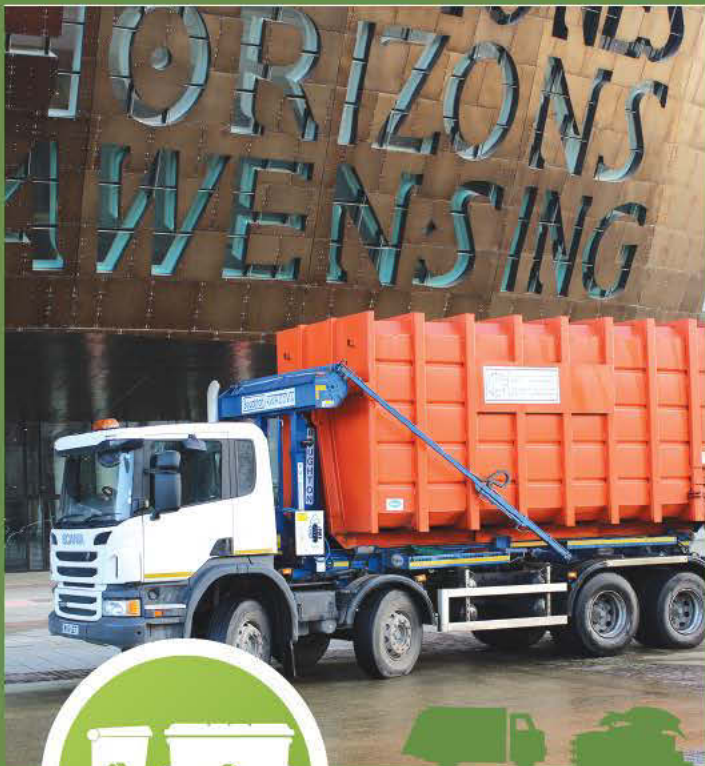




City of Cardiff Council Commercial Waste Service

Don't throw your money away. Reduce waste.



REDUCE - REUSE - RECYCLE - 02920 717501

CONTENTS

1) Introduction	Page 2
2) Our services	Page 3
2a) Waste collections	
• General waste	
• Mixed recycling	
• Single stream recycling	
• Food waste	
• Bulky waste and site clearance	
• Skips	
2b) Container options.....	Page 4
• Bin options	
• Bag options	
3) What happens to your recycling and waste?	Page 5
• Recycling in clear bags and blue bags	
• Turning your recycling into a resource	
• Food waste bin	
• Turning your food waste into a resource	
• Non-Recyclable Waste	
• Recovering energy from waste	
4) Additional services	Page 8
5) The waste contract	Page 8
• The contract	
• The waste transfer note	
• Your Invoice	
• Duty of care	
6) Waste presentation	Page 9
7) The green credentials	Page 9
• Green Dragon Environmental Management Standard (EMS)	
8) Frequently asked questions	Page 10
9) Contact Information	Page 10

1) INTRODUCTION

Cardiff Council is committed to working with the businesses in Cardiff to provide a cost effective collection method that suits your business needs. At Cardiff Council we take your waste and turn it into a resource.

Recycling is sorted at our state of the art Materials Recycling Facility and food waste is turned into compost and fertiliser. General waste is sent to an Energy from Waste facility where it is converted to heat and power. Cardiff Council has been providing the businesses of Cardiff with waste solutions for over 40 years. The services we offer can be tailored to your current business demands and incorporate responsible environmental practices.

Why choose Cardiff Council?

- ☒ Flexible service to suit your business needs
- ☒ Established waste collection and disposal service
- ☒ We turn your waste into a resource

2) OUR SERVICES

2a) Waste Collections - Cardiff Council offers the following services 7 days a week

GENERAL WASTE

Cardiff Council has many options for you to dispose of your general waste. You can see the available bin sizes on the next page, but if you don't have enough space to store a wheeled bin, we can provide orange bags instead. Your waste will then be turned into energy, used to supply heat and electricity to local communities.



MIXED RECYCLING

There are many benefits to separating your recyclable materials from your general waste, including saving you money. It also has environmental benefits, as the items are turned back into a resource (see page 5 for details). We can collect mixed recycling in a range of bins or provide clear bags.



SINGLE STREAM RECYCLING

Cardboard - can be flat packed, bundled and presented for collection with a pre-paid Cardiff Council orange label attached. If you produce a lot of cardboard, we can provide you with a recycling bin.

Glass - Small amounts of glass can be collected with mixed recycling. For large quantities we can provide a specific reinforced glass bin.



FOOD WASTE

Separating your food waste can save your business money, reduced issues with vermin, reduced spillages caused by seagulls and help you obtain green credentials. We can provide storage options for internal and external use. For more information see page 6.



BULKY WASTE AND SITE CLEARANCE

We can collect your bulky items upon request. To obtain a quote for your unwanted item(s) please contact the commercial team on 029 20717501 or email us at c.services@cardiff.gov.uk



SKIPS

If you produce large volumes of waste and require a skip collection or are planning some building/clearance works and would like to hire a skip, please contact is on 02920717501 or email us at c.services@cardiff.gov.uk. We have a variety of skip sizes available from 15 to 40 cubic yards. They can be open, closed or compactor.



2b) Container Options

BIN OPTIONS

OPTION OF BINS AND SIZES



If you have storage for bins, you'll find them:

- Easy to move
- A good way of reducing vermin, nasty smells and leaks
- Easy to securely lock
- A safe way to store sharp objects and broken glass

BAG OPTIONS

Limited space or produce small quantities?

... then a bag collection service may be right for you.

CLEAR BAG

For mixed recycling: cans, tins, paper, plastic and glass etc. Prepaid bags can be placed kerbside for collection.



FOOD CADDY

A 35 litre caddy for your food waste. A supply of bio-bags will also be provided free of charge.



ORANGE BAG

For general waste that's leftover after you've sorted your recycling and food waste. Prepaid bags can be placed kerbside for collection.



ORANGE LABEL

For sticking on bundles of cardboard ready for collection. The size of the bundles should be no bigger than an orange sack.



FOR INTERNAL USE ONLY - NOT COLLECTED

BLUE BAG

For mixed recycling that goes into your recycling bin if you have one.



OFFICE RECYCLING BOX

Use either with a clear bag or blue bag and provide a quick and easy way to recycle in the office.



KITCHEN CADDY

A 7 litre kitchen caddy for your food waste. When it's full, place the contents into your 35 litre caddy for collection.



3) WHAT HAPPENS TO YOUR RECYCLING AND WASTE?

RECYCLING IN CLEAR BAGS AND BLUE BAGS

You can put clear bags on the street ready for collection and you can put blue bags in your recycling bin.

YES PLEASE:

- Junk Mail/Flyers/Envelopes
- Newspapers/Magazines
- Drinks Cans
- Food Tins
- Plastic Bottles
- Office Paper
- Glass Bottles and Jars
- Yoghurt Pots
- Plastic packaging
- Cardboard*

*You can put large amounts of cardboard straight into your recycling bin if you have one, or ask us about our cardboard orange label service



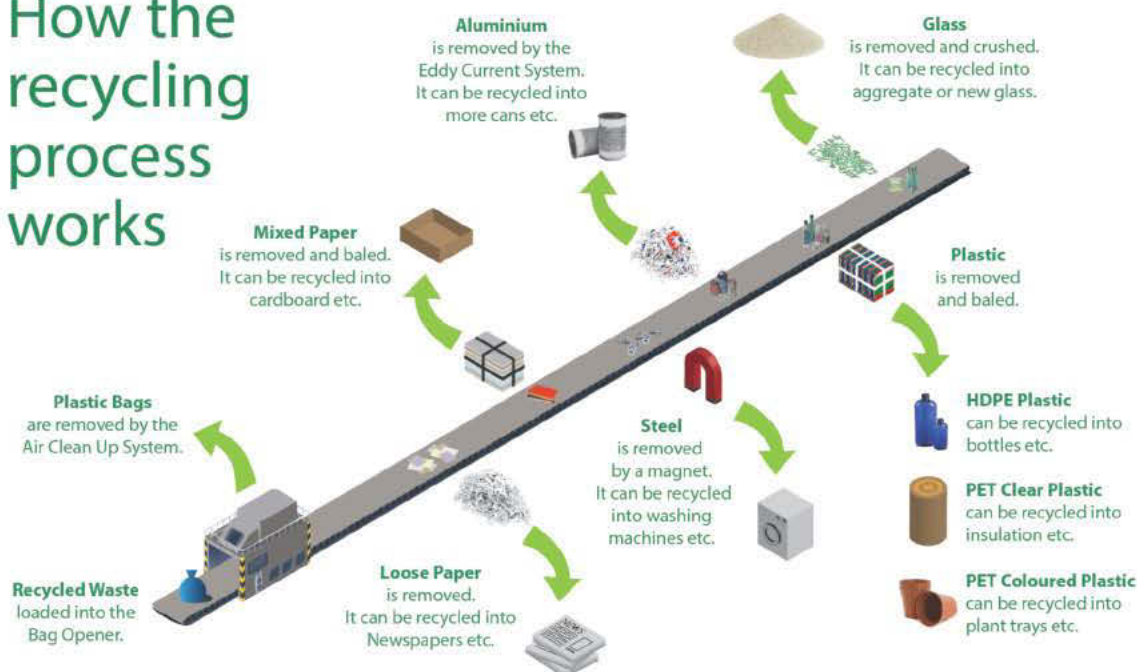
NO THANKS:

- Shredded Paper
- Plastic Bags
- Kitchen Foil
- Broken Glass
- Fake foil including crisp packets
- Polystyrene and Bubble Wrap
- Electrical items – ask us about our bulky collection service
- CDs/DVDs/VHS Tapes
- Textiles and clothes
- Paper Towels
- Cellophane
- Food or Organic Waste



TURNING YOUR RECYCLING INTO A RESOURCE

How the recycling process works



FOOD WASTE BIN

You can put your full caddy liner into either your kerbside caddy or brown wheeled bin – it depends on which size bin you've chosen.

YES PLEASE:

- Cooked and uncooked food
- Egg Shells
- Fruit and Vegetable Peelings
- Fish
- Tea Bags
- Meat and dairy
- Leftover food
- Coffee Grounds

Please remember to remove the packaging before you put food into your bio bag.



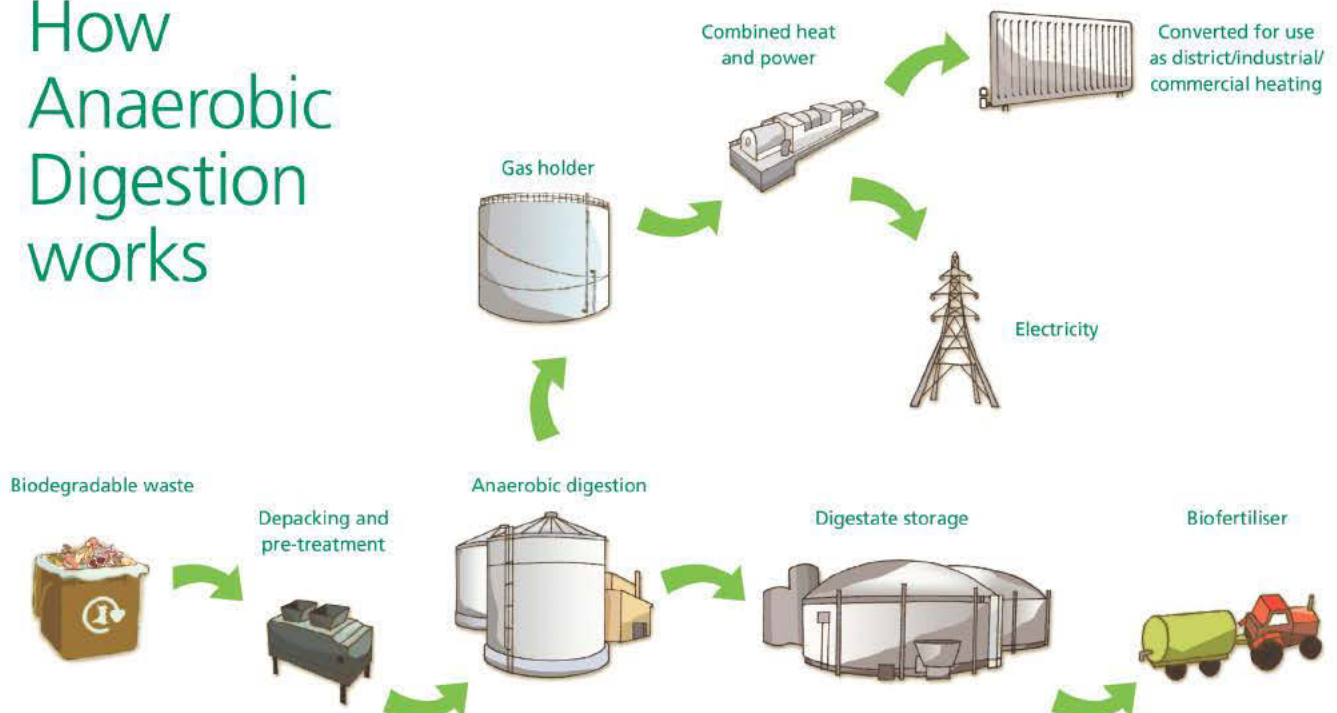
NO THANKS:

- Juice Cartons
- Plastic Bags
- Plastic
- Glass
- Paper
- Polystyrene
- Metal
- Soil or Rubble
- Animal Waste
- Napkins
- Cutlery
- Liquids
- Animal carcass
- Garden Waste



TURNING YOUR FOOD WASTE INTO A RESOURCE

How Anaerobic Digestion works



NON-RECYCLABLE WASTE

All general waste is sent to a local Energy Recovery Facility, where it is incinerated. This means there are some items that are not safe for us to collect as general waste. However we may be able to remove these items in alternative ways. Get in touch for more information.

NO THANKS:

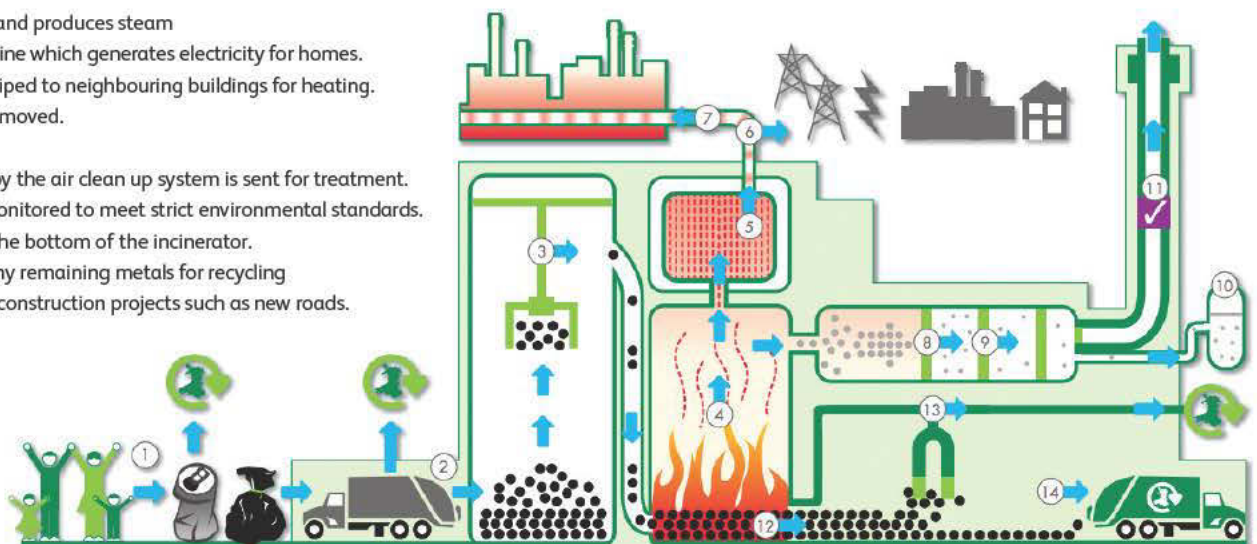
- Electrical items
- Gas canisters
- Explosives or fireworks
- Hazardous waste
- Asbestos
- Tyres
- Plasterboard
- Bulky metal
- Tree stumps
- Concrete or rubble
- Any bulky items*

*Any items heavier than 25kg
or larger than:
1.2m x 0.2m x 0.1m
0.8m x 0.8m x 0.1m
0.6m x 0.6m x 0.6m



RECOVERING ENERGY FROM WASTE

1. Waste is sorted by the customer.
2. Waste can be pre-sorted to remove any left over recyclables.
3. Waste is fed into the incinerator
4. It burns at over 850°C
5. Heat enters a boiler and produces steam
6. Steam powers a turbine which generates electricity for homes.
7. Excess heat can be piped to neighbouring buildings for heating.
8. Harmful gases are removed.
9. Particles are filtered.
10. Material collected by the air clean up system is sent for treatment.
11. All emissions are monitored to meet strict environmental standards.
12. Ash is collected at the bottom of the incinerator.
13. Magnets remove any remaining metals for recycling
14. Ash can be used in construction projects such as new roads.



4) ADDITIONAL SERVICES

At Cardiff Council we can provide the following services at competitive rates, quickly and efficiently. Speak to us to find out more about:

- Street cleansing
- Events (litter picking, sweeping & clean up)
- Land clearance
- Street washing
- Skip hire
- Property clearance (internal and external)
- Pest control
- Bin cleaning services
- Office cleaning services



5) THE WASTE CONTRACT

This outlines our commitment to supporting your business. It includes contact and payment details, the level of service you have chosen and contains the full terms and conditions.

THE WASTE TRANSFER NOTE

You need to have a Waste Transfer Note if you have your waste and recycling collected by any organisation, not just Cardiff Council.

The note puts in writing:

- The types of waste and recycling your businesses produces
- Where the waste and recycling comes from
- How it's presented for collection
- Who collects and handles your waste and recycling

The note also asks for a declaration to say that you've considered reusing or recycling before deciding to dispose of your waste.



YOUR INVOICE

You will get a monthly invoice from us, but a number of payment options are available, including Direct Debit. Ask us for details and we can help you choose the right payment option for your business.

DUTY OF CARE

Under section 34 of the Environment Protection Act 1990, all businesses must:

- Make sure the organisation collecting its waste is licensed to do so
- Take steps to store waste and recycling safely and securely so it can't escape and cause damage to the environment or harm the public
- Describe the waste in writing using a Waste Transfer Note if it intends to pass on waste and recycling to another organisation

6) WASTE PRESENTATION



Please adhere to the city centre time restrictions for presenting waste if your business is in the city centre.



Please only present waste on the correct days as detailed in your waste collection contract.



Waste must fit inside your bin with the lid closed.
No waste to the side of the bin is permitted.



If on a bag collection, please only present waste in the bags we provide.

7) THE GREEN CREDENTIALS

GREEN DRAGON ENVIRONMENTAL MANAGEMENT STANDARD

At Cardiff Council we are signed up to the Green Dragon Environmental Management Standard. You can sign up too and your business will benefit from an environmental management system that's relevant to you. To find out more visit www.greendragonems.com



8) FREQUENTLY ASKED QUESTIONS

Q. How can I change my contract?

A. Get in touch and we can talk you through the steps you need to take.

Q. How can I get more bags?

A. Get in touch and we can provide extra bags or an extra collection.

Q. Do I need to clean out or rinse recyclable items?

A. Where possible, make sure that all cartons, bottles and tins are empty and rinsed before placing them in the recycling bags.

Q. I occasionally produce additional waste. How can I arrange an extra collection?

A. We can arrange one off extra collection, or a schedule of extra collections to satisfy your needs. Please contact us on (029) 2071 7501 or email c.services@cardiff.gov.uk

9) CONTACT INFORMATION

CONTACT US

Call: 029 2071 7501

Email: c.services@cardiff.gov.uk

Mail: Commercial Services
Cardiff Council
Lamby Way
Cardiff
CF3 2HP

Web: www.cardiff.gov.uk/commercialwaste

