3R Certified

Office

Certification Survey 2015

Recycling Council of Ontario

#	Question	Guidance
Criterion 1: Solid Waste Reduction and Diversion Policy		
1.1	Has the organization established a solid waste reduction and diversion policy?	▪ Policy can be standalone or part of a wider scope document (e.g. environmental sustainability policy) ▪ Policy can be organization-wide or site-specific. ▪ Policy should be dated and in effect for at least three (3) months.
1.2	Does the policy include a commitment to the prevention of solid waste?	▪ Policy should include a statement of organization-wide or site-specific commitment to the prevention of solid waste.
1.3	Does the policy include a commitment to continuous improvement?	▪ Policy should include a commitment statement to continuous improvement in the reduction and diversion of waste.
1.4	Has the policy been implemented on-site?	▪ Applicant should demonstrate the policy has been implemented on-site by providing documentation and/or observational confirmation that stated commitments are being executed. ▪ The policy must be in place and implemented for a minimum period of three (3) months.
1.5	Is the policy communicated to individuals on the premises, including internal and external stakeholders?	▪ Relevant parties include external and internal stakeholders that generate and/or dispose of solid waste on the premises. ▪ Internal stakeholders include, but are not limited to: employees and contracted cleaning staff. ▪ External stakeholders include, but are not limited to: tenants/occupants, suppliers and visitors.
1.6	Has the organization integrated the policy with on-site management plans and programs?	▪ Applicant should provide relevant management plans and/or program documents that demonstrate the solid waste diversion policy is incorporated into day-to-day management of the premises. ▪ May include: minutes from operational meetings; management plans; procurement plans; etc.
1.7	Is the policy reviewed and dated by senior management at least once annually?	▪ Policy should include annual senior management review. ▪ Level of management seniority is determined by the applicant.

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	Criterion 2: Procurement Policy	
2.1	Has the organization established a procurement policy for goods and services?	▪ Policy can be standalone or part of a larger scope document. ▪ Policy can be organization-wide or site-specific. ▪ Policy should be dated and in effect for at least three (3) months.
2.2	Does the procurement policy emphasize and prioritize waste prevention, reduction and diversion?	▪ Policy should prioritize the prevention of waste through procurement choices of goods and services. ▪ Policy should prioritize procurement choices of goods and services that enable solid waste reduction. ▪ Policy should prioritize goods that can be reused and/or recycled in its procurement choices.
2.3	Has the procurement policy been implemented on-site?	▪ Applicant is required to demonstrate the policy has been executed on-site. ▪ The policy must be in place and implemented for a minimum period of three (3) months.
2.4	Has the procurement policy been integrated into all on-site operations?	▪ Applicant should provide relevant management plans and/or site-operations documents that demonstrate the procurement policy is incorporated into day-to-day operations.
2.5	Is the procurement policy reviewed, signed and dated by senior management at least once annually?	▪ Policy should include annual senior management review. More frequent reviews are encouraged. ▪ Level of management seniority is determined by the applicant.
	Criterion 3: Procurement of Goods: Acceptance Criteria	
3	For goods procured, does the organization determine specific acceptance criteria for related waste streams, to ensure that viable diversion options exist at product(s) end of life?	▪ Applicant should demonstrate that procurement decisions are influenced by the ability to recycle related waste from goods purchased. This is done by ensuring specifications for diversion options have been identified and addressed. ▪ Acceptance criteria: The rules / specifications that have to be followed to ensure that materials are separated and staged to achieve optimal value.

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	Criterion 4: Procurement of Goods: 3Rs in Products	
4	Can the organization demonstrate it has examined options for reduction, reuse and recycled content in the products and materials it uses?	▪ Applicant should demonstrate that options to purchase products that reduce waste has been analyzed and implemented. ▪ Applicant should demonstrate that options for the purchasing of products with reuse and recycled content has been analyzed and is being implemented. ▪ Includes administration, on-site activities and operations.
	Criterion 5: Procurement of Services	
5	Does the organization have a procurement qualification process for waste management service providers?	▪ The selection process should include ensuring service providers have a permit to accept and transport waste and materials, where applicable. ▪ E.g., Environmental Compliance Approval (ECA), Certificate of Approval (C of A) or other documented equivalents for each material(s) hauler. ▪ Service providers include companies that haul and manage waste for disposal, reuse and recycling services.
	Criterion 6: Material Disposition Chain	
6.1	Does the organization account for the final disposition (destination and method of disposal) of materials sent for reuse?	▪ Applicant should provide documentation pertaining to each hauling and handling service for each waste stream entered into the waste stream profile. ▪ Documentation should demonstrate that the organization has performed its due diligence as related to the destination(s) and reuse of each material. ▪ E.g., pick-up and/or receipt of goods for reuse; email communications.
6.2	Does the organization account for the final disposition (destination and method of disposal) of materials sent for recycling?	▪ Applicant should provide documentation pertaining to each hauling and handling service for each waste stream entered into the waste stream profile. ▪ Documentation should demonstrate that the organization has performed its due diligence as related to the destination(s) and recycling of each material. ▪ E.g., record of on-site visits, email communications inquiring about material handling and processing, certificate of destruction, etc.

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6.3	Does the organization account for the final disposition (destination and method of disposal) of materials sent for disposal?	▪ Applicant should provide documentation pertaining to each hauling and handling service for each waste stream entered into the waste stream profile. ▪ Documentation should demonstrate that the organization has performed its due diligence as related to the destination(s) and disposal of each material. ▪ E.g., record of on-site visits, email communications, documentation from service provider.
Criterion 7: Waste Audit		
7.1	Has the organization completed a waste audit within the last 12 months of the application date?	▪ This is a mandatory requirement. ▪ Audit must be conducted in accordance with RCO's Standard Waste Audit Method (SWAM). In cases where a waste audit has been done without applying the SWAM, applicants are required to supplement information where gaps may exist. ▪ Office buildings located in Ontario may be subject to O. Reg. 102/94 Waste Audits and Waste Reduction Work Plans, requiring the completion of an annual waste audit.
7.1.1	What sampling collection method was used?	▪ Point of Collection: sample captured at waste staging area, dumpster, compactor area, etc. ▪ Point of Generation: sample captured at the source, such as recycling bin, trash bin.
7.1.2	Which sampling method was used for the waste audit?	▪ See SWAM 5.3.2
7.1.3	What was the sample size for the waste audit?	▪ Sample size includes the total weight and time duration of the sample of waste that was sorted. ▪ See SWAM 7.1
7.1.4	What date did the audit sampling occur?	▪ See SWAM 7.1
7.1.5	What method of annualization was used?	▪ See SWAM 7.1
7.2	Was the waste audit conducted by an accredited professional? - Accredited professional - RCO certification	▪ Certified Environmental Professional (EP) in Environmental Auditing; Certified Environmental Auditor or Provisional Environmental Auditor with the Auditing Association of Canada. ▪ RCO certification: obtain Certificate of Completion from Waste Auditor Training Course.

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7.3	Does the organization identify, quantify and characterize all waste materials generated from on-site activities?	▪ The waste audit should identify, quantify and characterize all waste materials generated on-site for reuse, recycling and disposal. ▪ Documentation should demonstrate how results were obtained. ▪ Supporting documentation may include: waste stream analysis, or process flow.
7.4	Is the waste audit updated whenever there is a significant operational change with respect to solid waste generation and handling?	▪ Waste audit should be updated when there is a significant change in the nature, amount and/or composition of the waste from a generation, or handling standpoint. ▪ E.g., a supplier changed its packaging method causing the addition of new waste stream. ▪ E.g., a new recycling technology came into effect to allow a site to source separate a waste stream that went for disposal previously. ▪ If no significant change has occurred, a documented requirement for an update to the waste audit should be in place. ▪ A "significant change" is defined by the organization.
Criterion 8: Solid Waste Impacts		
8.1	Does the organization identify and address food (organic) waste?	▪ Applicant should provide documentation that identifies food waste generation activities. This can be done using the site's waste reduction work plan. ▪ Applicant should demonstrate food waste is addressed through one or more of the following: o Reduction of food waste (e.g. portion control, inventory management); o Reuse: food donation where appropriate. o Diversion through composting. ▪ Retail Establishment that does not sell food products, select "Not Applicable" ▪ Office building that does not have a food court, select "Not Applicable"

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8.2	Does the organization identify and address special waste materials?	▪ Special waste refers to materials which are unique to the organization's operations or functions. ▪ E.g., furniture, laboratory waste, textile, etc. ▪ Applicants should provide documentation about the handling of the various material streams. This can be done using the site's waste reduction work plan or other operational plan. ▪ Applicants should demonstrate waste is addressed through one or more of the following: 1) Reduction where able to (e.g. preference for quality and durability of items). 2) Reuse, such as donation where appropriate. 3) Diversion through recycling programs where available.
8.3	Does the organization identify and account for solid waste impacts when planning new or modified activities or services?	▪ The applicant is able to demonstrate the impacts of waste generation are considered as part of the decision-making process, when planning new or modified on-site activities. ▪ Activities include: tenant fit-ups, major renovations, tenant appreciation events, relamping, recommissioning. ▪ Documentation may be project-specific, or include guidelines (site-specific or company-wide).
Criterion 9: Waste Stream Review		
9.1	Does the organization review and determine which solid wastes are divertible?	▪ Applicant should have a process to review current markets and feasible measures to determine which wastes can be diverted. ▪ Demonstrate regular annual review of diversion options for both divertible and non-divertible waste streams. ▪ Examples of documentation include: meeting minutes with service providers, internal committee minutes, email correspondences, research notes, corporate-wide or site-specific protocols.
9.2	Does the organization review divertible and non-divertible waste streams whenever a change in waste generation and/or handling occurs?	▪ Demonstrate a review of divertible and non-divertible waste streams is conducted as a result of change in materials generation and/or handling. ▪ Documentation may include corporate-wide or site-specific guidelines or protocol that includes change in waste generation and/or handling as trigger for review.

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		Criterion 10: Regulatory Requirements
10.1	Has the organization identified all applicable regulatory requirements as related to its solid waste management?	▪ Applicants should demonstrate management has reviewed and identified all applicable regulatory requirements related to solid waste generation, handling and disposal. Evaluators will observe that applicable regulations or summaries of the regulations are found on-site and accessible.
10.3	Does the organization demonstrate it ensures regulatory requirements are being continuously met?	▪ Demonstrate there is a process by which on-site management ensures its operations are in compliance with regulatory requirements. ▪ E.g., documents that show regulatory compliance review; or as part of operations meetings such as minutes.
		Criterion 11: Elective Requirements
11	Has the organization identified all elective requirements as related to its solid waste management?	▪ Applicant should demonstrate on-site management has reviewed and identified all applicable elective requirements related to solid waste generation, handling and disposal. ▪ Elective requirements refer to voluntary initiatives and industry-mandated (non-regulatory) directives. ▪ E.g., LEED rating system, ISO 14001, BOMA BESt, STARS by AASHE, Green Globes, Green Key Eco-Rating Program, etc. ▪ Elective requirements and related forms must be current (up to date).
		Criterion 12: Waste Reduction Work Plan
12.1	Has the organization developed a waste reduction work plan?	▪ This is a mandatory requirement. ▪ Waste reduction work plan may be under a larger waste management plan, but must include identification and planning for the prevention, reduction and diversion of each identified waste stream. ▪ Large office buildings located in Ontario may be required to complete an annual waste reduction work plan in compliance with O. Reg. 102/94 Waste Audits and Waste Reduction Work Plans.

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12.2	Does the organization implement the waste reduction work plan?	▪ Applicants is asked to demonstrate the waste reduction work plan has been fully or partially implemented on-site. If partially implemented, the plan should have an on-going status. ▪ Demonstrate the waste reduction work plan is used as an operational document that informs program implementation. ▪ This question rewards executing the waste reduction work plan. Applicants should provide supporting information that shows actionable items identified in the plan have been or are currently addressed.
12.3	Is the waste reduction work plan updated whenever there is a significant operational change with respect to solid waste generation and handling?	▪ "Significant change" to trigger an update to the waste reduction work plan is defined by the organization. ▪ If no significant change has occurred, a documented requirement for an update to the waste reduction work plan is required.
Criterion 13: Goals and Targets		
13.1	Has the organization set documented waste prevention and diversion goals, and measurable targets for the site?	▪ Demonstrate that waste prevention and diversion goals, as well as measurable targets have been set. ▪ Waste prevention and diversion goals should be developed using the 3R's hierarchy, prioritizing reduction, reuse and recycling actions in that order of preference. ▪ All goals and targets should be documented. Note that goals per waste stream can be entered into the Waste Stream Profile Survey forms.
13.2	Do the goals and targets include reducing or preventing wastes that are identified as non-divertible?	▪ Applicant should set goals and targets to reduce materials which are not preventable. This question addresses goals and targets per non-divertible waste stream, where practicable.

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		Criterion 14: Source Separation Program
14.1	Has the organization implemented and maintained a source separation program?	▪ This is a mandatory requirement ▪ Office buildings located in Ontario must implement and maintain a source separation program, in accordance with O. Reg. 103/94: Source Separation Program. ▪ The source separation program must include: a) The provision of facilities for the collection, handling and storage of designated source separated wastes adequate for the quantities of anticipated waste. b) Measures to ensure source separated wastes that are collected are removed. c) Provide information to users and potential users: i. Describing program performance ii. Encourage effective source separation and full use of program.
14.2	Does the Source Separation Program satisfy each material's acceptance criterion?	▪ Applicants should demonstrate that specifications for diversion options have been identified and addressed, as part of the source separation program, for each material. ▪ Acceptance criteria: The rules / specifications that have to be followed to ensure that materials are separated and staged to achieve optimal value. ▪ E.g., Cardboard: Collector will accept cardboard when separated from other materials and kept dry, flattened and bound. ▪ E.g. Batteries: All batteries accepted. Must be separated from all other waste streams, kept dry and placed in a designated box. Pick up by order.
14.3	Does the organization have accessible and easy to use waste, reuse, and recycling infrastructure (receptacles)?	▪ Scope includes receptacles / bins for the collection of materials for reuse, recycling and disposal. ▪ Bins should be strategically located indoors and outdoors to maximize diversion. ▪ Bins should have clear instructions informing users how to dispose of materials ("what goes where")

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Criterion 15: Internal Resources		
15.1	Does the organization ensure that the necessary internal resources and equipment are available to implement, maintain and improve waste management program?	▪ Applicant should demonstrate it has reviewed and documented the required staff, equipment and financial resources to implement, maintain and improve waste management activities. ▪ Applicant should demonstrate it has allocated the required resources identified.
15.2	Does the organization have an internal representative who is responsible for the implementation and maintenance of the waste management program on-site?	▪ Applicant should appoint an internal representative(s) who, in addition to and irrespective of other duties, is responsible for the implementation and maintenance of the waste management program on-site. ▪ Internal representative(s) should be reporting on the status of the waste management program to senior management.
Criterion 16: Roles and Responsibilities		
16.1	Has the organization identified all on-site work that is related to the solid waste management program?	▪ Applicant should demonstrate all on-site waste management related work has been identified and recorded. ▪ E.g., applicant may provide a process flow chart that identifies on-site activities and the related wastes generated as a result of those activities.
16.2	Does the organization determine competency requirements for personnel, temporary workers, contractors and sub-contractors, whose work is related to the identified activities associated with the waste management program?	▪ Documentation may include company-wide or site-specific requirements. ▪ E.g., contractor agreements; training requirements; education requirements; and/or experience requirements.

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Criterion 17: Communication		
17.1	Does the organization communicate with external and internal stakeholders regarding the waste management activities?	▪ Applicant should demonstrate it has procedures for communicating – sending and receiving information, suggestions, and concerns related to on-site waste management program. ▪ Applicant should demonstrate its communication procedures and activities target both internal and external stakeholders. ▪ Internal stakeholders include, but are not limited to: employees, tenants/occupants, temporary labour, contractors. ▪ External stakeholders include, but are not limited: Visitors, suppliers, contractors.
17.2	Does the organization engage with stakeholders through a targeted outreach campaign with respect to its waste management program?	▪ Applicant should demonstrate it reaches out to stakeholders about the on-site waste management program. ▪ Targeted outreach is conducted on an annual basis as a minimum. ▪ Enter "Not Applicable" if annual targeted outreach cannot be implemented at the site.
Criterion 18: Monitoring and Measurement		
18.1	Does the organization ensure that waste generation data, and related operations are measured and documented for wastes destined for disposal?	▪ Applicant should provide documented monitoring and quantifiable measurement of all solid waste destined for disposal either by: ○ Recorded measurements of wastes generated prior to leaving the site. ○ Verifiable documented benchmarks, records, weigh bills or invoices. ▪ Applicant should demonstrate: ○ Solid wastes generated are measured. ○ Operations that generate solid waste are monitored.

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18.2	Does the organization ensure that waste generation data, and related operations are measured and documented for materials destined for recycling?	▪ Applicant should provide documented monitoring and quantifiable measurement of all solid waste destined for disposal either by: o Recorded measurements of wastes generated prior to leaving the site. o Verifiable documented benchmarks, records, weigh bills or invoices. ▪ Applicant should demonstrate: o Solid wastes generated are measured. o Operations that generate solid waste are monitored.
18.3	Does the organization ensure that waste generation data, and related operations are measured and documented for materials destined for reuse?	▪ Applicant should provide documented monitoring and quantifiable measurement of all solid waste destined for disposal either by: o Recorded measurements of wastes generated prior to leaving the site. o Verifiable documented benchmarks, records, weigh bills or invoices. ▪ Applicant should demonstrate: o Solid wastes generated are measured. o Operations that generate solid waste are monitored.
Criterion 19: Records and Reporting		
19.1	Does the organization ensure the use of: 1) calibrated equipment; or 2) verified monitoring and measurement	▪ Applicant should demonstrate that monitoring and measurement equipment is calibrated, or verified. ▪ Applicant should demonstrate calibration or verification records are maintained.
19.2	Does the organization report its waste reduction, diversion and disposal performance to stakeholders?	▪ Provide sample of annual or bi-annual report of waste management performance targeting internal and/or external stakeholders.

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Criterion 20: Program Non-Conformances		
20.1	Does the organization document cases of significant non-observance of the on-site waste management program requirements?	▪ On-site management should document instances where the site's waste management program requirements are not followed. ▪ E.g., Management became aware of and documented on-going contamination of recyclables from a specific area of the building. This indicates non-conformance with the property's source separation requirements. ▪ "Significant non-observance" is defined by the organization.
20.2	Does the organization record corrective action(s) taken as response to documented cases of significant non-observance?	▪ On-site management should document the corrective action(s) implemented to remedy non-observance.
20.3	Does the organization address the effectiveness of the corrective action(s) taken?	▪ On-site management should address non-observance and review the effectiveness of actions taken to remedy the matter.
Criterion 21: Management Review		
21	Does management review and approve the solid waste management activities at planned intervals, at least once annually?	▪ Management review and approval of on-site solid waste management activities should be conducted at least annually. ▪ Solid waste management activities include all operational, administrative and management of the waste on-site.
Criterion 22: Innovation and Leadership		
22	Describe one or more initiative, technology, policy, campaign or other action related to solid waste prevention implemented on-site (not already described in this survey assessment.)	▪ Provide answer in point form. Details of the project(s)/initiative(s) can be provided during the onsite evaluation component. ▪ Project(s) / initiative(s) should be initiated and completed within the last three years of the application date. ▪ For ongoing initiatives, applicant should demonstrate status review documentation.