shall not place plastic trash bags in the newspaper or mixed office paper collection bins.

### **Clear Plastic Bags for Recycling Containers**

Where plastic bags are required for recycling containers, clear plastic bags shall be used, as dark plastic bags will cover up recycling labels on containers.

### **Typical Locations for Recyclable Pickups**

EPA provides small individual mixed office paper collection bins at each workstation. EPA occupants are responsible for taking the mixed office paper in the individual collection bins to more centralized collection bins.

“Slim bin” containers for mixed office paper are located in office suites (approximately one collection bin group per 10-15 people).

Containers for newspapers and bottles and cans are located in pantries.

Containers for newspapers, bottles and cans, and trash in the three-bin series are located in elevator lobbies and other public areas (approximately one collection area per 40 people).

Containers for mixed office paper are located in dedicated copy and printing rooms.

Depending on the layout of a floor or operations housed in the space, the number and location of recycling locations may vary slightly.

EPA provides these containers: individual mixed office paper collection bins and mixed office paper, newspaper, and bottles and cans containers.

### **From Collection Sites to Loading Dock**

Landlord is responsible for keeping recyclables segregated and uncontaminated from their collection point to their holding areas on the loading docks and for providing segregated recyclable holding containers/areas at or near the loading dock. This generally means a large storage/handling area and cardboard compactor near the loading dock area.

### **Disposal of Recyclables**

Landlord is responsible for contracting to have the recyclables hauled to appropriate recycling locations, so that recyclable materials enter the reuse stream rather than go to a landfill.

Landlord is responsible for reporting quantities of each recyclable monthly to the contracting officer, the contracting officer's representative, and/or another designated representative. Landlord is required to provide on a quarterly basis, copies of delivery invoices of recyclables delivered to certified recyclable dealers. Landlord is responsible for providing additional verification if requested of the destination of recyclables.

Landlord must also provide monthly information on the quantities of nonrecycled waste hauled from the building, so that an overall recycling rate can be calculated for the building.

### **Wet Trash**

EPA typically places wet trash receptacles in pantries and other areas to segregate food waste and wet trash from other trash and recyclables collections.

## Lease Provisions

### EPA Headquarters Recycling Program

#### Where EPA Occupies Part of a Building But More Than 30,000 Square Feet

#### Operation of Recycling Program

The assigned tenant, the U.S. Environmental Protection Agency (EPA), operates a comprehensive recycling program in all its Washington DC Headquarters buildings. Goals of EPA's recycling program include: to make it as consistent as possible among all the various headquarters buildings (whether privately owned or publically owned and whether in Virginia or Washington DC), to maximize the amount of employee participation, to maximize the amount of recyclables collected, to minimize contamination of the recycling stream, and to be able to monitor the performance of the system.

Offeror is required to implement EPA's recycling program in the leased space.

#### What Is Collected

At a minimum, the Offeror is required to separately collect and recycle the following materials:

Cardboard

Mixed office paper (white, colored paper, magazines, junk mail, envelopes, etc.)

Newspaper

Cans and bottles (aluminum, glass, other metal, and plastic)  
As well as any other material required to be recycled by the particular jurisdiction where the facility is located.

#### How Recyclables Are Collected

*Cardboard:* Miscellaneous cardboard boxes will be left by occupants in hallways and corridors for collection daily by the Offeror. Offeror must accumulate cardboard, store, and recycle cardboard appropriately.

*Mixed Office Paper:* EPA employees and contractors are responsible for separating mixed office paper from regular trash and depositing it in their individual mixed office paper receptacles at their workstation. They are also responsible for taking the collected mixed office paper from their desks/workstations to the public area/office suite/copy room mixed office paper collection bins. The Offeror is responsible

for collecting the mixed office paper from the collection bins, keeping it contamination-free, storing, and recycling it. EPA provides individual workstation bins for mixed office paper and "slim bins" (collection bins) for mixed office paper in office suites and in copy rooms.

*Newspapers:* EPA provides newspaper collection bins in pantries and hallways/public areas. Offeror is responsible for collection of newspaper, protecting it from contamination, storing, and recycling it. Offerors shall not place plastic trash bags in the newspaper collection bins.

*Bottles and Cans:* EPA provides bottles and cans collection containers in pantries and hallways/public areas, in connection with its recycling program. Offeror is responsible for collection of bottles and cans from these containers, protecting them from contamination, storing, and recycling them.

Landlord must make separate collections for trash and for recyclables to minimize contamination of the waste stream. Either one person must collect trash and a different person must collect recyclables on each floor, or a person must collect trash at one time (i.e., the afternoon) and recyclables at another time (i.e., the morning).

Personnel must wear a vest or jacket marked "Recycling" when they make their collection rounds for recyclable materials. Contracting officer may approve an alternate form of identification.

Landlord can determine how often recyclables are collected. At a minimum, however, recyclables must be collected as follows:

*Bottles and Cans.* To reduce the chance of liquid waste and pest problems, bottles and cans must be collected at least once each week. Clear plastic bags shall be provided by the landlord for bottle and can collection bins and replaced as needed.

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*Newspapers and Mixed Office Paper.* Collection containers should never get full/overflow, however collection should, at a

minimum, be once a week. Offerors shall not place plastic trash bags in the newspaper or mixed office paper collection bins.

#### **Clear Plastic Bags for Recycling Containers**

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#### **Typical Locations for Recyclable Pickups**

EPA provides small individual mixed office paper collection bins at each workstation. EPA occupants are responsible for taking the mixed office paper in the individual collection bins to more centralized collection bins.

“Slim bin” containers for mixed office paper are located in office suites (approximately one collection bin group per 10-15 people).

Containers for newspapers and bottles and cans are located in pantries.

Containers for newspapers, bottles and cans, and trash in the three-bin series are located in elevator lobbies and other public areas (approximately one collection area per 40 people).

Containers for mixed office paper are located in dedicated copy and printing rooms.

Depending on the layout of a floor or operations housed in the space, the number and location of recycling locations may vary slightly.

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#### **From Collection Sites to Loading Dock**

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#### **Disposal of Recyclables**

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Landlord is responsible for reporting quantities of each recyclable monthly to the contracting officer, the contracting officer's representative, and/or another designated representative. Landlord is required to provide on a quarterly basis copies of delivery invoices of recyclables delivered to certified recyclable dealers. Landlord is responsible for providing additional verification if requested of the destination of recyclables.

Landlord must also provide monthly information on the quantities of nonrecycled waste hauled from the building, and a calculation of the share of the building EPA occupies so that an overall recycling rate can be calculated for EPA's share of the building.

#### **Wet Trash**

EPA typically places wet trash receptacles in pantries and other areas to segregate food waste and wet trash from other trash and recyclables collections.

## Lease Provisions

### EPA Headquarters Recycling Program

#### Where EPA Occupies Part of a Small Portion of a Building

In this instance, EPA would review the standard recycling plan of the building, determine if it is practical and the landlord is willing to run his program to fit the needs of our program, and FOTB would then decide which times it wants its labor services contractor to pick up.

\*\* Denotes lease language that may need to be modified or changed

#### Operation of Recycling Program

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\*\* Landlord can determine how often recyclables are collected. At a minimum, however, recyclables must be collected as follows:

\*\* *Bottles and Cans*. To reduce the chance of liquid waste and pest problems, bottles and cans must be collected at least once each week. Clear plastic bags shall be provided by the landlord for bottle and can collection bins and replaced as needed.

\*\* *Cardboard.* Typically an employee places cardboard in hallways and common areas of office suites; the landlord should collect cardboard daily.

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### Disposal of Recyclables

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Landlord must also provide monthly information on the quantities of nonrecycled waste hauled from the building, and a calculation of the share of the building EPA occupies so that an overall recycling rate can be calculated for EPA’s share of the building.

### Wet Trash

EPA typically places wet trash receptacles in pantries and other areas to segregate food waste and wet trash from other trash and recyclables collections.

\*\* At EPA’s option, EPA may elect to pick up the following recyclables from its space:

Newspaper  
Mixed office paper  
Cans and bottles  
Cardboard

EPA would then delete provisions affecting the various recyclables it chooses to pick up.

Appendix H—FORM 5100

		United States <b>Environmental Protection Agency</b> Washington, DC 20460							
<b>FACILITIES SERVICES REQUEST</b>									
Name of Requester:		FMSD Agency I.D. No.:		Date:					
Office:	Building:	Room:	Program Transaction						
Phone:	Mailcode:	Email:	Custodial Area:						
<input type="checkbox"/> Building Alterations		<input type="checkbox"/> HVAC		<input type="checkbox"/> Move Coordination					
<input type="checkbox"/> Carpet Cleaning/Removal/Repair		<input type="checkbox"/> Harter Installations		<input type="checkbox"/> Security Systems					
<input type="checkbox"/> Daytime Cleaning		<input type="checkbox"/> Labor Services		<input type="checkbox"/> Signage/Directory Changes					
<input type="checkbox"/> Furniture Acquisition		<input type="checkbox"/> Lockwork		<input type="checkbox"/> Window Coverings					
<input type="checkbox"/> Other (If Other, please specify in Description below.)									
Type(s) of Labor Service	Type	Quantity	Item	Type	Quantity	Item	Type	Quantity	Item
				Office Moves Day			Maint/Repairs		
				Office Moves Night			Records Pickup		
				Shredding			General Services		
Description									
Justification									
<b>Certification</b>									
I certify that the statements I have made on this form and all attachments thereto are true, accurate, and complete. I acknowledge that any knowingly false or misleading statement may be punishable by fine or imprisonment or both under applicable law.									
I certify that funds are available:									
_____ NAME OF FUNDS CERTIFYING OFFICER			_____ SIGNATURE OF FUNDS CERTIFYING OFFICER			_____ PHONE NUMBER			
<b>Action Taken</b>									
<b>Laborers</b>	<b>Date</b>	<b>Time</b>	<b>Action</b>			<b>Date</b>	<b>Time</b>		
Laborers Dispatched:			Arrived on Job:						
Laborers Returned:			Job Completion:						
<b>Financial and Accounting Data</b>									
Line	DCN	Budget/FYs	Appropriation Code	Budget Org/Code	Program Results Code	Object Class	SFO		
1									
2									
3									
	Amount	(Dollars)	(Cents)	Site/Project	Cost Org/Code	Funding Approp. (%)			
1									
2									
3									
Customer's Signature:									
_____					_____				
<i>I certify that the work was satisfactorily completed</i>					Date				