

City of Sacramento **Commercial Waste Compliance Guide**

For **Business Owners, Property Managers, Apartment Managers, and Food Establishments**

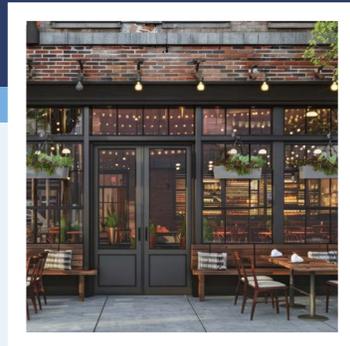




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Management of waste for commercial properties has changed significantly in the last few years.

This guide explains how to achieve compliance with the latest state and local waste requirements, for mixed recycling and organics. It also helps both tenants and owners navigate these changes by providing information on:

- ▶ Requirements for **minimum waste service levels**.
- ▶ **Contract terms** to look for when signing a contract for recycling and waste collection services.
- ▶ Your **rights as a waste generator**.
- ▶ Guidance on how to **change, waive or cancel services**.
- ▶ Responsibilities of **educating tenants and employees**.
- ▶ How **inspections and enforcement** are conducted.
- ▶ Resources for **labels, signage and containers**.

The City's Commercial Waste Compliance section provides technical assistance and enforcement of state and local laws regarding garbage, mixed recycling and organics recycling for both commercial properties (generators) and waste haulers.





WASTE REQUIREMENTS FOR COMMERCIAL PROPERTIES

Commercial properties include businesses, non-profits, schools, government offices, and multi-family apartment buildings that have five or more units. Some mixed-use properties, which have both residential and business activities in the same building, may also have commercial waste services.

All commercial properties must subscribe to waste and recycling services through one of the franchised waste haulers approved by the City of Sacramento. Hauler information is on page 9.

Commercial Property Owner's Checklist:

- Subscribe to waste collection services consistent with local and state regulations.
- Provide correctly labeled, adequately sized, and easily accessible containers for employees or tenants.
- Annually provide education to employees, contractors, tenants, and customers about waste recovery and proper sorting. Information must also be provided to new tenants within 14 days of occupation.
- Provide access to properties during all inspections conducted by the City to verify compliance with local and state laws.

Types of Service

There are two general types of commercial waste services:

- ▶ **Ongoing collection services** at a permanent address for garbage, recycling and organics; and,
- ▶ **Construction and demolition hauling for temporary projects** that generate construction debris.
 - ▶ Construction and demolition information is available at tab.so/cdrecycle.

This guide is for ongoing collection services.

Responsible Parties

- ▶ Whoever contracts for garbage service is responsible for compliance with both recycling and organics services at a property, and for location, labeling and ease of access to containers.
- ▶ Properties, such as strip malls, may have a primary account under the owner or property manager for all three waste services, however they may also have tenants who contract for additional service capacity such as a restaurant having additional organics service for food waste. A tenant's additional service will not be counted as meeting recycling and organics requirements of the primary garbage account holder.

Waste Requirements for Commercial Properties

Business Type	Waste Type	Frequency	Size/Capacity	Special notes
 General Commercial	Garbage	Weekly	Sufficient to handle waste generated, avoid overflow and pest issues	See page 12 for alternatives and waivers
	Organics	Weekly	32-gallon cart per 25 employees on site	
	Recycle	Monthly	Sufficient to handle waste generated, and divert all recyclable materials from landfill	
 Restaurants	Garbage	Weekly	Sufficient to handle waste generated, avoid overflow and pest issues	High volume restaurants will need more frequency to accommodate all generated food waste and food-soiled paper
	Organics	Weekly	64-gallon cart minimum regardless of number of guests or employees	
	Recycle	Monthly	Sufficient to handle waste generated, and divert all recyclable materials from landfill	
 Multi-Family	Garbage	Weekly	Sufficient to handle waste generated, avoid overflow and pest issues	Containers must be equally accessible for all tenants. <i>*Most multi-family generate enough to need weekly service</i>
	Organics	Weekly	64 gallons per 25 units	
	Recycle	Monthly*	32 gallons per unit or equivalent	



CONTAINERS

Property owners and managers need to understand all the requirements around containers, including location, labeling, locking, and types required for services.

Requirements for Outdoor Containers

- ▶ Must be within an enclosure, or conveniently located near an enclosure or building.
- ▶ Must be locked. It is the property manager's responsibility to make sure employees and/or tenants can open and access the containers as well as keep the containers securely locked when not in use.
- ▶ Cannot block or impede access through a street, alley or doorway.
- ▶ Kept free from overflowing waste.
- ▶ The location for recycling and organics containers must be as convenient to employees and tenants as the garbage container.



Requirements for Indoor Containers

- ▶ Co-located containers for all three waste streams must be in common areas within a business or multi-family complex.
- ▶ Containers must be properly labeled with what is allowed and not allowed in each receptacle.
- ▶ Property managers are responsible for educating tenants and janitorial staff on waste separation annually and providing information to new tenants within 14 days of moving into an office space or apartment.
- ▶ For properties that use valet collection services, all three waste streams, garbage, mixed recycling and organics must be accommodated equally through the valet pick-up process.
- ▶ Resources for signage and education are available by scanning the QR code.



Internal Containers at Restaurants

There are two state laws, SB 1383 & AB 827, that require restaurants to provide internal containers to customers. Restaurants that are counter service, where customers clear their own tables, are required to provide well labeled receptacles for all three waste streams.

This is in addition to internal garbage, recycling, and food waste containers in the food preparation area or kitchen.





LANDSCAPE AND GREEN WASTE RECYCLING

- ▶ **Landscaping waste must be recycled** as it is considered organic material. If you have a landscaper that hauls your green waste away for recycling, you must file an Alternative Services Form with the City at [SacOrganics.org](https://www.sacramento.gov/Departments/Environment/Programs/Alternative%20Services).
- ▶ If you manage your own landscaping or don't have a gardening service to remove the material, you must have organic recycling services at your property with sufficient capacity for both landscaping material and food waste.

Yard Waste from Commercial Properties is not allowed on City Streets.

Commercial property owners and multi-family properties must alert their gardeners that placement of yard waste in a city street at any time is illegal and both the owner and gardener may be liable for illegal dumping fines. [Sacramento City Code 13.10.440]. Only City of Sacramento residential customers may place yard waste in the street, and only during the City's designated Leaf Season. [Sacramento City Code 13.10.430]





CHOOSING A HAULER

The City offers an open franchised system for waste hauling. This means more than one hauler can provide service, which allows generators to shop, compare, and get the best service and price for their needs. Only haulers that have an approved franchise from the City can collect and remove waste from commercial properties in Sacramento. A list of haulers and their services is available at tab.so/haulers.

You may have more than one hauler provide services to your property.

Example: You can have one hauler collect garbage and another collect mixed recycling and organics. Haulers cannot require you to use only their services for all three waste streams. [Sacramento City Code 13.24.570 (A) (11)]

Service Agreements

When you enter into a service agreement with a hauler, you are signing a contract. The initial term of the service agreement can vary, with up to one-year automatic renewals after the initial term. **Things to look for and compare when reviewing an agreement:**

1. The initial **term length**
2. The **size** of each container and the **frequency** of collection being offered
3. **Additional charges**, such as:
 - ▶ Environmental fees
 - ▶ Bin drop or replacement fees
 - ▶ Fuel charges
4. **Remedies**. If service is not being rendered per the agreement (i.e. missed pickups) what options do you have for credits or fixing the issues?



Service Agreement Terms in City Code

There are requirements in Sacramento City Code (13.24.570) that all service agreements from franchised haulers must abide by. Check to see that the terms of the agreement you are signing meet the following:

1. **It is clearly labeled** as a service agreement.
2. **Describes the services** to be provided by the hauler and the cost for providing such services.
3. Clearly states the **initial term and renewal terms**.
4. **Automatic renewal** for successive periods is no longer than one year, unless either party gives written notice of termination by mail or email at least 30 days prior to termination date of the current agreement.
5. Customers are to **receive written notice of price increases** not less than 30 days prior to the effective date of such price increase.
6. Includes language stating that **collection containers will be removed** from the property of a customer within 3 days of final termination of services to the customer.
7. **Does not require customers to pay** over three months liquidated damages during the renewal term and over six months liquidated damages during the initial term of the service agreement if customer cancels early.
8. **Does not require a customer to give a franchised waste hauler the exclusive right** to provide recycling services or organic material collection services as a condition of a waste hauling contract.
9. **Does not require customers to give notice** of any offer by a competitor or require customers to give franchised waste haulers the right to respond to such an offer.

If the proposed or current contract you are provided with does not meet the requirements listed above, please reach out to us at: wastecompliance@cityofsacramento.org for assistance.

Choosing a Hauler

Billing, Cancellations, Service Disputes, and Changes

Contracts between a hauler and generator spell out the terms of service and how to resolve disputes. For billing and service issues, contact your hauler first. Contact information for haulers can be found at tab.so/haulers.

Changes to service levels or waste stream collections on your existing service agreement can be made without extending the term length of the original agreement.

New term lengths are only applicable if you explicitly authorize a change in term length and sign a new agreement.

Need a copy of your service agreement/contract? Sacramento City Code 13.24.270 (D) requires haulers to provide customers with a copy of their service agreement within five business days of receiving a request..

Cancellations

To request to terminate service(s) with your existing waste hauler:

- ▶ Review your service agreement/contract to confirm the terms of your agreement, including your contract expiration date and any termination fees.
- ▶ Send a written request to terminate services at least 30 days in advance of your renewal date to your hauler via mail or email.

Fees for Early Termination

There may be charges and fees (liquidated damages) if you terminate your service agreement early. If you cancel early during the initial term, you may have to pay up to six months liquidated damages, and if you cancel during the renewal term, you may have to pay up to three months liquidated damages.

Service Disputes

If you have made a good faith effort to settle a dispute with your hauler, but the issue is not resolved, email the City of Sacramento's Commercial Waste Compliance team for technical assistance at: wastecompliance@cityofsacramento.org. We strongly urge that there be written documentation – email being preferred – between you and the hauler, regarding the dispute before contacting the City.

Please include your business/commercial property name, the service address for the property, your commercial solid waste account number, the contact method used (i.e.: phone, email, mail), and any documentation of the ongoing dispute.

COLLECTION ALTERNATIVES

There are both waivers and service alternatives for the collection of mixed recyclables and organics. These alternatives do not require use of a franchised hauler. Options such as using a third-party recycler or self-hauling may be available for your property.

Service Waivers & Alternative Services

In certain cases, commercial properties may be exempt (receive a waiver) from participating in mixed recycling or organics recycling services.

There are no waivers or alternative services for garbage collection.

There are two types of waivers, **Organic De Minimis** and **Physical Space**. All waiver requests are reviewed on a case-by-case basis.

The primary aim of waste regulations is to divert as much waste as possible from landfills to help reduce greenhouse gas emissions. CalRecycle, the agency responsible for overseeing waiver regulations, has indicated that all waivers or alternative services are temporary, subject to change, and may be revoked at any time.

Organics De Minimis Waiver

Businesses that generate a minimal amount of organics may be eligible for a De Minimis waiver. The amount for the De Minimis designation depends on the total of waste generated at your business. Your property must meet the following requirements to be eligible:

- ▶ Subscribe to two cubic yards or more of total waste services and produce less than 20 gallons of organics in a week.
- ▶ Subscribe to less than two cubic yards of total waste services and produce less than 10 gallons of organics in a week.

It cannot be a businesses that sells food of any type or requires a permit from Sacramento County Environmental Management Department (EMD) under their Retail Food Protection Program and receives an inspection from EMD.

For a list of businesses that are ineligible visit tab.so/organics.

The City will inspect all properties who submit a waiver to verify the information provided is valid.

Multi-family properties are not eligible for De Minimis waivers.

You can find the Organic Material Recycling Compliance form and more information at tab.so/commercialwaste.

Collection Alternatives

Physical Space Waivers

Physical space waivers for organics or mixed recycling require a review by city staff and photographic evidence of space constraints. Some reviews may require an on-site inspection. Physical space waivers are extremely rare. To date less than 20 have been issued citywide. You can find the Recycling Compliance Form and more information at tab.so/commercialwaste.

Which Services are Eligible for a Waiver?

	Mixed Recycling - Physical Space	Organic Recycling - Physical Space	Organic Recycling De Minimis (See pg. 8 for details)
Commercial Property	Y	Y	Y
Commercial Property - FOOD*	Y	Y	N
Multi-Family Property	Y	Y	N

**Businesses that require a permit from Sacramento County Environmental Management Department (EMD) under their Retail Food Protection Program, and businesses that sell or handle any type of food and receive an inspection from the Environmental Management Department are not eligible for De Minimis organics recycling waivers.*

Alternative Services

Alternative Services include third-party recycling, self-haul, back-haul and sharing services for mixed recycling or organics collection. Alternative service requests are reviewed case by case, may require on-site inspections and must have supporting evidence such as contracts and weight tickets. If you think you have a property that would be eligible for an alternative service, review the requirements at tab.so/commercialwaste and reach out to the Commercial Waste Compliance team at wastecompliance@cityofsacramento.org to schedule a service assessment.

RESOURCES FOR OWNERS AND MANAGERS

The City has resources to help property owners meet the legal requirements for education, bin labels, and even janitorial training. You can access the information at tab.so/resources.

STATE LAW REQUIRES ALL FOOD & GREEN WASTE BE RECYCLED
LA LEY ESTADAL EXIGE QUE TODOS LOS ALIMENTOS Y DESECHOS VERDES SE RECICLEN

LAW SB 1383 NOW IN EFFECT
LA LEY SB 1383 YA ESTÁ EN VIGOR

All commercial businesses and multi-family properties with five or more units must divert all their organic waste (food scraps and green waste) from out of their garbage container. This means property managers must provide a separate outdoor organics container to tenants in addition to trash and recycling containers. Your trash hauler will provide you with these outdoor containers.

Todos los negocios comerciales y propiedades multifamiliares con cinco o más unidades deben desviar todos sus desechos orgánicos (restos de comida y desechos verdes) de su contenedor de basura. Esto significa que los administradores de propiedades deben proporcionar un contenedor de orgánicos exterior separado a los inquilinos además de los contenedores de basura y reciclaje. Su recolector de basura le proporcionará estos contenedores exteriores.

WHAT IS ORGANIC WASTE?
¿QUÉ SON LOS RESIDUOS ORGÁNICOS?

Food Scraps	Green Waste	Uncoated Food-Soiled Paper
Cooked and raw food waste, such as uneaten vegetables, fruits, meats, dairy bones, baked goods, etc. Desechos de alimentos cocidos y crudos, como verduras, frutas, carnes, lácteos, huesos, productos horneados, etc.	Grass clippings, small branches, leaves, cut flowers, garden trimmings, wood chips, and clean wood (no paint, no stain) etc. Residuos verdes: recortes de césped, ramas pequeñas, hojas, flores cortadas, recortes de jardín, copos de madera y madera limpia (sin pintura, sin tinte), etc.	Used napkins, paper cups, coffee filters, greasy pizza boxes, used paper plates, etc. Papel sucio con comida sin recubrimientos: servilletas usadas, vasos de papel, filtros de café, cajas de pizza grasosas, platos de papel usados, etc.

州法律要求回收所有食物和绿色废物
法律SB 1383现已生效

所有商业企业和拥有五个或以上单元的住宅物业都必须将其有机废物(食物残渣和绿色废物)从其垃圾容器中分流。这意味着物业管理者必须为租户提供单独的室外有机废物容器,除了垃圾和回收容器之外。您的垃圾清运公司将为您提供这些室外容器。

什么是有机废物?

食物残渣	绿色废物	无涂层食物污染纸张
煮熟和生食废物,如未食用的蔬菜、水果、肉类、乳制品、烘焙食品等。 烹饪和生食废物,如未食用的蔬菜、水果、肉类、乳制品、烘焙食品等。	草屑、小树枝、树叶、剪下的鲜花、花园修剪物、木屑和干净的木材(无漆、无漆)等。 草屑、小树枝、树叶、剪下的鲜花、花园修剪物、木屑和干净的木材(无漆、无漆)等。	用过的餐巾纸、纸杯、咖啡滤纸、油腻的披萨盒、用过的纸盘等。 用过的餐巾纸、纸杯、咖啡滤纸、油腻的披萨盒、用过的纸盘等。

商业企业所有者和多户住宅物业经理

商业企业所有者和多户住宅物业经理必须:

- 向租户提供单独的室外有机废物容器,并以此服务作为条件。
- 向租户提供单独的室外有机废物容器,并以此服务作为条件。
- 向租户提供单独的室外有机废物容器,并以此服务作为条件。

联系您的垃圾清运商以注册有机废物回收服务。

前往 SACORGANICS.ORG 详细了解 SB 1383

Multi-Family Organics Recycling Webinar

Required Services

- Organics**
 - Food Scraps
 - Green Waste
 - Food-Soiled Paper
- Mixed Recyclables**
 - Dry Paper
 - Cardboard and Chipboard
 - Plastic containers
 - Metal and aluminum containers
 - Glass containers

Educating Your Tenants

Label Cans and Bins
 Ask your hauler for labels.
 Distribute Outreach and Education Materials to Employees and Tenants
 Ask your hauler for education materials or find items to download on the City and County websites.
 Provide Ongoing Outreach and Education
 Educate tenants of these new requirements when service starts, as well as:
 1. New tenants within 14 days as part of move-in.
 2. All tenants annually.
Labels and tenant education are required by California state law.

SB1383 information flyers are available in English/Spanish, Chinese, Hmong, Vietnamese, and Russian

Webinars for Businesses, Non-Profits, Government Agencies, and Multi-Family Properties

Trash
 Plastics labelled through

Recycle
 Paper

Organics
 Food Waste
 Food-Soiled Paper Products
 Meat and Bones
 Pizza Boxes
 Yard Trimmings
 Coffee Grounds and Filters

ONLY use certified compostable bags
 NO glass, metal, styrofoam, or plastic
 NO liquids, grease, or oils

ATLAS DISPOSAL
 (916) 455-2800

LANDFILL
 Place these items in the trash cart:

Polyethylene Foam
 Bubble or Styrofoam
 Flat Plastics
 Paper Cups/Milk Cartons
 Waxed or Greasy Containers

DO NOT place these items in the TRASH CART:
 Recyclables
 Batteries
 Flammable Liquids

ONLY place these items in the recycling cart:

Flattened Cardboard
 Paper
 Metal Cans
 Plastic Bottles & Jugs

DO NOT place these items in the recycling cart:
 Laundry
 Dishware
 Food
 Appliances

ONLY place these items in the food waste cart:

Food Waste
 Yard Trimmings
 Beverage Containers
 Plastic Food Containers

DO NOT place these items in the food waste cart:
 Yard Trimmings
 Eating Utensils
 Beverage Containers
 Plastic Food Containers

中文信息
 中文信息

REPUBLIC SERVICE

TRASH

RECYCLE RIGHT

ALWAYS RECYCLE / SIEMPRE RECICLA

Plastic Bottles & Containers
 Food & Beverage Cans
 Paper
 Flattened Cardboard & Paperboard
 Glass Bottles & Containers

DO NOT INCLUDE IN YOUR MIXED RECYCLING CONTAINER / NO INCLUIR EN SU CONTENEDOR DE RECICLAJE MIXTO

NO Paper Products
 NO Non-Glass Containers
 NO Mixed Paper Products
 NO Dishware
 NO Clothing, Furniture & Carpet
 NO Appliances

To Learn More Visit wm.com/recyclerright

ORGANIC

Food & Vegetable Waste
 Bread & Grains
 Food Waste
 House & Auto Waste
 Yard Waste

To Learn More Visit wm.com/recyclerright

WM
 WASTE MANAGEMENT

Bin labels from several City of Sacramento commercial franchised haulers for each line of service

SORTING GUIDE

ORGANICS



FOOD SCRAPS, UNLINED FOOD-SOILED PAPER, WOOD PRODUCTS, GREEN WASTE



- × PLASTIC BAGS/WRAP
- × CONDIMENT PACKAGES
- × PLASTIC FOOD CONTAINERS
- × RECYCLABLES
- × STYROFOAM
- × ALUMINUM
- × GARBAGE

These materials may be placed in the organics container unbagged, within a paper bag, or a compostable bag. To be considered compostable, the bag must either be BPI certified or shown to meet the ASTM 6400 Standard. Check with your hauler on which types of bags they allow in the organics bins.

RECYCLING



EMPTY GLASS AND PLASTIC BOTTLES, ALUMINUM CANS, CLEAN PAPER AND CARDBOARD



- × FOOD
- × PLASTIC BAGS/WRAP
- × FOOD CONTAINERS
- × BATTERIES
- × GARBAGE

These materials may be placed in the mixed recycling container loose. Do not use a plastic bag for your recyclables unless approved by your hauler.

TRASH



SNACK PACKAGING, TAKEOUT CONTAINERS, CUTLERY, DRINK CUPS, PLASTIC BAGS, GARBAGE BAGS



- × FOOD
- × PLANT WASTE
- × RECYCLABLES
- × BATTERIES



City of Sacramento
Commercial Waste Compliance Guide

Get more recycling tips and tricks
daily by following us on social media!

[@SacRecycle](#)



[SACRECYCLE.ORG](https://www.sacreecycle.org)



**Recycling &
Solid Waste**
CITY OF SACRAMENTO

