Beyond Recycling

zero\waste

COMMERCIAL FOOD WASTE INFORMATION BOOKLET

SOLID WASTE SERVICES | ZERO WASTE PROGRAMS | ORGANICS DIVISION
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Landfill disposal of compostable organic waste from a commercial or institutional facility is not permitted under Bylaw 1531.

In 2002, the Regional District of Nanaimo (RDN) adopted Zero Waste as its long term waste diversion target. Since 1990 the region has made significant progress towards this ambitious goal. Over the past 20 years, the RDN has gone from only diverting 10 per cent of its garbage from the landfill to 65 per cent in 2010. By 2012, the region is expected to divert 70 per cent of its waste, one of the highest rates in Canada.

The RDN is achieving its goal by working with residents and businesses to put the region’s organics diversion program and other Solid Waste Management Plan components into action.

The 2005 commercial food waste disposal ban was the first step in organics diversion. The second step, providing region-wide Green Bin residential food waste collection, was accomplished in October 2011.

The Green Bin Program has educated residents on organic waste accepted at the ICC Group’s composting facility. This means businesses and institutions with self serve food areas should provide signage that encourages their customers to deposit leftover food and food-soiled paper products in the appropriate collection containers.

It is projected that commercial and residential food waste collection will divert 12,000 tonnes of organic waste from the landfill. Improvements at the Church Road Transfer Station have facilitated expansion of commercial food waste collection service in the northern area of the region. All businesses and institutions providing food services are now required to have systems in place to collect and transport food waste to a licensed composting facility.

The information in this booklet is intended to help businesses adjust to solid waste disposal regulations. Contact information and helpful tips that will aid in complying with the ban are included.

The RDN would like to thank you for your efforts in taking responsibility for reducing the waste generated by your organization.
compostable materials

- Fruits and vegetables
- Soiled paper plates and cups
- Meat, fish, shellfish, poultry and bones
- Soiled paper towels and napkins
- Dairy products
- Soiled waxed paper
- Bread, pasta and baked goods
- Food soiled cardboard and paper
- Tea bags, coffee grounds and filters
- Egg shells
- Wooden stir-stix

non-compostable materials

Plastics, including, but not limited to:
- Plastic Bags
- Plastic Bottles / Food Containers
- Plastic Utensils / Plates
- Bread Bag Clips
- Candy Wrappers
- Meat Wrappers
- No Other Plastics

Metals, including, but not limited to:
- All metal lids
- Tin foil / Twist Ties / Nails
- Paper Clips / Wire
- Metal Food Trays / Cutlery
- Metal Cloth Hangers

Drywall
Animal wastes
Hair / wool
helpful tips for organic separation

SUBSTITUTE PLASTICS
Below are a few suggestions to help with organic waste separation within your business.

• Use paper plates instead of plastic or styrofoam plates. Soiled paper plates can be composted.

• Instead of using plastic or foil wrap, use waxed paper (e.g. containers for dipping sauces) and butcher paper which can also be composted. This makes the food waste separation much easier.

• Use reusable cups, plates and utensils as much as possible to reduce waste.

• Avoid using single serving packaged condiments [e.g. ketchup, coffee creamers, dipping sauces]. Try using refillable or bulk condiment dispensers [with individual wax paper cups]. This will minimize contamination in the organic waste stream.

TIPS FOR YOUR WASTE STATIONS

• Provide a clear list of items that are acceptable and not acceptable in the organic waste stream.

• Provide colour-coded containers: i.e. green for organics, blue for recycling, brown/black for garbage to make clear distinction between the waste streams.

• Keep all containers in same area to avoid confusing the customers. Being clear and consistent is key to proper separation.

• Develop site-specific signage for each waste container (pictures of waste coming from your establishment).

• Use clear bags for visual inspections of cross-contamination.
ORGANIC WASTE CONTAINER TIPS

- Arrange to have your organic waste collected at least every two weeks, or more frequently depending on how fast your organic waste accumulates.
- Use a compostable bag to maintain cleanliness of your cart.
- Wrap your meat, fish, shellfish, fruit or vegetable waste in newspaper or soiled boxboard (e.g. paper towel, cereal boxes, flour, sugar or potato bags) and place in your cart. Doing so, especially with meat, will reduce odours, and keep the cart cleaner.
- Try to minimize organic liquids from getting into the cart. Placing balled up paper, woodchips or boxboard on the bottom of your cart will help absorb organic liquids and avoid attracting flies. Alternating layers of wet waste (e.g. food waste) with layers of dry waste (e.g. soiled paper or boxes) in your cart will also help minimize excess moisture.
- Periodically rinse the cart using a biodegradable detergent after collection. Avoid using bleach and harsh chemicals.
- Store cart outside in a shady, ventilated and convenient location, but away from outdoor activity.
- Always keep lid of the cart closed when not in use.
- If convenient, freeze or refrigerate very smelly items such as seafood until collection day.
FREQUENTLY ASKED QUESTIONS [FAQs]

What is a Commercial Food Waste Disposal Ban?

A Commercial Food Waste Disposal Ban is a prohibition on disposal of food and organic waste from certain commercial premises at the Regional District of Nanaimo landfill and transfer station.

The Commercial Food Waste Disposal Ban is contained in Bylaw 1531, which replaced the old Bylaw 1428. All food and organic waste from commercial sources will have to be sent to a licensed composting facility.

Why is there a Commercial Food Waste Disposal Ban?

Composting is the most sustainable way to manage organic waste. Composting produces a beneficial product using feedstock that is otherwise wasted in the landfill. A landfill eventually fills up, but a composting plant can continue to process waste indefinitely. Landfilled organic waste produces methane, a potent methane gas with 21 times the global warming potential of carbon dioxide. Diverting food and other organic waste is an effective way to reduce greenhouse gas emissions. The bottom line is that it’s the right thing to do.

What are the benefits of composting?

- Less material to manage at the landfill & transfer station
- Leachate reduction
- Methane reduction (harmful global warming gas)
- Produces a beneficial product to enhance soil and help with growth of strong, healthy plants.
What organizations does the Commercial Food Waste Disposal Ban apply to?

The Commercial Food Waste Disposal Ban applies to businesses and institutions that generate food and organic waste as follows:

- Food wholesalers/distributors
- Accommodation services with food services
- Food and beverage stores
- Food services and drinking places
- Hospitals
- Educational facilities with food services
- Nursing and residential care facilities
- Other facilities generating compostable organic material
- Community food services

What types of waste are subject to the Commercial Food Waste Disposal Ban?

Commercial food waste means compostable organic material including raw and cooked food waste from a commercial premise and includes but is not limited to:

- Fruits and vegetables
- Soiled paper plates and cups
- Meat, fish, shellfish, poultry and bones
- Soiled paper towels and napkins
- Dairy products
- Soiled waxed paper
- Bread, pasta and baked goods
- Food soiled cardboard and paper
- Tea bags, coffee grounds and filters
- Egg shells
Does the commercial food waste include ALL food waste, including pre-consumer and post-consumer waste (i.e. table scraps)?

The Commercial Food Waste Disposal Ban includes ALL commercial food waste, including post-consumer food waste such as table scraps.

Will food waste have to be separated from other garbage?

Yes, the composting facilities require clean organics free of plastic, metal, cutlery or any other non-organic contaminants.

Are garburators/solids processors a solution to dealing with organic wastes?

No, the potential increase of organic waste to our sewer systems would likely result in additional chemical usage at wastewater treatment facilities and decrease effluent quality released into the Strait of Georgia. Furthermore, the maintenance costs associated with owning a garburator may not be economical for the long term.

There are currently bylaws in place that limit the amount of solids that you can put into the sewer system as well as the biological oxygen demand that your effluent generates. Using a garburator for your organic waste would likely put you in contravention of the sewage bylaws.

Further, to address this issue, the RDN Liquid Waste Department is in the process of developing a Source Control Program, which may:

a) prohibit the connection of garburators to the sewer system, and/or;

b) require waste treatment by a solids separator prior to discharge, at the expense of businesses using garburators.
The requirements [opposite] reflect the Source Control Program presently in place at the CRD in Victoria.

What happens if my food waste bins have the wrong material in them?
The compost facility will accept some contamination of non-organic items, however, as the program matures, the tolerance level of contamination will decrease. All organizations affected by the ban will be required to work towards as little contamination as possible.

Who pays for the food waste collection service and bins?
The business or organization that produces the waste will pay for the food waste collection service and bins.

What are the enforcement options?
Although the Regional District expects organizations to voluntarily comply with this important waste diversion program, a variety of options are available to enforce the ban. Fines to haulers, fines to generators and rejection of loads at the landfill and transfer station can all be used to achieve compliance.

Where do I get my food waste containers?
Businesses may contact their local hauler about acquiring food waste containers/bins provided by the hauler, or businesses may purchase their own waste containers directly from manufacturers or local retailers.
Where can I compost my food scraps?

Food scraps that include meat, bones and dairy products must be composted at a licensed in-vessel composting facility. You may deliver compostables yourself or hire a hauler to dispose of them appropriately. Food scraps that do not contain meat, bones and dairy may be composted at any licensed compost facility.

Should I consider composting scraps on site?

Composting fruit and vegetable scraps on site is legal, however when meat, bones, and dairy products are added, the site would become an illegal dump site.

If I use bags to line my food waste collection receptacles, why must they be “compostable”?

Food waste collection bin liner bags must meet specifications for commercial composting facilities. Using the wrong liner bags may contaminate your food waste and result in additional charges from the company providing your collection services.

Certified compostable liner bags are designed to break down in a composting facility with no visible or harmful residues. Biodegradable plastic bags will eventually break down but are unacceptable because they can leave visible traces in the compost product. See page 20 for compostable bag specifications and a list of local suppliers or call the International Composting Group at (250) 722-4614.

Where can I find compostable bags or food service ware?

Contact food distribution providers, janitorial and home ware stores as well as other related businesses.

Who do I contact if I have any questions relating to the commercial food waste ban?

Main contact:
Solid Waste Services Office: (250) 390-6560
FREQUENTLY ASKED QUESTIONS [FAQs]

What is Zero Waste?

Zero Waste is a goal and a process that involves individuals, communities and local, provincial and federal governments. Zero Waste is a vision of a future where garbage is a thing of the past.

Zero Waste is a movement that began with grass roots recycling activists asking the simple question, “why have our recycling efforts hit a plateau?”. The answer seemed to be that because we had set our goals at 50% diversion and had reached these goals, people lost interest in going further. Even though it was clear to everybody involved in waste management that further gains in waste reduction and recycling could be achieved, there was little will to pursue them.

Zero Waste inspires us to revisit our goals, and apply the knowledge that we have learned to the problems that still persist. Once somebody has accepted the possibility of Zero Waste, all waste looks different.
Is it impossible to totally eliminate waste? Why should we bother with the Zero Waste idea?
We must set a high waste reduction goal, such as Zero Waste to encourage people to continue to aim higher with their waste reduction efforts.
Above all, Zero Waste is about acquiring the wisdom that we all need to be responsible in our use of resources, our planet, and our health.

Is the Regional District of Nanaimo the only organization pursuing Zero Waste?
No. The Cowichan Valley Regional District (CVRD) and the Regional District of Kootenay Boundary (RDKB) have both declared Zero Waste as their long term waste management goal. Other Canadian jurisdictions who are taking part in the Zero Waste program are:
- Town of Smithers
- City of Edmonton
- Province of Nova Scotia
- Region of Ottawa-Carleton
- City of Toronto

Many US jurisdictions are also involved in Zero Waste;
- Santa Cruz, California
- San Francisco, California
- Del Norte, California
- Seattle, Washington

A significant number of large Canadian and U.S. corporations are setting Zero Waste goals as well. New Zealand is a leader in Zero Waste with the majority of their local councils declaring Zero Waste their goal. The Zero Waste idea really engages people to take action.
What’s wrong with the 3R’s – Reduce, Reuse and Recycle?

Nothing – the 3R’s greatly increased our environmental awareness but the main emphasis was recycling. Today we need more awareness around the next two ‘R’s – reducing and reusing, along with a fourth and more important ‘R’ – Rethinking – to achieve our waste reduction goals.

In the Regional District of Nanaimo ‘Rethinking’ has been at the centre of our successful waste-reduction and recycling programs since 1988, when we prepared its first Solid Waste Management Plan.

Through Rethinking what they purchase and how they manage their waste, businesses and organizations are reducing their environmental footprint and making a contribution to the sustainability of the region and the planet.

Zero Waste seems to call for cutting back on many things. Won’t this eliminate jobs and economic prosperity?

No. With most changes, economic activity shifts, but is not eliminated. ‘Jobs, Not Landfills’ is one of the Zero Waste slogans of the RDKB [Regional District of the Kootenay Boundary]. Zero Waste is about recognizing and utilizing wastes as a resource and creating local jobs instead of landfills.
The following list provides you with contact information of existing haulers offering commercial organics collection services within the Regional District of Nanaimo. Your business and your hauler will work together to arrange a proper system to manage your business’ food waste.

**Envirocore**
1643 Sherwood Drive  
Nanaimo, BC V9T 1H2
Mike Schellinck,  
*General Manager*  
Phone: (250) 758-2545  
Fax: (250) 758-2565  
mike@envirocore.ca

**BFI Canada**
1151 Herring Gull Way  
Parksville, BC V9P 1R2
Neil Sadauskas,  
*Operations Manager*  
Phone: (250) 758-5360 / (250) 248-8109  
Cell 250-927-9207  
Fax: (250) 248-2109  
nsadauskas@wasteservicesinc.com

**Sun Coast Waste Services**
PO Box 231  
Parksville, BC V9P 2G4
Jerry Kupiak,  
*General Manager*  
Phone: (250) 753-2873  
Fax: (250) 954-3684  
info@suncoastwaste.ca

**Haarsma Waste Innovations Inc.**
6833 Metro Rd. PO Box 13  
Lantzville, BC V0R 2H0
Derek Haarsma, *President*  
Phone: (250) 390-9887  
Fax: 1-888-508-4751
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<tr>
<th>Company</th>
<th>Manager</th>
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<tr>
<td>DBL</td>
<td>Dean Jones, Manager</td>
<td>(250) 751-8923, 1-877-751-8922, (250) 751-5722,</td>
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<td></td>
<td></td>
<td>(250) 758-5560</td>
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<tr>
<td>Waste Management</td>
<td>Glen Tulloch, Operations Manager</td>
<td>(250) 753-3034 or 250-753-3533, (250) 740-7233,</td>
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<td>(250) 753-0466</td>
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<tr>
<td>International Paper Industry</td>
<td>Rob Gagnon, Plant Manager</td>
<td>(250) 716-3340, (250) 331-1617, (250) 716-3341</td>
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<td>Emterra Environmental</td>
<td></td>
<td>E-mail: <a href="mailto:rob.gagnon@ipi.ca">rob.gagnon@ipi.ca</a></td>
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<td><a href="http://www.ipi.ca">www.ipi.ca</a></td>
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<td><a href="mailto:rob.gagnon@emterra.ca">rob.gagnon@emterra.ca</a></td>
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<td><a href="http://www.emterra.ca">www.emterra.ca</a></td>
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<tr>
<td>Alpine Disposal &amp; Recycling</td>
<td>Bob Sangster, Manager</td>
<td>(250) 751-1089</td>
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<tr>
<td>Nanaimo</td>
<td></td>
<td>Fax: (250) 755-1761</td>
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Businesses planning to carry out their own waste management program may refer to the list below. The list provides contact information for some businesses selling different types of waste receptacles. There are likely more businesses providing organics separation systems, and if you find a good supplier, please let us know so that we can include them on our list.

**MHI Systems**
625 Townsite Road
Nanaimo, BC V9S 1L4
Phone: (250) 753-0690
Toll Free: 1(877) 414-6454
Fax: (250) 753-2395
Email: tim@mhisystems.com
[www.mhisystems.com](http://www.mhisystems.com)

**Ecotainer**
2253 Harbourgreene Drive
Surrey, BC V4A 5J3
Phone: 1 (800) 561-6525
Fax: (604) 535-7967
[www.ecotainer.ca](http://www.ecotainer.ca)

**Rehrig Pacific Company**
4010 East 26th Street
Los Angeles, CA 90058
Phone: (323) 262-5145
Toll Free: 1-877-456-8094
Fax: (323) 269-8506
Email: lbeaudoin@rehrigpacific.com
[www.rehrigpacific.com](http://www.rehrigpacific.com)
Schaefer System International
140 Nuggett Court
Brampton, ON L6T 5H4
Phone: (905) 458-5399
Fax: (905) 458-7951
www.ssi-schaefer.ca/WR/

Busch Systems International, Inc.
343 Saunders Road
Barrie, ON L4N 9A3
Phone: (705) 722-0806
Toll Free: 1 (800) 565-9931
Fax: (705) 722-8972
www.buschsystems.com

Clean River Recycling Solutions
189 Earl Stewart Drive, Unit 1
Aurora, ON L4G 6V5
Toll Free: 1 (888) 646-4246
Toll Free Fax: 1 (888) 547-5411
www.ssi-schaefer.ca/WR/

Norseman Plastics (Orbis Canada)
39 Westmore Drive
Toronto, ON M9V 3Y6
Phone: (716) 745-6980
Toll Free: 1 (800) 894-8397
Fax: (416) 745-4478
www.norsemanplastics.com

Waste Warriors
3233 Eglinton Avenue E., Unit 105A
Scarborough, ON M1J 3N6
Phone: (416) 261-0800
Toll Free: 1 (877) 432-4365
Fax: (416) 261-3275
Email: enviroman@wastewarrior.com
www.wastewarrior.com
The American Society for Testing and Materials [ASTM] is an internationally recognized technical standards organization. ASTM has developed testing methods and standards for compostability of bags and other plastics.


Check with your current food service suppliers for availability of COMPOSTABLE bags. The following is a contact list of some local and BC suppliers:

- **Enterprise Paper**
  Phone: 1-888-751-2210
  (Parksville)

- **Island Cleaning Supplies**
  Phone: (250) 954-3211
  (Parksville)

- **Planet Clean**
  Phone: (250) 753-0255
  (Nanaimo)

- **Neptune Foods**
  Phone: 1-800-663-1695
  (Delta, BC)

- **North Douglas/ Sysco Food Distribution**
  Phone: 1-800-363-3331
  (Victoria, BC)

- **Unisource**
  Phone: 1-800-663-8822
  (Delta, BC)

- **Wesclean**
  Phone: 1-888-337-2929
  (Burnaby, BC)

Most local retailers also now carry compostable bags.
enviro-depots

enviro-depots and recycling information resources
The following Enviro-depots and information resources may aid in your waste reduction efforts.

**Nanaimo Recycling Exchange**
2477 Kenworth Road, Nanaimo, BC V9T 5K4
Phone: (250) 758-7777 Fax: (250) 758-7789
Email: info@recycling.bc.ca
www.recycling.bc.ca

**Parksville Bottle & Recycling Depot**
611A Alberni Highway, Parksville, BC V9P 1J9
Phone: (250) 248-0224 Fax: (250) 248-0267
Email: recycle@parksvillebottle.com

**Qualicum Bottle & Recycling Depot**
4-141 4th Av E, Qualicum Beach, V9K 1S9
Phone: (250) 752-8884

**Vancouver Island Recycling**
333 Tenth Street, Nanaimo, BC V9R 6Z5
Phone: (250) 716-1499 Fax: (250) 716-9006

**Gabriola Island Recycling Organization (GIRO)**
700 Tin Can Alley, Gabriola Island, BC V0R 1X0
Phone: (250) 247-9257

**Zero Waste Hotline**  Phone: 1-866-999-8227
BC Recycling Hotline  Phone: 1-800-667-4321

**International Composting Group**
981 Maughan Road
Nanaimo, BC  V9X 1J2
Phone: (250) 722-4614 Fax: (250) 722-4615
Email: tracy.scanlan@iccgroup.ca
www.iccgroup.ca
Case Studies
WOODGROVE CENTRE

Shopping malls are seldom seen as leaders in waste reduction and sustainability but Woodgrove Centre has taken steps that will go a long way to changing that perception. The shopping centre participated and came first in its company’s international extreme sustainability makeover competition. Those efforts have had major impacts in reducing garbage, energy and water consumption.

In November 2010, Woodgrove Centre was the first mall in the region to install signage and food and soiled food packaging waste collection stations at its food court. “We knew the region was expanding its residential food waste collection program, saw that it would be a requirement for commercial food services operations and we decided to do it on our own,” says mall Operations Manager Rod Mayo.

Woodgrove Centre began by getting its food court tenants on board and educating its team of food court tenants. To help customers, staff was available at the food court stations to provide information and answer questions.

Woodgrove Centre conducts annual waste audits to track its performance. The food court is the mall’s largest waste generator and key link in achieving Woodgrove Centre’s 50 per cent waste diversion target.

By December 2011, Woodgrove Centre plans to have installed bolder and improved signage at its food court to inform customers of acceptable compostable materials and double the number of bins at its three collection stations.
COAST BASTION INN
Since launching its organics recycling program, the Coast Bastion Inn has cut its garbage by more than 40% and undertaken a drive to reduce the hotel’s environmental footprint.

Recycling food waste coincided with a host of environmental improvements at the 177-room hotel in downtown Nanaimo. Expanded recycling along with retrofits to improve energy efficiency and conserve water, has earned the Coast Bastion a three “Green Key Eco Rating” from the Hotel Association of Canada.

Food waste recycling has reduced the hotel’s garbage bill and enabled the removal of its garburator, saving water and maintenance costs.

Customers ask about the hotel’s green initiatives when they book rooms or conferences. It works as both a marketing tool and a way to attract new employees. People want to support and work for a company that shows it cares about the environment.”

QUALITY FOODS
Preparation and planning was the key to Quality Foods’ success in integrating organics recycling programs at its six stores throughout the region.

“We were one of the first grocery store chains to do a pilot project,” says Derek Dewolf, who managed the program’s introduction. “We worked with International Composting Corporation to assess what could be composted and the volumes and then developed collection systems and training programs for our 450 employees.”

One of the main obstacles Quality Foods had to overcome was lack of space at its Qualicum Beach and Parksville locations.
An innovative compactor design solved the problem, enabling collection of food waste and garbage in the same container and eliminating the need for separate pick-ups.

“Everything is working fine,” Dewolf says. “We’ve taken out 60% of the garbage that was going to the landfill and kept our costs about the same.”

Derek Dewolf, Quality Foods Merchandiser, developed an innovative split compactor for storing and transporting food waste.

NANAIMO REGIONAL GENERAL HOSPITAL
Caring for the environment is increasingly becoming linked with patient care at Nanaimo Regional General Hospital (NRGH).

The NRGH collects and recycles food and other compostable waste from the food preparation area that serves the hospital’s 406 patient beds and 255-seat cafeteria.

“We capture the waste from preparing the equivalent of 1,500 meals a day,” says Gail Kay, Manager of Food Services.

“It’s made a big difference in the amount of waste that used to go in our compactor.”

NRGH is looking to expand its food recycling program to include Dufferin Place, the hospital’s elder and extended care facility.
Commercial Food Waste Disposal Ban
Organics Separation is Mandatory

Composting instead of landfilling is the right thing to do. Composting is a sustainable and environmentally beneficial waste management option. Landfills fill up eventually, therefore they are only a temporary solution; however a composting plant will process organic waste indefinitely.

To ensure that businesses and other organizations seriously address the need to compost, the Regional District of Nanaimo [RDN] Board of Directors has adopted bylaws that make it illegal to landfill compostable organic material.

The bylaws regulate the RDN waste management facilities and license waste management businesses. In short, the bylaws prohibit disposal of compostable organic waste. The bylaws also make the waste generator and the waste hauler responsible for ensuring that all organic waste is diverted to the appropriate facility.

For further information on the sections of the bylaws that will ensure organic waste is not landfilled, please refer to Bylaws 1531 and 1386 on the RDN website.

For complete text of these bylaws, go to www.rdn.bc.ca.