

# 3RCertified Evaluation Guide

## Certification Cycle

*3RCertified™ Waste Reduction and Diversion Program*

**November 2015**

Version 3.1



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A Program by **Recycling Council of Ontario**

Tel: 416 657.2797. [www.rco.on.ca](http://www.rco.on.ca)

## 3RCERTIFIED EVALUATION GUIDES

3RCertified Evaluation Guides are available for the Certification and Annual Assessment processes which are part of achieving and maintaining certification status. Both documents are available to download from [3RCertified.ca](http://3RCertified.ca) and are updated from time to time.

Program management welcomes any suggestions and feedback from program participants and the general public. Send us an email: [3RCertified@RCO.on.ca](mailto:3RCertified@RCO.on.ca)

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## DISCLAIMER

This 3RCertified Evaluation Guide: Certification Cycle is for informational purposes only. Recycling Council of Ontario, manager of the 3RCertified program reserves the right to change the content of this Guide from time to time without notice. This 3RCertified On-Site Evaluation Guide and Check List is protected by copyright pursuant to copyright laws and international conventions. Any reproduction, modification, creation of derivative works from or redistribution or reproducing of the policies or any portion thereof is prohibited without the express written consent of Recycling Council of Ontario.

# Evaluation Guide for Certification Cycle

A central component to the 3RCertified program is having an on-site evaluation which includes a building / facility tour, review of documents, performance data, regulatory compliance, communications with staff/tenants/occupants and overall observance of an applicant's source separation program.

This document is meant to help 3RCertified applicants prepare for this stage of the certification process.

## OVERVIEW

The purpose of 3RCertified's evaluation is to verify the applicant has entered correct information in the online surveys: *Site Profile*, *Certification Survey*, and *Waste Stream Profiles*. In addition, an on-site evaluation component is meant to ensure no significant changes have occurred that may jeopardize the applicant's good standing as certified property. In addition, an on-site evaluation is meant to capture the extent to which waste management policies and procedures are implemented at the building level.

### *Evaluation Objectives:*

To determine if the applicant's solid waste management program is in conformance with 3RCertified mandatory and point-based Criteria.

## EVALUATION PROCEDURES – OVERVIEW

### *Preliminary Document Review:*

The assigned 3RCertified Evaluator will review the following documents to ensure there is enough subject matter to conduct the on-site evaluation:

1. Annual Waste Audit – criterion 7
2. Annual Waste Reduction Work Plan – criterion 12
3. Waste Stream Profiles – cursory review
4. Summary report – automatically generated report that provides an applicant's performance rates, and summary of responses.

### *On-Site Evaluation:*

The anticipated duration of the on-site evaluation is approximately three (3) hours, but may take longer. Kindly set aside half a working day to ensure sufficient time is allotted for the tour, interviews and on-site document review. Please see **page 7** of this document for *Quick Check List* table and **page 8** of this document for *Evaluation Activities* table.

### *Post Evaluation:*

Following a successful on-site evaluation, all applicable surveys will be saved under the status of "verified" to indicate external confirmation of data. A successful on-site evaluation means there are no missing documents and the 3RCertified Evaluator is not required to conduct a second evaluation. RCO will confirm the certification status has been maintain.

Should there be any missing documents discovered during the on-site evaluation, a 30-day period is granted to the certified property to supplement the missing information. Missing documentation should be sent directly to the 3RCertified program management team.

## PREPARING FOR ON-SITE EVALUATION

On the date of the evaluation, the 3RCertified evaluator will review applicable documentation and speak with individuals whose responsibilities are related to solid waste management at the site. The evaluation will include a site tour that encompasses all relevant locations of where waste is captured, disposed and temporarily stored.

While each site is unique and evaluation tours vary, there are a few simple steps applicants can take in order to help make the process a smooth one.

1. Generate a Summary Report found in Re-TRAC Connect online platform. The Summary Report will provide you with your performance: diversion rate, capture rate and per unit reduction rate. It will also provide all questions and responses submitted online. Review your responses and ensure you have supporting documentation to the information submitted.
2. A dedicated staff person to meet the 3RCertified evaluator and guide her/him throughout the tour.
3. Ensure all appropriate personnel are available during the on-site evaluation tour. In some cases, this may include staff that work off site and external consultants.

The 3RCertified evaluator will be speaking to persons whose responsibility includes all and / or some aspect of waste management at the site. For example, a communications staff person with the responsibility of creating information materials on ways to recycle paper and plastics at the site.

4. Ensure all supporting documentation can be easily provided for a quick reference. This includes waybills, invoices, contracts, and policies, internal and external documentation. In other words, the Evaluator will expect to review supporting (“back up”) documentation for all information submitted in the 3RCertified Surveys, including where a “yes” answer has been selected.
5. The 3RCertified evaluator will be seeking to understand how policies and procedures are implemented on-site. Special attention will be given to communications and awareness, as well as continuous improvement.

## REQUIREMENTS

### *Confidentiality:*

All parties agree to hold in strict confidence all information obtained during the evaluation process and all information concerning the business and affairs acquired in the course of this professional relationship. RCO management team and staff, as well as 3RCertified evaluator will make every endeavor to ensure that all materials provided via email, uploaded to the *Re-TRAC Connect* platform and shared during the on-site evaluation are kept confidential.

### *Authorized On-Site Dedicated Contact:*

The applicant must ensure a dedicated person is available on-site to guide and accompany the 3RCertified evaluator. This person(s) must be authorized to act on behalf of the organization for the purposes of a 3RCertified evaluation, which may include accessing internal program documentation.

### **NEED FURTHER INFORMATION?**

For assistance please contact the 3RCertified Program Manager:

Recycling Council of Ontario (RCO)


Tel: 416.657.2797 ext. 8

Email: [3RCertified@rco.on.ca](mailto:3RCertified@rco.on.ca)

Visit program website at: [3RCertified.ca](http://3RCertified.ca)

## APPENDIX I: QUICK CHECK LIST

The following is a major item check list to help applicants prepare for a 3RCertified evaluation. The list is meant as a guide but is not all inclusive. RCO recognizes that each participating site is unique and may have additional relevant items (e.g. policies, management procedures) that can be shared, in demonstrating conformance with 3RCertified criteria.

ITEM	REFERENCE	
<b>Solid Waste Diversion Policy</b>	Criterion 1	
<b>Procurement Policy</b>	Criterion 2	
<b>Waste Audit</b>	Criterion 7	
<b>Waste Reduction Work Plan</b>	Criterion 12	
<b>Summary Report</b>	Generated in Re-TRAC Connect online platform	
<b>Acceptance criteria and regulatory approvals related to all waste hauling services and recycling activities</b>	Criteria 3, 5 and 14. + Waste Stream Profiles.	
<b>External and Internal communications about the organization's waste management and diversion program.</b>	Criteria 6, 17.	
<b>Interviews arranged with appropriate staff and/or contractors</b>	Where applicable.	

## APPENDIX II: EVALUATION ACTIVITIES

The following is a general scheme of an on-site evaluation. The activities noted below are meant as examples only. Total estimated duration for on-site evaluation is three to four hours. Time varies by site type, size and applicant level of preparedness.

<i>Estimated Duration</i>	<i>Evaluation Element</i>
15 - 20 min	<b>Opening Meeting</b> <ul style="list-style-type: none"> <li>• On-site contact person plus any other interested parties</li> <li>• Review the evaluation agenda</li> <li>• Determine location and responsible person with respect to the items and documents required for review during the evaluation.</li> </ul>
	<b>Document Review</b> <ul style="list-style-type: none"> <li>• 3RCertified survey responses are reviewed with applicant</li> </ul>
30 - 60 min	<b>Site Tour</b> <ul style="list-style-type: none"> <li>• Includes observation of the lobby, kitchenettes, lunchrooms, copy/printing areas, office and supply storage and cleaner equipment. Observe three randomly-selected floors in the buildings. Also include centralized waste bins, desk side bins, loading dock.</li> </ul>
	- <b>Facility management and operations, Purchasing, and Communications</b>
	- <b>Tenant Green Team (if applicable)</b>
	- <b>Cleaning staff</b>
	- <b>Other</b>
15 - 30 min	<b>Regroup</b>
5 - 10 min	<b>Closing Meeting - Q &amp; A</b> <ul style="list-style-type: none"> <li>• On-site contact person plus any other interested parties</li> <li>• Wrap up</li> </ul>



**3RCertified**

*Waste Diversion Certification Program*

**Recycling Council of Ontario**

3RCertified@rco.on.ca

416.657.2797 / 1-888-501-9637 ext. 8

**3RCertified.ca**

