

Collector Qualification Standards

May 31, 2013



MULTI
MATERIAL
BC

209 - 1730 WEST 2ND AVENUE VANCOUVER, BC V6J 1H6
TEL: 604.620.7540 WWW.MULTIMATERIALBC.CA

Collector Qualification Standards

Contents

- 1. Glossary of Terms.....1
- 2. Requirements for Local Governments Administering or Delivering Collection Services2
- 3. Requirements for Multi-Family Building Collectors3
- 4. Requirements for Depot Collectors.....5

Note: The following is a summary only and is subject to change. Final requirements will be as set out in the agreement that will be customized for each collector and executed by MMBC and a service provider.

Collector Qualification Standards

1. Glossary of Terms

Curbside Collection Service

Curbside collection services means:

- Provision of curbside set-out containers;
- Pick up of PPP placed at the curb by residents housed in single-family dwellings, converted single-family buildings with secondary suites and buildings with up to four suites;
- Pick up of PPP along the collection vehicle route¹;
- Pick up of the types of PPP to be collected from households as defined by MMBC;
- Pick up no more frequently than weekly and no less frequently than bi-weekly;
- For municipalities within Metro Vancouver, unloading of collection vehicles at a location within a 30 minute drive (on average based on typical traffic conditions between 10 am and 2 pm Monday to Friday) from the municipal boundary at the point of least distance to the receiving facility operated by the post-collection service provider selected by MMBC; and
- For other municipalities, unloading of collection vehicles at a location within 60 kilometers from the municipal boundary at the point of least distance to the receiving facility operated by the post-collection service provider selected by MMBC.

Containers stored on a public street or lane with special permission of the local government are not included in the definition of curbside collection service.

Multi-family Building Collection Service

Multi-family building collection service means:

- Pick up of PPP delivered by residents to a central storage area accessible by all residents of the multi-family complex from which collection occurs;
- Pick up of containers if stored on a public street or lane with special permission of the local government;
- Pick up of PPP from a location that is directly accessible by collection vehicle²;
- Pick up of the types of PPP to be collected from households as defined by MMBC;
- Pick up no more frequently than weekly³; and
- For municipalities within Metro Vancouver, unloading of collection vehicles at a location within a 30 minute drive (on average based on typical traffic conditions between 10 am and 2 pm Monday to Friday) from the municipal boundary at the point of least distance to the receiving facility operated by the post-collection service provider selected by MMBC; and

¹ A collector can provide enhanced collection service where collection staff enter residential property to access PPP collection containers with appropriate arrangements with residents and at the collector's or resident's cost.

² A collector can provide enhanced collection service where collection staff are required to access the PPP collection containers with appropriate arrangements with the property manager and at the collector's or property manager's cost.

³ A collector can provide more frequent collection with appropriate arrangements with the property manager and at the collector's or property manager's cost.

Collector Qualification Standards

- For other municipalities, unloading of collection vehicles at a location within 60 kilometers from the municipal boundary at the point of least distance to the receiving facility operated by the post-collection service provider selected by MMBC;.

Depot Collection Service

Depot collection service means operating a location to which PPP can be delivered by residents.

Where a depot is housed at a specific location, the depot must be staffed when open to residents and securely fenced and locked when closed to residents.

Where a depot is temporary and is available to residents for a number of hours on a single day, the depot must be staffed when open to residents and all aspects of the depot collection service must be removed or rendered inaccessible when the depot is closed to residents or, at a minimum, at the end of the operating day.

2. Requirements for Local Governments Administering or Delivery Collection Services

Local governments shall ensure that:

- Packaging that contains Hazardous Waste or Special Waste is not accepted in the PPP collection system.
- Items that are not packaging or printed paper are not accepted in the PPP collection system.
- Residents are informed of the packaging and printed to be accepted and the requirement to exclude items that are not packaging or printed paper.
- The types of PPP specified by MMBC are collected from residents.
- All collected residential PPP is received and accepted by a MMBC qualified post-collection service provider. The collector may not segregate or otherwise divert PPP for management by any party other than MMBC's designated post-collection service provider.
- PPP is collected and stored in a manner acceptable to the MMBC qualified post-collection service provider designated by MMBC to receive the PPP.
- PPP collection occurs on a regular schedule on the same day⁴ and as close to a consistent time as possible.
- Collection containers provided to residents shall provide sufficient volume to accommodate generation within the context of the collection frequency provided and shall not be a barrier to resident participation and/or PPP capture.
- Limits are not placed on the quantity of PPP delivered by a resident if the PPP is from a household.

⁴ May be modified to accommodate holiday schedules.

Collector Qualification Standards

- Residents receive uninterrupted collection service with the exception of statutory holidays.
- Residents are not charged for the PPP collection service for which a market-clearing price financial incentive is received from MMBC. Local governments may charge residents for services not within the scope of MMBC's defined collection service and for costs incurred that exceed the market-clearing price financial incentive received from MMBC.

Local governments shall:

- Provide collection service information to residents.
- Align its collection service information with MMBC's provincial communications program as directed by MMBC.
- Deliver PPP collection services in a manner that contributes to a positive view of and encourages participation in PPP recycling by residents and members of the public.
- Keep records and report as set out in the contract with MMBC:
 - The number of households receiving curbside collection service;
 - The address of each multi-family building receiving collection service and the number of housing units and commercial units in the building;
 - The address of each depot;
 - The quantity of PPP collected; and
 - The quantity of PPP received by a MMBC qualified post-collection service provider.

3. Requirements for Multi-Family Building Collectors

Collectors shall not accept packaging from residents that contains Hazardous Waste or Special Waste.

Collectors shall not accept items that are not packaging or printed paper in the PPP collection system.

Collectors shall ensure that the property manager and residents are informed of the packaging and printed to be accepted and the requirement to exclude items that are not packaging or printed paper.

Collectors shall collect the types of PPP from residents specified by MMBC.

Collectors shall ensure that all collected residential PPP is received and accepted by a MMBC qualified post-collection service provider and shall not segregate any PPP for management in any other manner.

Collector Qualification Standards

Collectors shall collect and store PPP in a manner acceptable to the MMBC qualified post-collection service provider designated by MMBC to receive the PPP.

Collection containers provided to buildings shall provide sufficient volume to accommodate generation within the context of collection frequency and shall not be a barrier to resident participation and/or PPP capture.

Collectors shall not place limits on the quantity of PPP delivered by a resident if the PPP is from a household.

Collectors shall provide PPP collection service to multi-family residents at no charge. Collectors may charge multi-family buildings for services not within the scope of MMBC's defined collection service.

Collectors shall provide uninterrupted service with the exception of statutory holidays.

Collectors shall provide collection service information to building managers and for distribution to residents and shall align its collection service information with MMBC's provincial communications program as directed by MMBC.

Collection vehicles shall be maintained in a satisfactory condition and have appropriate safety markings in accordance with current statutes, rules and regulations.

Collectors shall observe all rules of the road including weight-related laws and regulations, such as axle bridging and loading requirements.

Collectors shall comply with applicable federal, provincial, local government laws, statutes, rules, regulations or ordinances, including those of agencies having jurisdiction over any aspect of the collection of PPP.

Collectors shall obtain and maintain any permit or license required by local, provincial or federal governments or any other regulatory body required in order to collect PPP.

Collectors shall comply with all environmental standards and regulations including local government noise bylaws.

Collectors shall deliver PPP collection services in a manner that contributes to a positive view of and encourages participation in PPP recycling by residents and members of the public.

Collector Qualification Standards

Collectors shall comply with the Workers Compensation Act, the Occupational Health and Safety Regulation and all worker health and safety requirements and shall provide a safe working environment.

Collectors shall carry insurance:

- Automobile liability insurance coverage with a minimum combined single limit for bodily injury and property damage of \$5,000,000 per accident;
- Commercial general liability insurance coverage with limits no less than \$5,000,000 each occurrence and \$5,000,000 general aggregate;
- Workers Compensation coverage as required by WorkSafeBC; and
- Pollution liability insurance with limits no less than \$3,000,000 each occurrence and \$3,000,000 annual aggregate.

Collectors shall keep records and shall report:

- The address of each multi-family building receiving collection service and the number of residential units and commercial units in the building;
- The quantity of PPP collected; and
- The quantity of PPP received by a MMBC qualified post-collection service provider.

4. Requirements for Depot Collectors

Collectors shall not accept packaging from residents that contains Hazardous Waste or Special Waste.

Collectors shall not accept items that are not packaging or printed paper in the PPP collection system.

Collectors shall ensure that residents are informed of the packaging and printed to be accepted and the requirement to exclude items that are not packaging or printed paper.

Collectors shall collect the types of PPP specified from residents.

Collectors shall ensure that all collected residential PPP is received and accepted by a MMBC qualified post-collection service provider and shall not segregate any residential PPP for management in any other manner.

Collectors shall collect PPP in the following categories:

- Polyethylene film
- Polystyrene foam - white

Collector Qualification Standards

- Polystyrene foam - coloured
- Corrugated cardboard
- Glass
- Printed papers
- Other packaging containers

Collectors located in a municipality without curbside collection services shall collect all categories of PPP listed above. Collectors located in municipalities with curbside collection services may collect all categories of PPP listed above or may collect only those materials not included in the curbside collection system (i.e. PE film, PS foam and glass if glass is not collected at curbside).

If collectors are:

- Baling PE film the minimum bale density must be 500 kg per cubic meter;
- Baling PS foam, the minimum bale density must be 350 kg per cubic meter;
- Densifying PS foam, the minimum biscuit density must be 600 kg per cubic meter; and
- Baling OCC, the minimum bale density must be 600 kg per cubic meter.

Collectors shall, where practical and feasible, segregate ICI PPP from residential PPP to accommodate separate weighing of residential PPP. Where residential PPP is combined with ICI PPP prior to weighing, 25% of the combined weight will be deducted prior to payment. Depot collectors may apply to MMBC by completing an application form⁵ and providing the data required to request to have the factor reduced.

Collectors shall collect and store PPP in a manner acceptable to the MMBC qualified post-collection service provider designated by MMBC to receive the PPP.

Collectors shall not place limits on the quantity of PPP delivered by a resident if the PPP is from a household.

Collectors shall provide PPP collection service to residents at no charge. Collectors may charge residents for services not within the scope of MMBC's defined collection service.

Collectors shall provide uninterrupted service with the exception of statutory holidays.

Collectors shall provide collection service information to residents and shall align its collection service information with MMBC's provincial communications program as directed by MMBC.

⁵ The application would be reviewed by MMBC. A decision to reduce the factor would be at MMBC's discretion but would not be unreasonably withheld if the information provided in the application is complete, considered to be accurate and reliable and supports a lower factor.

Collector Qualification Standards

Collectors shall comply with applicable federal, provincial, local government laws, statutes, rules, regulations or ordinances, including those of agencies having jurisdiction over any aspect of the collection of PPP.

Collectors shall obtain and maintain any permit or license required by local, provincial or federal governments or any other regulatory body required in order to collect PPP.

Collectors shall comply with all environmental standards and regulations including local government noise bylaws.

Collectors shall deliver PPP collection services in a manner that contributes to a positive view of and encourages participation in PPP recycling by residents and members of the public.

Collectors shall comply with the Workers Compensation Act, the Occupational Health and Safety Regulation and all worker health and safety requirements and shall provide a safe working environment.

Collectors shall carry insurance:

- Commercial general liability insurance coverage with limits no less than \$5,000,000 each occurrence and \$5,000,000 general aggregate;
- Workers Compensation coverage as required by WorkSafeBC; and
- Pollution liability insurance with limits no less than \$3,000,000 each occurrence and \$3,000,000 annual aggregate.

Collectors shall keep records and shall report:

- The quantity of PPP collected; and
- The quantity of PPP received by a MMBC qualified post-collection service provider.