

# Contamination Plan for Kerbside Services – Western Bay of Plenty Council District under the Contract Management Plan for Kerbside Services Contract 19-1039

## 1. Communication

### 1.1 Promotion of Household Service

The Communication Plan and Education Packs distributed with bins and crates include information about acceptable refuse and recyclables. This contamination information is held on WBOPDC's Kerbside Collective [website](#).

Council websites will also include information about acceptable refuse and recycling and contamination procedures.

### 1.2 Communication of Contamination Problems to Residents

EnviroWaste will distribute notices (in the form of a sticker or tag applied to the Approved Container) to notify Customers of contamination problems and non-compliance. WBOPDC to provide these tags or stickers as required.

For repeat offences, customers will be advised of the consequences of continued contamination events via a letter from Council.

### 1.3 Reporting Contamination Problems to Council

Fleetmind generates an immediate report of logged non-compliance events that EnviroWaste management and administration are able to access when they log-in. Searching by address brings up a list of issues with that address e.g. previous reports of contamination

EnviroWaste will provide weekly reports of non-conformance events to Council, including multiple occurrences of contamination.

## 2. Contamination of Mixed Recyclables & Glass collections

Contamination of Recyclables in Approved Containers on the kerbside is usually not visible to the driver on most occasions until the Approved Container is emptied into the hopper. The hopper camera runs continuously with a lamp illuminating the hopper to improve visibility and the identification of gross contamination. A photo can be captured which is time stamped of any contamination noted and address is captured on Fleetmind. However, due to the bulk nature and the flow of materials, small contamination is often difficult to observe.

## 2.1 Overview of Contamination Plan

The Contamination Management Plan recognises that contamination control programmes need to be specifically designed for the prevailing conditions.

The cost effectiveness of contamination control measures will vary according to the prevailing level of contamination i.e. the measures applied to areas where contamination is high may well be different from those measures applied to areas where contamination is very low. Similarly, those measures which are effective at the very beginning of a contract may well be different from those which are applicable mid-way through a contract period.

The Contamination plan recognises that in-truck measures are more likely to be effective for contamination levels higher than 10%. For this reason, managing “minor contamination” is likely to involve statistical feedback from the MRF coupled with intensive bin audits rather than significant measurement directly from the collection trucks.

The Contamination Plan is founded on the principle that households who are repeat offenders will have their service suspended for a fixed period should they offend three times or if they deliberately grossly contaminate their recycling.

The plan uses three types of offending tags recognising increasing levels of contamination behaviour.

2.1.1 “Green Compliant” tag for when the customer gets it right, issued by Kerbside Coach and/or Collection truck driver.

2.1.2 “Warning sticker” – Orange tag – warning that the level of contamination is unacceptable and repeat offending will lead to discontinuation of service.

2.1.3 “Please Remove Contaminants” Red tag – notice that bin will need to have contamination removed before it will be collected on the next scheduled collection day.

## 2.2 Management of Minor Contamination

Contamination at this level is more likely to be discerned by inspection personnel rather than the drivers and hence would be logged independently of the truck based Fleetmind terminal.

		Contamination Frequency		
		First Occurrence	Second Occurrence Within 3 months	Third Occurrence Within 3 months
Contamination Severity	Minor (5-10%)	Collect Log in Fleetmind Notice (contractor concern re resident notification)	Collect “Warning” tag Log in Fleetmind	Do not collect “Please Remove Contaminants” tag Log in Fleetmind Request letter to Customer from Council

## 2.3 Management of Significant to Gross Contamination

			Contamination Frequency		
			First Occurrence	Second Occurrence Within 3 months	Third Occurrence Within 3 months

Contamination Severity	Significant (10-25%)	Collect Warning tag (driver / inspector) Log in Fleetmind	Collect "Warning" tag Log in Fleetmind Request letter to Customer from Council	Do not collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council
	Gross (25%)	Do not Collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council	Do not collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council	Do not collect "Please Remove Contaminants" Tag Log in Fleetmind Request letter to Customer from Council

## 2.4 Significant Visible Contamination of Recyclables at the Kerbside (First Occurrence)

When a first occurrence of significant contamination is visible at the kerbside, the Operator will:

- Activate the appropriate selection in Fleetmind.
- Notify the Customer of the problem and what is considered to be acceptable Recyclables by placing a "warning" tag on the Approved Container.

## 2.5 Gross Contamination of Recyclables (First Occurrence or repeat)

In the event the Operator identifies an Approved Container that is considered to be Grossly Contaminated, (refer Definitions), the Operator will:

- Where possible, not empty the Approved Container into the collection truck.
- Activate the appropriate selection in Fleetmind.
- Notify the Customer of the problem by placing a "Please Remove Contaminants" tag on the Approved Container. The tag will request the resident to remove contaminants from bin before it will be eligible for collection on the next scheduled collection day.
- Return the Approved Container to the kerbside.

## 2.6 Repeat Occurrences

Repeat occurrences will be managed according to the matrix listed in sections 2.2 and 2.3 above.

Envirowaste will ensure that addresses with previous contamination issues are flagged in Fleetmind for the driver to check during their normal routes before lifting for empty.

In the event that a bin tagged with a "Please Remove Contaminants" tag is not cleaned up by the resident, Council will be informed by flagging bin as contaminated in the Fleetmind system, and Council will send a letter to the resident advising that failure to remove contaminates will result in discontinuation of the service.

## 2.7 Large-Scale Contamination of Recyclables in a Specific Area

Where significant amounts of contamination occur in specific areas these will be identified in weekly reports by Envirowaste and reported to the Contract Manager (WBOPDC). There will be discussion with the Contract Manager about the contamination and a plan to address the problem developed jointly by Council and EnviroWaste.

### 3 Acceptable and Unacceptable Items in Mixed Recycling & Glass Recycling Collections

#### 3.1 List of Accepted and Unacceptable Items in Mixed Recycling Collections

Acceptable in Mixed Recycling Collection	Unacceptable in Mixed Recycling Collection	
<ul style="list-style-type: none"> <li>• Aluminium cans</li> <li>• Steel cans</li> <li>• Plastic containers of types 1 and 2; and</li> <li>• Paper and cardboard</li> </ul>	<ul style="list-style-type: none"> <li>• Glass bottles/jars, window or windscreen glass</li> <li>• Human/animal waste, nappies, sanitary products</li> <li>• Medical waste</li> <li>• Furniture</li> <li>• Food, liquids and garden waste</li> <li>• Gas bottles</li> <li>• Household appliances</li> </ul>	<ul style="list-style-type: none"> <li>• Polystyrene (packaging and meat trays), flimsy plastic packaging</li> <li>• Bubble wrap</li> <li>• Car parts and scrap metal</li> <li>• Ash (hot or cold)</li> <li>• Ceramics, porcelain and crockery</li> <li>• General rubbish</li> <li>• Light bulbs</li> <li>• Lids and caps</li> <li>• 3-7 plastics</li> </ul>
	<ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Engine oil containers</li> <li>• Mirrors</li> <li>• Paint and chemicals</li> <li>• Toys</li> <li>• Clothing, fabric and shoes</li> </ul>	<ul style="list-style-type: none"> <li>• Drinking glasses</li> <li>• Garden hose</li> <li>• Plastic ties and plastic tubing</li> <li>• Tyres and rubber</li> <li>• Plastic bags / soft plastics</li> </ul>

#### 3.2 List of Accepted and Unacceptable Items in Glass Recycling Collections

Acceptable in Glass Recycling Collection	Unacceptable in Glass Recycling Collection
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<ul style="list-style-type: none"> <li>• <b>Whole glass bottles and jars (clear, brown, or coloured)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Broken glass of any kind</b></li> <li>• <b>Window or windscreen glass</b></li> <li>• <b>Light bulbs</b></li> <li>• <b>Anything that is not a glass bottle or jar</b></li> <li>• <b>Lids</b></li> <li>• <b>Perfume and cosmetic bottles</b></li> </ul>
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## 4 Contamination of Food Waste Collections

Contamination of Food Organic Waste in Approved Containers in Food Waste collections bins on the kerbside is usually not visible (manual sorted) to the driver on most occasions until the bin is emptied into the hopper. Due to the bulk nature and the flow of materials small contamination is often difficult to observe.

### 4.1 Overview of Contamination Plan for food waste

		Contamination Frequency		
		First Occurrence	Second Occurrence Within 3 months	Third Occurrence Within 3 months
Contamination Severity	Minor (5-10%)	Collect Log in Fleetmind Tag receptacle (contractor concern re resident notification)	Collect "Warning" tag Log in Fleetmind	Do not collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council
	Significant (10-25%)	Collect "Warning" tag Log in Fleetmind	Collect "Warning" tag Log in Fleetmind Request letter to Customer from Council	Do not collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council
	Gross (25%)	Do not collect "Please Remove Contaminants" tag Log in Fleetmind	Do not collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council	Do not collect "Please Remove Contaminants" tag Log in Fleetmind Request letter to Customer from Council

### 4.2 Visible Contamination of Food Waste at the Kerbside

When the Contamination is visible at the kerbside, the Operator will:

- Note in Fleetmind with the details of the contamination, e.g. address, contamination type
- Notify the Customer of the problem and what is considered to be acceptable Food Waste by placing a tag on the Approved Container.

- Leave the contaminated material in the Approved Container at the kerbside, where possible.

**Note: contaminated materials will not be removed from the truck hopper.**

#### **4.3 Gross Contamination of Food Waste**

**In the event the Operator identifies an Approved Container that is considered to be Grossly Contaminated, (refer Definitions), the Operator will:**

**Where possible, not empty the Food Waste into the collection truck.**

**Note the contamination in Fleetmind.**

**Notify the Customer of the problem and what is considered to be acceptable Food Waste by placing a tag on the Approved Container.**

**Return the Approved Container to the kerbside.**

#### **4.4 Repeat Occurrences**

**Repeat occurrences will be managed according to the matrix listed in section 4.1 above.**

**Fleetmind will be flagged at an address level for any previous instances of contamination so that receptacles can be checked for further contamination issues. If further instances are found, contamination to be flagged in Fleetmind and steps per section 4.1 to be followed.**

#### **4.5 Large-Scale Contamination of Recyclables in a Specific Area**

**Where significant amounts of contamination occur in specific areas these will be identified in weekly reports by the Operations Manager (EW) and reported to the WBOPD Council. There will be discussion with Council about the contamination and a plan to address the problem developed jointly by Council and EnviroWaste.**

#### **4.6 List of Accepted and Unacceptable Items in Food Waste Collections**

<b>Acceptable in Food Waste Collection</b>	<b>Unacceptable in Organic Collection</b>
<ul style="list-style-type: none"> <li>• Kitchen scraps</li> <li>• Meat and bones</li> <li>• Fruit and vegetables</li> <li>• Food soiled paper towels and serviettes, shredded paper</li> </ul>	<ul style="list-style-type: none"> <li>• Plastics of any sort</li> <li>• Glass</li> <li>• Cans (steel or aluminium)</li> <li>• Rubble and soil</li> </ul>
<ul style="list-style-type: none"> <li>• Dairy products</li> <li>• Coffee grinds and tea leaves</li> <li>• Fish heads, scales &amp; bones / shellfish</li> </ul>	<ul style="list-style-type: none"> <li>• Treated timber or sawdust</li> <li>• Flax and cabbage trees</li> <li>• Liquids</li> </ul>

Acceptable in Food Waste Collection	Unacceptable in Organic Collection
<ul style="list-style-type: none"> <li>• Organic vacuum cleaner dust</li> <li>• Solidified fats</li> </ul>	<ul style="list-style-type: none"> <li>• Human/animal waste , nappies</li> <li>• Medical waste</li> <li>• Compostable coffee cups, lids or bags</li> </ul>

## 5. Refuse or Waste Containing Visible Prohibited Waste

EnviroWaste will collect all Approved Containers presented for collection on the scheduled collection day unless the content of the Approved Container is deemed unacceptable for collection.

### 5.1 Unacceptable Collection from Approved Containers

EnviroWaste will not knowingly collect from Approved Containers if:

- It contains any dangerous, hazardous or illegal substance;
- It is presented in non-approved Approved Containers;
- Materials not placed inside an Approved Container unless spilt or found spilt; or,
  - From Approved Containers which are of Excessive Weight;
  - From Approved Containers which contain Prohibited Waste;
  - From MGBs or any other form of Approved Container which the Contractor may be required to collect under another contract with any other person;
- From contaminated mixed recyclables ;
- It is evident upon visual inspection that it contains Gross Contamination. Gross Contamination includes high levels of material that does not conform to acceptable materials specified in the relevant sections of this contamination plan;
- Any Approved Container or Recycling Crate from the kerbside that is considered to be Grossly Contaminated.

### 5.2 Unacceptable Refuse Approved Containers

Where unacceptable Refuse Approved Containers are presented at the kerbside for collections EnviroWaste will:

- Not collect the unacceptable container and leave it at the kerbside
- Activate the appropriate selection in Fleetmind
- Notify the Customer of the problem and what is considered to be an acceptable container
- Take a photo of the unacceptable container and provide this photo to WBOP as required

### **5.3 Minor Non-compliance of Refuse Approved Containers**

Where Refuse Approved Containers are presented at the kerbside for collections and there is minor non-compliance such as the bin lid is left open but not overflowing and otherwise complies or the non-compliance is minor then:

- **EnviroWaste will collect the Approved Containers.**
- **Activate the appropriate selection in Fleetmind, "minor non-compliance – collection completed".**

### **5.4 Repeat Occurrences of Minor Non-compliance of Refuse Approved Containers**

Where there are repeat occurrences of minor non-compliance of Refuse Approved Containers being presented at the kerbside for collections then:

- **The Approved Containers will not be collected.**
- **Activate the appropriate selection in Fleetmind, "minor non-compliance – collection not completed".**
- **Notify the Customer of the problem by affixing a tag to the container in a prominent location.**