

# **SOLID NON-HAZARDOUS WASTE AUDIT 2022**

**WORLD EXCHANGE PLAZA  
45 O'CONNOR STREET  
OTTAWA, ONTARIO**



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**Appendix A** - Material Category Definitions

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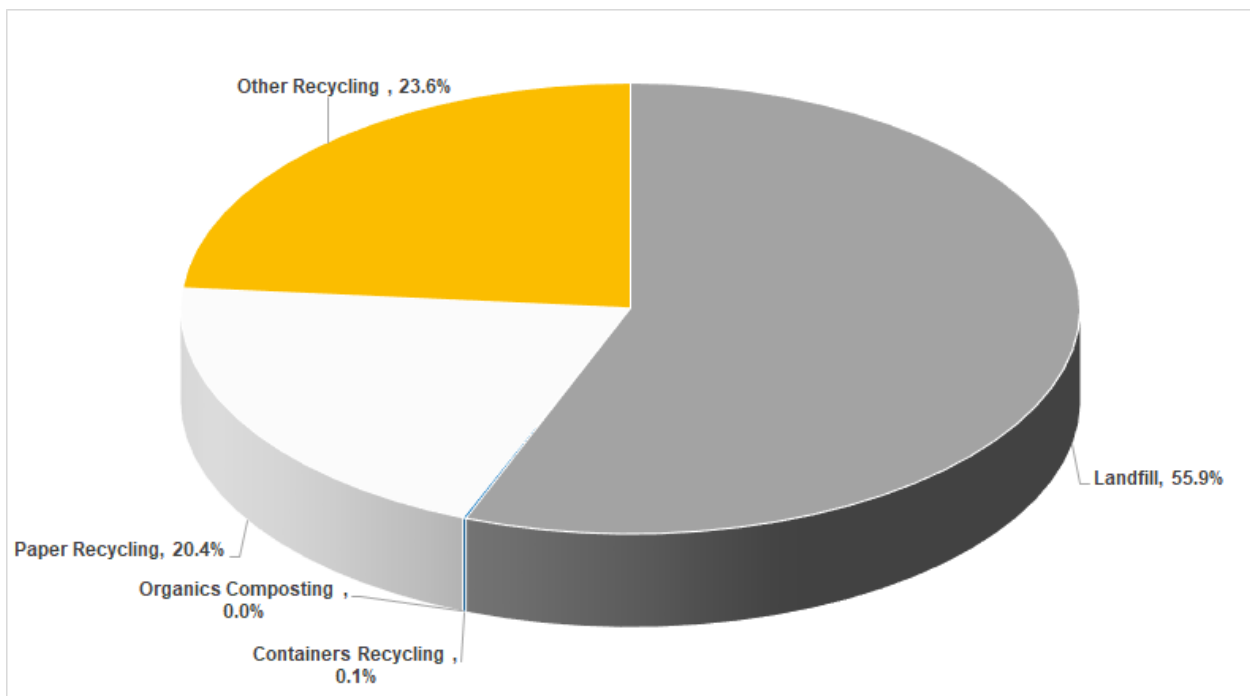
**Appendix D** - Ministry of the Environment and Climate Change Waste Audit and Waste Reduction Workplan Forms

## EXECUTIVE SUMMARY

Quadreal Property Group engaged the services of Viridis Environmental Inc. to conduct solid non-hazardous waste audits at select of its properties in 2022. The base scope of work is to complete waste audits and waste reduction workplans that comply with Ontario Ministry of Environment and Climate Change (MOECC) 3R's Regulations (O.Reg 102/94 and O.Reg 103/94); the Building Owners Managers Association (BOMA) Building Environmental Standards (BEST) requirements; and Leadership in Energy and Environmental Design (LEED) requirements. This report presents the results of the November 12<sup>th</sup>, 2022 solid non-hazardous waste audit conducted at the World Exchange Plaza in Ottawa. The field data were combined with waste hauling data for 2022 and rolled-up into this 2022 Annual Waste Audit.

In 2022, the World Exchange Plaza generated a total of 99 tonnes of material, of which 44 tonnes were diverted from landfill and 55 tonnes were landfilled. Therefore, **the diversion rate for 2022 was 44%.**

**Overall Waste Generation at the World Exchange Plaza in 2022**



The chart below shows the capture rates of recyclable and compostable materials generated at the World Exchange Plaza in 2022. These rates represent the results **without any** Domus staff sorting of the material because the sorting was discontinued for all of 2022.

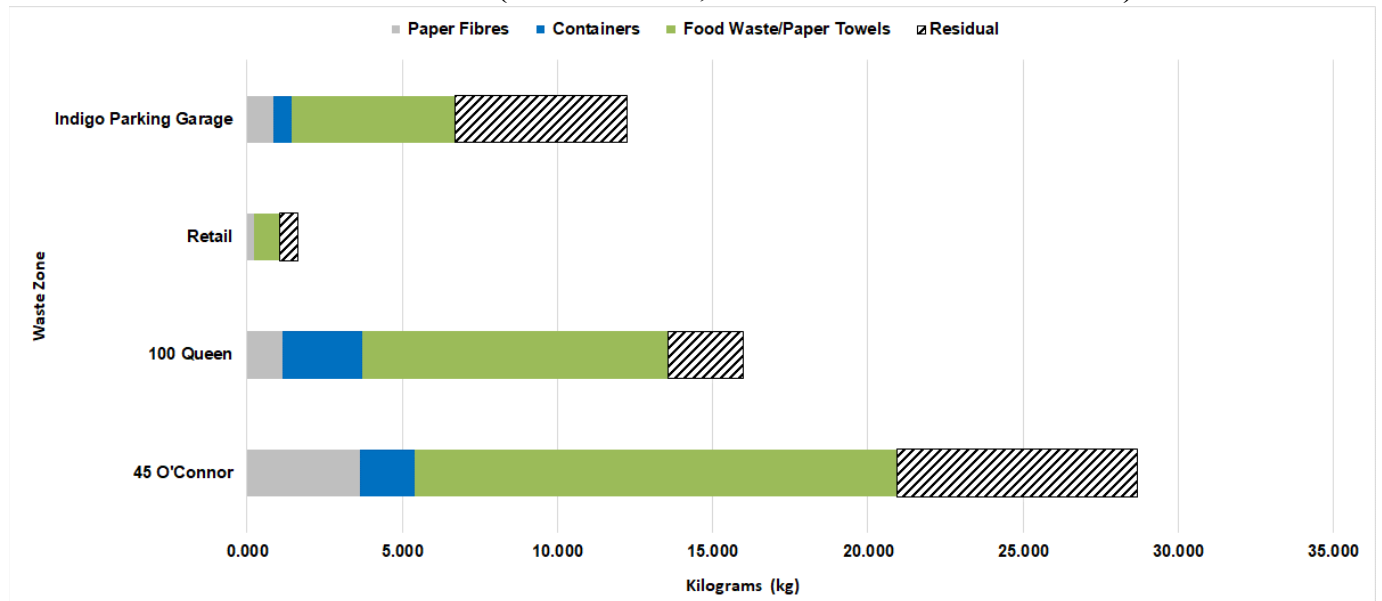
**RECYCLING/ COMPOSTING WASTE STREAM CAPTURE RATES AT THE  
WORLD EXCHANGE PLAZA – 2022**

<b>Diversion Stream</b>	<b>Total Recycled (tonnes)</b>	<b>Total Landfilled (tonnes)</b>	<b>Total Generated (tonnes)</b>	<b>Capture Rates</b>
Shredded Paper and Non-Shredded Paper	9.830	2.921	12.751	77%
Cardboard	10.360	0.689	11.049	94%
Organics	0.000	14.067	14.067	0%
Commingled Containers	0.121	4.536	4.656	3%
Metal/Steel	10.310	0.037	10.347	100%
Other - Grease recycling	0.000	0.000	0.000	n/a
Wood	1.190	0.032	1.222	97%
Electronics - Recycling	2.600	0.000	2.600	100%
Furniture - Donated	0.000	0.000	0.000	n/a
Lamps/Lightbulbs	0.000	0.000	0.000	n/a
Building Materials - Cement/Concrete	9.280	0.540	9.820	95%
<b>Total</b>	<b>43.691</b>	<b>22.821</b>	<b>66.512</b>	<b>66%</b>

The capture rates for all materials currently diverted at the World Exchange Plaza are varied significantly depending on the material. Overall, the capture rate for all targeted materials at the World Exchange Plaza was **66%**, mostly driven by the recycling of Paper, Cardboard, Metal/Steel, and Building Materials – Cement/Concrete.

The figure below illustrates the distribution of landfill waste by location at the World Exchange Plaza measured during the November 12, 2022 sample. The largest generator of landfill waste was 45 O’Connor at 49% of the total of 58.530 kg of landfill waste. The remaining proportions include 27% for 100 Queen, 21% for Indigo/Parking Garage, and 3% Retail. It is also apparent that organics (food waste) made up the largest component of the landfill waste, at 31.505 kg or 54%. It must be understood that the waste audit was conducted while the World Exchange Plaza had only minimal occupancy due to COVID-19 as well as greatly reduced food court activity. Consequently, the waste totals in this report reflect a greatly reduced level of operational waste compared to pre-pandemic years.

**DIVERTIBLE MATERIAL COMPOSITION OF LANDFILL WASTE AT THE  
WORLD EXCHANGE PLAZA (NOVEMBER 12, 2022– COVID-19 CONDITIONS)**



To further increase the waste diversion at the World Exchange Plaza and improve the performance of tenants who use the system, the recommended actions are listed below but it is understood that their effect will be limited until after COVID-19 conditions have ended.

- **Notify tenants** at the World Exchange Plaza about the results of the waste audit and posting the results so they are accessible as per Ontario Regulation 102/94. Posting results could include having a physical copy available in the building and/or posting a copy electronically to a website to which the tenants have access.
- **Meet with tenants** to discuss their experience with the current waste diversion programs and obtaining their suggestions for improvement. Tenant engagement should be an on-going activity to ensure tenants know what they can and cannot divert from landfill and any procedures to be followed.
- **Review existing recycling and composting container placement and signage** within the building to ensure enough containers are available and in optimum locations. The cleaning staff should also be consulted regarding their own experiences during waste collection within the building and any improvements they would suggest.
- **Restart the composting program** because approximately 52% of the landfill waste was paper towels and front of counter organics (food waste) suggesting the composting program should be reconsidered for implementation.
- **Restart the waste sorting program** performed by Domus when feasible because it is a significant factor in increasing waste diversion efforts.

- **Consult with existing waste service providers** to examine the potential to expand certain waste diversion programs. For example, polystyrene is currently landfilled but perhaps there may be a future diversion option. There may be other opportunities that the waste service provider can assist with.

## 1.0 BACKGROUND

Quadreal Property Group engaged the services of Viridis Environmental Inc. to conduct solid non-hazardous waste audits at select of its properties in 2022. The base scope of work is to complete waste audits and waste reduction workplans that comply with Ontario Ministry of Environment and Climate Change (MOECC) 3R's Regulations (O.Reg 102/94 and O.Reg 103/94); the Building Owners Managers Association (BOMA) Building Environmental Standards (BEST) requirements; and Leadership in Energy and Environmental Design (LEED) requirements. This report presents the results of the November 12<sup>th</sup>, 2022 solid non-hazardous waste audit conducted at the World Exchange Plaza in Ottawa. The field data were combined with waste hauling data for 2022 and rolled-up into this 2022 Annual Waste Audit.

## 2.0 FACILITY PROFILE

The World Exchange Plaza is a 674,000 ft<sup>2</sup> multi-tenant complex consisting of 2 office towers (45 O'Connor Street and 100 Queen Street), a multilevel concourse, outdoor amphitheatre, and underground parking for 1,100 vehicles. The complex is owned by bcIMC Realty Corporation and managed by Quadreal Property Group.

The **current waste management collection procedures** are as follows:

- Progressive Waste Solutions collects the solid non-hazardous non-recyclable waste materials in a roll-off 30 yd<sup>3</sup> compactor twice per month on average.
- Cascades Recovery Inc. (Cascades) collects the organic food waste and paper towels in 95 gallon carts weekly.
- Cascades collects the baled corrugated cardboard 3 times per week.
- Cascades collects the paper recycling in 95 gallon containers 5 days per week.
- Cascades collects cans, glass, plastics and milk/juice cartons & tetra-paks co-mingled in 95 gallon carts 5 days per week.
- Cascades collects shrink wrap monthly.
- E-Waste is collected by Evolutic.
- Off-site shredding is used by the majority of tenants.
- Wood pallets are reused.
- Fluorescent tubes are collected by Evolutic.
- Toner cartridges are collected by GreenTec.
- Batteries are collected by Raw Materials Inc.
- Eye glasses are collected in mail rooms and donated to 3<sup>rd</sup> World Countries.
- Shoes are collected and donated to Sole Responsibility.
- Three-compartment collection recycling centres are placed strategically on the ground to third floor to accommodate the collection of paper, co-mingled containers, and garbage.
- All office tenants have provided separate blue deskside containers to their staff for the collection of recyclable mixed paper. The tenants also use their black mini clip-on garbage containers which attach to the blue deskside container.

- Domus Building Cleaning (Domus) collects all recyclable paper from the blue deskside containers and all co-mingled containers from the recycling centres. They dispose of these materials in the appropriate collection containers.
- Domus collects the plastic milk, pop, bread crates and fruit baskets for reuse.
- Furniture is collected and reused on site.
- Tenant kitchens are equipped with three-compartment recycling stations to accommodate the collection of organic food waste and co-mingled containers.



### 3.0 METHODOLOGY

The audit of the World Exchange Plaza was conducted on November 12<sup>th</sup>, 2022. The field sampling consisted of a detailed sort and weigh of a 24-hour period of Garbage; Recycled Paper and Cardboard; Containers (Glass, Metal, Plastic, Milk/Juice Cartons and Tetra-Paks); and Organics (Food Waste and Paper Towels). The waste samples were collected by the cleaning staff who brought them to the sort location in the loading dock.

All of the waste was sorted into 30 pre-determined categories which are described in **Appendix A**. The weight for each category was entered into a waste audit spreadsheet. The sample waste audit data are shown in **Appendix B**. The waste hauling data used to derive the annual totals required for reporting against the MOECC requirements are provided in **Appendix C**. The MOECC Waste Audit and Waste Reduction Workplan Forms required under Ontario Regulation 102/94 are provided in **Appendix D**.

The figures reported in **Section 4.0 – Audit Results** were derived from two major data sources. The first major source of data were the 2022 figures of waste generation for each waste stream provided by the waste hauler. Consultation with the waste hauler indicated that any contaminants within the waste diversion programs would be part of the reported weights and were not itemized separately in the hauling records. The second major data source were the composition data from the 24-hour snapshot of all waste streams at the World Exchange Plaza. The waste materials in each waste stream were sorted according to the 30 material categories and weighed on a digital scale that resolved to 0.005 kg with a 50 kg capacity.

While every effort was made to gather the best data available, one 24-hour sample of waste simply cannot take into consideration all intermittent activities or fluctuations in either waste generation or composition across a 12-month period. It must also be understood that hauling records were used for the annual totals and can vary significantly from annual estimates using waste composition data. Consequently, the waste composition figures presented in this waste audit report and their annual extrapolation are a best estimate. According to facility staff, the sample period could be reasonably assumed to be typical of facility operations and waste generation under the current COVID-19 environment. That said, the level of confidence associated with the findings is that of them being certainly plausible and of the correct order of magnitude, but not absolutely precise. Nevertheless, based on the information available, it is the opinion of Viridis Environmental Inc. that the findings presented here reasonably account for the waste management situation at the World Exchange Plaza.

## 4.0 AUDIT RESULTS

### 4.1 Overall Waste Generation

**Table 1** presents the estimated annual weights of diverted and landfilled material generated at the World Exchange Plaza. The totals were derived from hauling records and data contained within Quadreal’s RealData application. In 2022, the World Exchange Plaza generated a total of 99 tonnes of material, of which 44 tonnes were diverted from landfill and 55 tonnes were landfilled. Therefore, **the diversion rate for 2022 was 44%**.

**Table 1 – Overall Waste Generation at World Exchange Plaza in 2022<sup>1</sup>**

Waste Stream	Total kilograms	% of Total
Landfill	55,489	55.9%
Cardboard	10,360	10.4%
Metal/Steel	10,310	10.4%
Shredded Paper and Non-Shredded Paper	9,830	9.9%
Building Materials - Cement/Concrete	9,280	9.4%
Electronics - Recycling	2,600	2.6%
Wood	1,190	1.2%
Commingled Containers	120	0.1%
Organics	0	0.0%
Other - Grease recycling	0	0.0%
Lamps/Lightbulbs	0	0.0%
Furniture	0	0.0%
<b>Total</b>	<b>99,180</b>	<b>100%</b>

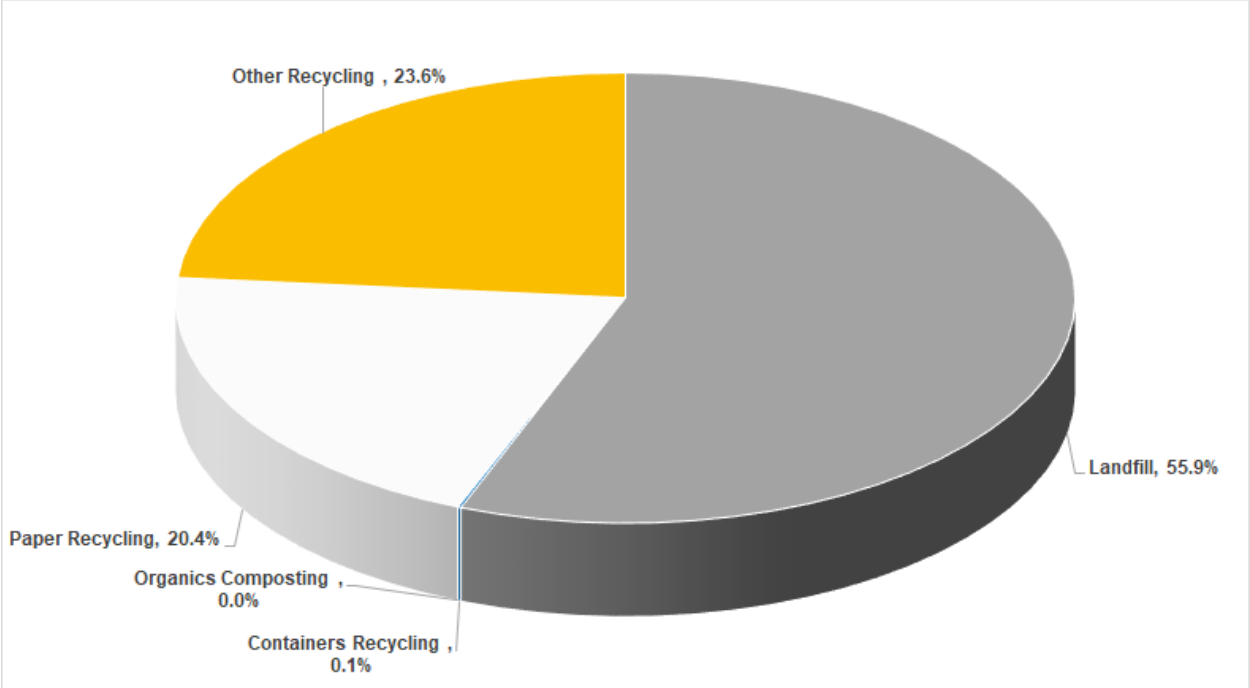
The single largest waste stream was landfill at 56%. Cardboard was the single largest recycled material at 10% of overall waste generation. Metal/Steel from construction and Shredded/Non-Shredded Paper recycling were also each 10% of the total waste generated. Building Material –

<sup>1</sup> Totals do not sum due to rounding.

Cement/Concrete comprised 9% of the total waste generated followed by Electronics Recycling at 3% of the total. All remaining diverted materials comprised 1% of the total waste generated.

The overall waste stream proportions are represented graphically in **Figure 1** below.

**FIGURE 1: OVERALL WASTE STREAM PROPORTIONS AT THE WORLD EXCHANGE PLAZA - 2022**



## 4.2 Overall Waste Composition

Table 2 shows the estimate overall waste composition across the various waste streams at the World Exchange Plaza.

**TABLE 2: OVERALL WASTE COMPOSITION AT THE WORLD EXCHANGE PLAZA - 2022**

Waste Type	Product	3R's Group	Landfill (kg)	Containers Recycling (kg)	Organics Composting (kg)	Paper Recycling (kg)	Other Recycling (kg)	Total (kg) - 2022	% of Total
Paper	Old corrugated cardboard (OCC)	Recyclable	679	9	0	10,360	0	11,049	11.1%
Paper	Newsprint/Magazines	Recyclable	0	16	0	9,220	0	9,237	9.3%
Paper	Boxboard	Recyclable	1,919	96	0	0	0	2,015	2.0%
Paper	Other recyclable paper	Recyclable	2,782	139	0	610	0	3,530	3.6%
Paper	Paper towels	Compostable	14,456	136	0	0	0	14,593	14.7%
Paper	Coffee Cups	Compostable	4,026	60	0	0	0	4,086	4.1%
Paper	Compostable Paper	Compostable	767	35	0	0	0	802	0.8%
Paper	Other non recyclable paper	Waste	193	4	0	0	0	197	0.2%
<b>Paper</b>			<b>24,822</b>	<b>496</b>	<b>0</b>	<b>20,190</b>	<b>0</b>	<b>45,509</b>	<b>45.9%</b>
Organics	Front of counter organics	Compostable	13,704	363	0	0	0	14,067	14.2%
Organics	Behind counter organics	Compostable	0	0	0	0	0	0	0.0%
Organics	Leaf Litter/Plant Debris	Compostable	0	0	0	0	0	0	0.0%
<b>Organics</b>			<b>13,704</b>	<b>363</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,067</b>	<b>14.2%</b>
Glass	Glass	Recyclable	1,983	12	0	0	0	1,995	2.0%
Glass	Other Glass	Waste	473	0	0	0	0	473	0.5%
<b>Glass</b>			<b>2,456</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,468</b>	<b>2.5%</b>
Metal	Steel	Recyclable	0	2	0	0	10,310	10,312	10.4%
Metal	Aluminum	Recyclable	776	32	0	0	0	808	0.8%
Metal	Other metal	Waste	37	0	0	0	0	37	0.0%
<b>Metal</b>			<b>813</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>10,310</b>	<b>11,156</b>	<b>11.2%</b>
Plastic	Polystyrene	Waste	831	43	0	0	0	874	0.9%
Plastic	Recyclable #1 - PET	Recyclable	808	53	0	0	0	861	0.9%
Plastic	Recyclable #2 - HDPE	Recyclable	32	0	0	0	0	32	0.0%
Plastic	Recyclable #4 - LDPE	Recyclable	0	5	0	0	0	5	0.0%
Plastic	Recyclable #5 - PP	Recyclable	684	9	0	0	0	693	0.7%
Plastic	Film Plastic	Waste	4,045	70	0	0	0	4,115	4.1%
Plastic	Other Plastic	Waste	184	10	0	0	0	194	0.2%
Plastic	Compostable Plastic	Compostable	0	0	0	0	0	0	0.0%
<b>Plastic</b>			<b>6,583</b>	<b>191</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,774</b>	<b>6.8%</b>
Wood	General	Waste	32	0	0	0	1,190	1,222	1.2%
Wood	Pallets	Reusable	0	0	0	0	0	0	0.0%
<b>Wood</b>			<b>32</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,190</b>	<b>1,222</b>	<b>1.2%</b>
Miscellaneous	Reusable Office Supplies	Reusable	188	8	0	0	0	196	0.2%
Miscellaneous	Hazardous Waste	Hazardous	0	0	0	0	0	0	0.0%
Miscellaneous	Multi-Composite	Waste	666	12	0	0	0	677	0.7%
Miscellaneous	Milk/Juice Cartons & Tetra Paks	Recyclable	252	8	0	0	0	260	0.3%
Miscellaneous	Textiles	Waste	0	14	0	0	0	14	0.0%
Miscellaneous	Other Miscellaneous	Waste	4,224	193	0	0	0	4,417	4.5%
Miscellaneous	Building Materials - Cement/Concrete	Recyclable	540	0	0	0	9,280	9,820	9.9%
Miscellaneous	Lamps/Lightbulbs	Recyclable	0	0	0	0	0	0	0.0%
Miscellaneous	Electronics	Recyclable	0	0	0	0	2,600	2,600	2.6%
Miscellaneous	Furniture	Recyclable	0	0	0	0	0	0	0.0%
<b>Miscellaneous</b>			<b>5,870</b>	<b>235</b>	<b>0</b>	<b>0</b>	<b>11,880</b>	<b>17,984</b>	<b>18.1%</b>
<b>Grand Total</b>			<b>54,280</b>	<b>1,330</b>	<b>0</b>	<b>20,190</b>	<b>23,380</b>	<b>99,180</b>	<b>100.0%</b>
<b>% of Total</b>			<b>54.7%</b>	<b>1.3%</b>	<b>0.0%</b>	<b>20.4%</b>	<b>23.6%</b>	<b>100.0%</b>	
<b>Adjusted Landfill and Recycling Totals</b>			<b>55,489</b>	<b>121</b>		<b>20,190</b>	<b>23,380</b>	<b>99,180</b>	
<b>% of Total</b>			<b>55.9%</b>	<b>0.1%</b>	<b>0.0%</b>	<b>20.4%</b>	<b>23.6%</b>	<b>100.0%</b>	<b>44.1%</b>

**The landfill waste stream accounted for 56% of the total material generated** and thus the 44% diversion rate. The landfill composition shown in **Table 2** is a best estimate based on the hauling records total, but also the 24-hour sample taken on November 12, 2022. Approximately 52% of the landfill waste was paper towels and front of counter organics (food waste) suggesting the composting program should be reconsidered for implementation.

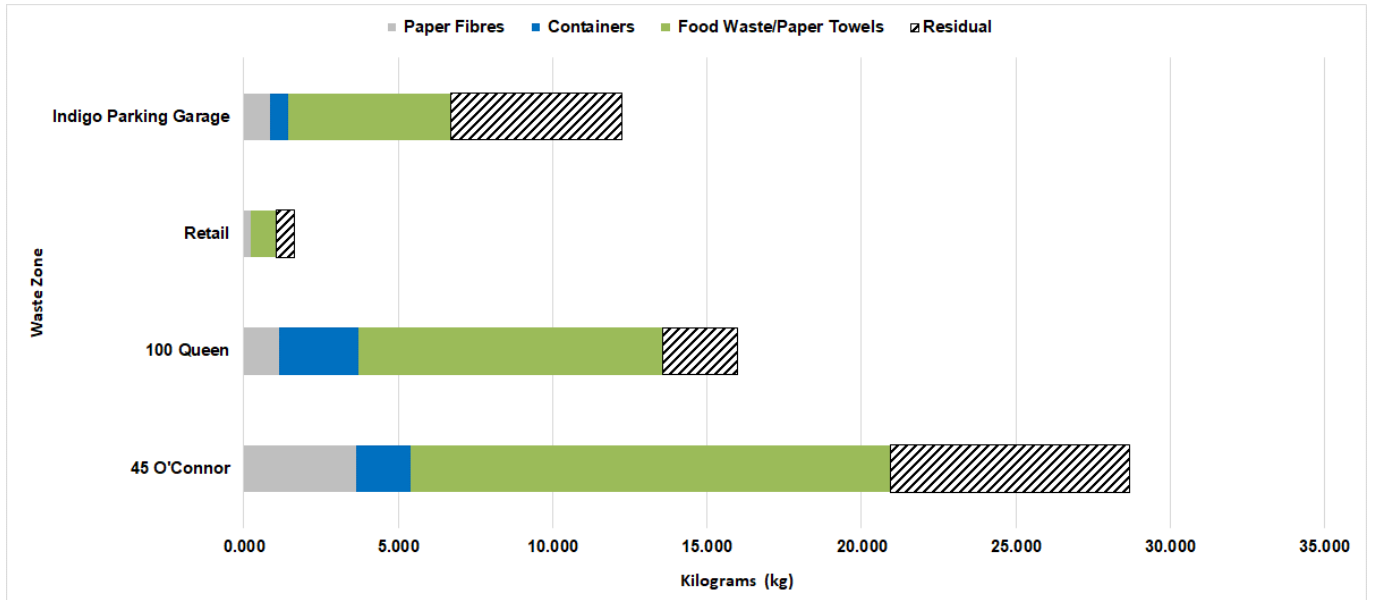
**The paper recycling stream comprised 20% of the weight of material** discarded at the World Exchange Plaza. The single largest component was Cardboard at 51% of the total weight. Newsprint/Magazines were the second largest item at 46% of the total.

**The Containers recycling stream made up 0.1% of the total waste generated** and included glass bottles (12 kg), steel and aluminum cans (34 kg), various plastic resins (67 kg), and milk cartons/tetra-pak style packages (8 kg).

**The Other recycling stream comprised 24% of the total waste generated** and included steel, building materials (concrete/cement), electronics and wood.

**Figure 2** illustrates the distribution of landfill waste by location at the World Exchange Plaza measured during the November 12, 2022 sample. The largest generator of landfill waste was 45 O'Connor at 49% of the total of 58.530 kg of landfill waste. The remaining proportions include 27% for 100 Queen, 21% for Indigo/Parking Garage, and 3% Retail. It is also apparent that organics (food waste) made up the largest component of the landfill waste, at 31.505 kg or 54%. It must be understood that the waste audit was conducted while the World Exchange Plaza had only minimal occupancy due to COVID-19 as well as greatly reduced food court activity. Consequently, the waste totals in this report reflect a greatly reduced level of operational waste compared to pre-pandemic years.

**FIGURE 2: LANDFILL QUANTITIES BY LOCATION AT THE WORLD EXCHANGE PLAZA - NOVEMBER 12, 2022**



### 4.3 Capture Rates

**Table 4** shows the capture rates of recyclable and compostable materials generated at the World Exchange Plaza in 2022. These rates represent the results **without any** Domus staff sorting of the material because that was discontinued for all of 2022.

**TABLE 4: RECYCLING/ COMPOSTING WASTE STREAM CAPTURE RATES AT THE WORLD EXCHANGE PLAZA – 2022**

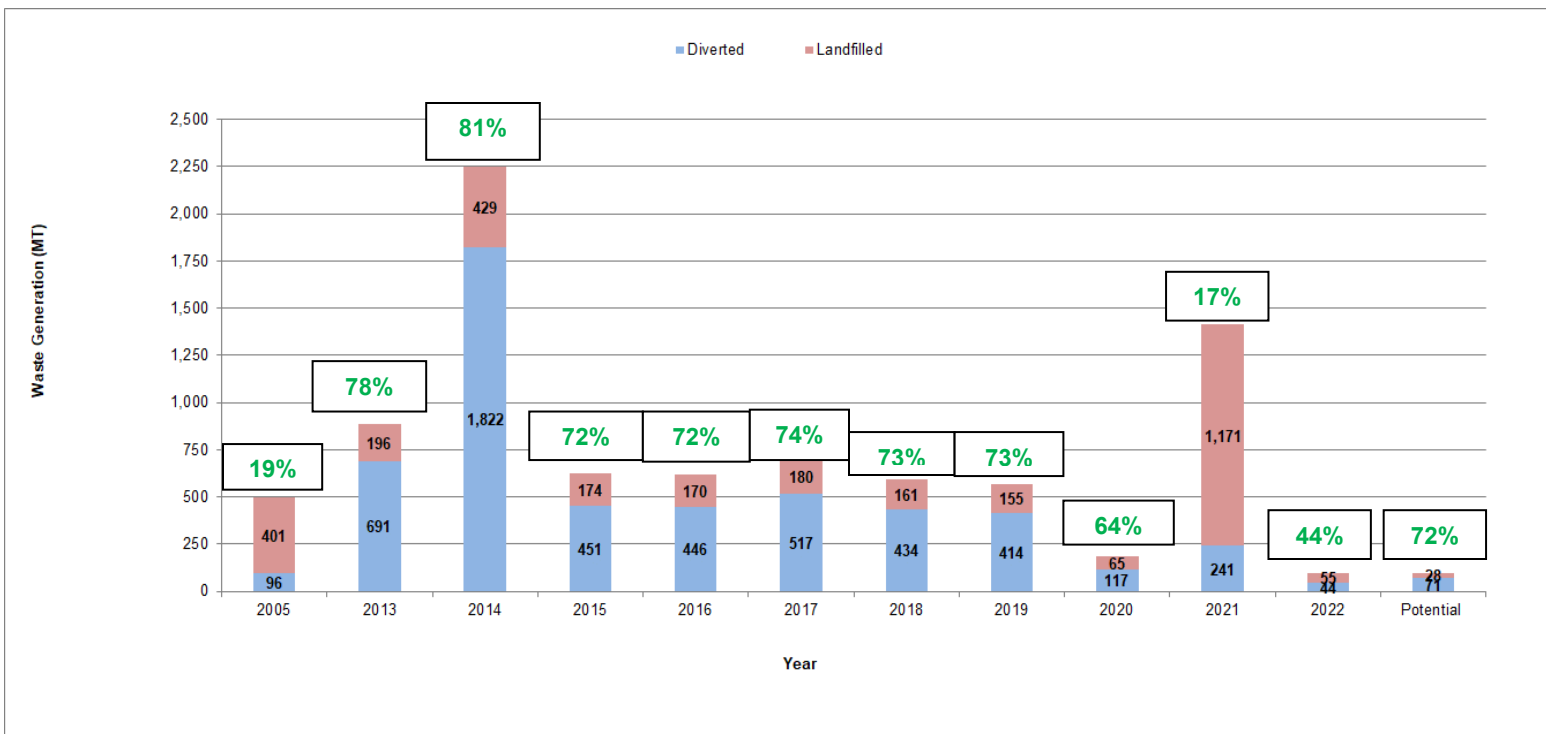
<b>Diversion Stream</b>	<b>Total Recycled (tonnes)</b>	<b>Total Landfilled (tonnes)</b>	<b>Total Generated (tonnes)</b>	<b>Capture Rates</b>
Shredded Paper and Non-Shredded Paper	9.830	2.921	12.751	77%
Cardboard	10.360	0.689	11.049	94%
Organics	0.000	14.067	14.067	0%
Commingled Containers	0.121	4.536	4.656	3%
Metal/Steel	10.310	0.037	10.347	100%
Other - Grease recycling	0.000	0.000	0.000	n/a
Wood	1.190	0.032	1.222	97%
Electronics - Recycling	2.600	0.000	2.600	100%
Furniture - Donated	0.000	0.000	0.000	n/a
Lamps/Lightbulbs	0.000	0.000	0.000	n/a
Building Materials - Cement/Concrete	9.280	0.540	9.820	95%
<b>Total</b>	<b>43.691</b>	<b>22.821</b>	<b>66.512</b>	<b>66%</b>

The capture rates for all materials currently diverted at the World Exchange Plaza are varied significantly depending on the material. Overall, the capture rate for all targeted materials at the World Exchange Plaza was **66%**, mostly driven by the recycling of Paper, Cardboard, Metal/Steel, and Building Materials – Cement/Concrete.

#### 4.4 Historical, Current and Potential Diversion Rates

**Figure 3** presents the weights of diverted and landfilled material indicated in the 2005 baseline waste audit, the 2013-2022 waste audits, and the potential that may be achieved assuming a further diversion of 50% of currently landfilled 55 tonnes in 2022. The diversion rates are indicated as green percentages above the bars and range from a low of 17% in 2021 to the potential of 72%. The 2014 year is significantly greater in both diverted and landfilled material because of deconstruction project on the third-floor retail area leading to significant quantities of construction waste (i.e., concrete). In most years, the diversion rates have exceeded 70%. That said, the overall diversion rates have exceeded 70% and is certainly the result of both tenants using the waste diversion systems but also the Domus dedicated staff who physically sorted the waste streams daily to help increase the diversion rate up until 2021. The 2022 results were the lowest to date in terms of overall waste generation but are highly atypical given the COVID-19 effects on building operations and occupancy.

**FIGURE 3: HISTORICAL, CURRENT AND POTENTIAL DIVERSION RATES**





## 5.0 COMPARATIVES

Table 5 provides estimates of real-life savings achieved through some of the diversion practices at the World Exchange Plaza.

**Table 5: Resource Savings Achieved By Waste Diversion**

Material	2022 Recycled Weight (kg)	2022 Recycled Weight (mt)	Estimated Resources Saved		
			Kwh	Barrels of Oil	Cubic Yards of Landfill Space
Aluminum	32	0.032	405	1	0
Newsprint	9,220	9.220	5,026	14	38
Office Paper	610	0.610	2,267	5	2
Plastic	63	0.063	328	1	2
Steel	2	0.002	1	0	0
Glass	12	0.012	0	0	0
<b>Total</b>	<b>9,938</b>	<b>9.938</b>	<b>8,028</b>	<b>21</b>	<b>42</b>

	2022 Recycled Weight (kg)	2022 Recycled Weight	Trees Saved
Paper	610	1	9

### Key

Material	Weight	Kwh	Barrels of Oil	Cubic Yards of Landfill Space
Aluminum	1 ton	14,000	40.0	10.0
	1 tonne	12,698	36.3	9.1
Newsprint	1 ton	601	1.7	4.6
	1 tonne	545	1.5	4.2
Office Paper	1 ton	4,100	9.0	3.3
	1 tonne	3,719	8.2	3.0
Plastic	1 ton	5,774	16.3	30.0
	1 tonne	5,237	14.8	27.2
Steel	1 ton	642	1.8	4.0
	1 tonne	582	1.6	3.6
Glass	1 ton	42	0.1	2.0
	1 tonne	38	0.1	1.8

Trees Saved (1 ton)	Trees Saved (1 tonne)
17	15

Sources: Stanford University, U.S. Environmental Protection Agency

## 6.0 CONCLUSIONS AND RECOMMENDATIONS

In 2022, the World Exchange Plaza generated a total of 99 tonnes of material, of which 44 tonnes were diverted from landfill and 55 tonnes were landfilled. Therefore, **the diversion rate for 2022 was 44%**.

**The landfill waste stream accounted for 56% of the total material generated** and thus the 44% diversion rate. The landfill composition shown in **Table 2** is a best estimate based on the hauling records total, but also the 24-hour sample taken on November 12, 2022. Approximately 52% of the landfill waste was paper towels and front of counter organics (food waste) suggesting the composting program should be reconsidered for implementation.

**The paper recycling stream comprised 20% of the weight of material** discarded at the World Exchange Plaza. The single largest component was Cardboard at 51% of the total weight. Newsprint/Magazines were the second largest item at 46% of the total.

**The Containers recycling stream made up 0.1% of the total waste generated** and included glass bottles (12 kg), steel and aluminum cans (34 kg), various plastic resins (67 kg), and milk cartons/tetra-pak style packages (8 kg).

**The Other recycling stream comprised 24% of the total waste generated** and included steel, building materials (concrete/cement), electronics and wood.

**Figure 2** illustrates the distribution of landfill waste by location at the World Exchange Plaza measured during the November 12, 2022 sample. The largest generator of landfill waste was 45 O'Connor at 49% of the total of 58.530 kg of landfill waste. The remaining proportions include 27% for 100 Queen, 21% for Indigo/Parking Garage, and 3% Retail. It is also apparent that organics (food waste) made up the largest component of the landfill waste, at 31.505 kg or 54%. It must be understood that the waste audit was conducted while the World Exchange Plaza had only minimal occupancy due to COVID-19 as well as greatly reduced food court activity. Consequently, the waste totals in this report reflect a greatly reduced level of operational waste compared to pre-pandemic years.

To further increase the waste diversion at the World Exchange Plaza and improve the performance of tenants who use the system, the recommended actions are listed below but it is understood that their effect will be limited until after COVID-19 conditions have ended.

- **Notify tenants** at the World Exchange Plaza about the results of the waste audit and posting the results so they are accessible as per Ontario Regulation 102/94. Posting results could include having a physical copy available in the building and/or posting a copy electronically to a website to which the tenants have access.
- **Meet with tenants** to discuss their experience with the current waste diversion programs and obtaining their suggestions for improvement. Tenant engagement should be an on-

going activity to ensure tenants know what they can and cannot divert from landfill and any procedures to be followed.

- **Review existing recycling and composting container placement and signage** within the building to ensure enough containers are available and in optimum locations. The cleaning staff should also be consulted regarding their own experiences during waste collection within the building and any improvements they would suggest.
- **Restart the composting program** because approximately 52% of the landfill waste was paper towels and front of counter organics (food waste) suggesting the composting program should be reconsidered for implementation.
- **Restart the waste sorting program** performed by Domus when feasible because it is a significant factor in increasing waste diversion efforts.
- **Consult with existing waste service providers** to examine the potential to expand certain waste diversion programs. For example, polystyrene is currently landfilled but perhaps there may be a future diversion option. There may be other opportunities that the waste service provider can assist with.

**APPENDIX A**  
**MATERIAL CATEGORY DEFINITIONS**

Waste Type	Product	3Rs Group	Detailed Description
Paper	Old corrugated cardboard (OCC)	Recyclable	All corrugated cardboard except for waxed.
Paper	Newsprint/Magazines	Recyclable	Newspapers and magazines/glossy paper
Paper	Boxboard	Recyclable	Thin cardboard-style paper stock typically found as packaging around coffee cups, tissue boxes, cigarette packages, etc.
Paper	Other Recyclable paper	Reusable	Mixed office paper fibre, mostly consisting of fine white paper, including shredded and non-shredded paper.
Paper	Paper Towels	Compostable	From washrooms primarily but also found in quantity in other locations.
Paper	Compostable paper	Compostable	Specific coffee cup brands that use disposable paper cups that are compostable as per the eco-log on the cup.
Paper	Non recyclable paper	Waste	Coffee cups, waxy paper, and other non-recyclable papers. Some of these paper products may be compostable.
Food	Front of counter organics	Compostable	Food from plate scrapings and lunch bags.
Food	Behind counter organics	Compostable	Coffee grinds and cafeteria preparation area waste.
Glass	Glass	Recyclable	Clear and coloured glass food and beverage containers.
Glass	Other Glass	Waste	Ceramic mugs, wine and water glasses, lightbulbs, etc.
Metal	Steel	Recyclable	Food and beverage cans (e.g. soups cans, tomato cans, etc.)
Metal	Aluminum	Recyclable	Pop cans, other aluminum beverage cans, aluminum foil
Metal	Other metal	Waste	Miscellaneous metal items typically not accepted in standard recycling programs (e.g. pipe parts, coat hangar, etc.)
Plastic	Polystyrene	Waste	Styrofoam cups, certain yogurt containers, take-out food containers, utensils, straws, packaging, etc.
Plastic	Recyclable #1 - PET	Recyclable	Food and beverage containers (bottles typically) made of the plastic resin polyethylene terephthalate (PET)
Plastic	Recyclable #2 - HDPE	Recyclable	Food and beverage containers, jugs and other plastic containers made of the plastic resin high density polyethylene (HDPE).
Plastic	Recyclable #4 - LDPE	Recyclable	Certain squeezable bottles and film plastics stamped as low density polyethylene (LDPE).
Plastic	Recyclable #5 - PP	Recyclable	Certain yogurt containers, margarine tubs, and other food packaging consisting of the plastic resin polypropylene (PP).
Plastic	Film Plastic	Waste	Thin plastic packaging, garbage bags, shrink wrap.
Plastic	Other Plastic	Waste	Plastics without codes and/or typically not recyclable (e.g. #3 polyvinyl chloride).
Plastic	Compostable plastic	Compostable	Plastic lids or packages with labels that certify the plastic is compostable.
Wood	General	Waste	Example include chopsticks, popsicle sticks, tongue depressors and other small wooden objects.
Wood	Pallets	Recyclable	Wooden skids typically used in shipping and receiving.
Miscellaneous	Reusable Office Supplies	Reusable	Reusable pens, pencils, scissors, file folders, binders, etc.
Hazardous	Hazardous Wastes	Waste	Paints, aerosol cans, batteries, etc.
Miscellaneous	Multi - Composite	Waste	All items that are composites of several waste types. (eg. Compact discs, wire, etc.)
Miscellaneous	Milk/Juice Cartons & Tetrapaks	Recyclable	Gable-top cartons and other packaging typically used as milk and juice containers.
Miscellaneous	Other Miscellaneous	Waste	Other waste that is not included in the above categories and not present in significant quantities.(eg. tetrapaks and shoes)
Miscellaneous	E-waste and Toner Cartridges	Recyclable	Computer components and toner cartridges accepted in recycling programs.

**APPENDIX B**  
**SAMPLE DATA**

Sorted Landfill Waste Audit Data (kg)

World Exchange Plaza

November 12, 2022

Waste Type	Product	3R's Group	45 O'Connor	100 Queen	Retail	Indigo Parking Garage	Total (kg) - Nov 12, 2022	% of Total
Paper	Old corrugated cardboard (OCC)	Recyclable	0.215	0.525			0.740	1.3%
Paper	Newsprint/Magazines	Recyclable					0.000	0.0%
Paper	Boxboard	Recyclable	0.935	0.445	0.110	0.600	2.090	3.6%
Paper	Other recyclable paper <sup>2</sup>	Recyclable	2.485	0.180	0.125	0.240	3.030	5.2%
Paper	Paper towels	Compostable	9.050	5.575	0.260	0.860	15.745	26.9%
Paper	Coffee Cups	Compostable	0.700	0.825	0.215	2.645	4.385	7.5%
Paper	Compostable Paper	Compostable	0.265	0.260		0.310	0.835	1.4%
Paper	Other non recyclable paper <sup>2</sup>	Waste	0.125			0.085	0.210	0.4%
<b>Paper</b>			<b>13.775</b>	<b>7.810</b>	<b>0.710</b>	<b>4.740</b>	<b>27.035</b>	<b>46.2%</b>
Organics	Front of counter organics <sup>2</sup>	Compostable	6.240	4.015	0.570	4.100	14.925	25.5%
Organics	Behind counter organics <sup>2</sup>	Compostable					0.000	0.0%
Organics	Leaf Litter/Plant Debris	Compostable					0.000	0.0%
<b>Organics</b>			<b>6.240</b>	<b>4.015</b>	<b>0.570</b>	<b>4.100</b>	<b>14.925</b>	<b>25.5%</b>
Glass	Glass	Recyclable		2.160			2.160	3.7%
Glass	Other Glass	Waste		0.515			0.515	0.9%
<b>Glass</b>			<b>0.000</b>	<b>2.675</b>	<b>0.000</b>	<b>0.000</b>	<b>2.675</b>	<b>4.6%</b>
Metal	Steel	Recyclable					0.000	0.0%
Metal	Aluminum	Recyclable	0.290	0.310		0.245	0.845	1.4%
Metal	Other metal	Waste	0.040				0.040	0.1%
<b>Metal</b>			<b>0.330</b>	<b>0.310</b>	<b>0.000</b>	<b>0.245</b>	<b>0.885</b>	<b>1.5%</b>
Plastic	Polystyrene	Waste	0.160	0.635	0.095	0.015	0.905	1.5%
Plastic	Recyclable #1 - PET	Recyclable	0.450	0.070		0.360	0.880	1.5%
Plastic	Recyclable #2 - HDPE	Recyclable	0.035				0.035	0.1%
Plastic	Recyclable #4 - LDPE	Recyclable					0.000	0.0%
Plastic	Recyclable #5 - PP	Recyclable	0.745				0.745	1.3%
Plastic	Film Plastic <sup>2</sup>	Waste	1.785	0.260	0.180	2.180	4.405	7.5%
Plastic	Other Plastic	Waste	0.150	0.015		0.035	0.200	0.3%
Plastic	Compostable Plastic	Compostable					0.000	0.0%
<b>Plastic</b>			<b>3.325</b>	<b>0.980</b>	<b>0.275</b>	<b>2.590</b>	<b>7.170</b>	<b>12.3%</b>
Wood	General	Waste	0.010	0.025			0.035	0.1%
Wood	Pallets	Reusable					0.000	0.0%
<b>Wood</b>			<b>0.010</b>	<b>0.025</b>	<b>0.000</b>	<b>0.000</b>	<b>0.035</b>	<b>0.1%</b>
Miscellaneous	Reusable Office Supplies	Reusable	0.205				0.205	0.4%
Miscellaneous	Hazardous Waste	Hazardous					0.000	0.0%
Miscellaneous	Multi-Composite	Waste	0.335	0.125	0.080	0.185	0.725	1.2%
Miscellaneous	Milk/Juice Cartons & Tetra Paks	Recyclable	0.245	0.030			0.275	0.5%
Miscellaneous	Textiles	Waste					0.000	0.0%
Miscellaneous	Other Miscellaneous	Waste	4.230			0.370	4.600	7.9%
<b>Miscellaneous</b>			<b>5.015</b>	<b>0.155</b>	<b>0.080</b>	<b>0.555</b>	<b>5.805</b>	<b>9.9%</b>
<b>Grand Total</b>			<b>28.695</b>	<b>15.970</b>	<b>1.635</b>	<b>12.230</b>	<b>58.530</b>	<b>100.0%</b>
<b>% of Total</b>			<b>49.0%</b>	<b>27.3%</b>	<b>2.8%</b>	<b>20.9%</b>	<b>100.0%</b>	

Sorted Waste Audit Data (kg) CONTAINERS (Glass, Metal, Plastic, Milk Cartons/Tetra Paks)

World Exchange Plaza

November 12, 2022

Waste Type	Product	3R's Group	45 O'Connor	100 Queen	Retail	Indigo Parking Garage	Total (kg) - Nov 12, 2022	% of Total
Paper	Old corrugated cardboard (OCC)	Recyclable		0.315	0.185		0.500	0.7%
Paper	Newsprint/Magazines	Recyclable		0.870			0.870	1.3%
Paper	Boxboard	Recyclable	1.960	2.230	0.915		5.105	7.4%
Paper	Other recyclable paper <sup>2</sup>	Recyclable	1.675	5.650	0.070		7.395	10.7%
Paper	Paper towels	Compostable	2.690	4.295	0.265		7.250	10.5%
Paper	Coffee Cups	Compostable	0.960	1.235	1.005		3.200	4.6%
Paper	Compostable Paper	Compostable	0.700	1.025	0.150		1.875	2.7%
Paper	Other non recyclable paper <sup>2</sup>	Waste	0.125	0.110			0.235	0.0%
<b>Paper</b>			<b>8.110</b>	<b>15.730</b>	<b>2.590</b>	<b>0.000</b>	<b>26.430</b>	<b>37.8%</b>
Organics	Front of counter organics <sup>2</sup>	Compostable	3.530	12.070	3.730		19.330	27.9%
Organics	Behind counter organics <sup>2</sup>	Compostable					0.000	0.0%
Organics	Leaf Litter/Plant Debris	Compostable					0.000	0.0%
<b>Organics</b>			<b>3.530</b>	<b>12.070</b>	<b>3.730</b>	<b>0.000</b>	<b>19.330</b>	<b>27.9%</b>
Glass	Glass	Recyclable		0.615			0.615	0.9%
Glass	Other Glass	Waste					0.000	0.0%
<b>Glass</b>			<b>0.000</b>	<b>0.615</b>	<b>0.000</b>	<b>0.000</b>	<b>0.615</b>	<b>0.9%</b>
Metal	Steel	Recyclable		0.105			0.105	0.2%
Metal	Aluminum	Recyclable	0.710	0.705	0.285		1.700	2.5%
Metal	Other metal	Waste					0.000	0.0%
<b>Metal</b>			<b>0.710</b>	<b>0.810</b>	<b>0.285</b>	<b>0.000</b>	<b>1.805</b>	<b>2.6%</b>
Plastic	Polystyrene	Waste	0.860	1.175	0.250		2.285	3.3%
Plastic	Recyclable #1 - PET	Recyclable	0.395	0.960	1.490		2.845	4.1%
Plastic	Recyclable #2 - HDPE	Recyclable					0.000	0.0%
Plastic	Recyclable #4 - LDPE	Recyclable		0.240			0.240	0.3%
Plastic	Recyclable #5 - PP	Recyclable	0.240	0.250			0.490	0.7%
Plastic	Film Plastic <sup>2</sup>	Waste	1.340	1.300	1.105		3.745	5.4%
Plastic	Other Plastic	Waste	0.020	0.105	0.420		0.545	0.0%
Plastic	Compostable Plastic	Compostable					0.000	0.0%
<b>Plastic</b>			<b>2.855</b>	<b>4.030</b>	<b>3.265</b>	<b>0.000</b>	<b>10.150</b>	<b>13.9%</b>
Wood	General	Waste		0.015			0.015	0.0%
Wood	Pallets	Reusable					0.000	0.0%
<b>Wood</b>			<b>0.000</b>	<b>0.015</b>	<b>0.000</b>	<b>0.000</b>	<b>0.015</b>	<b>0.0%</b>
Miscellaneous	Reusable Office Supplies	Reusable	0.045	0.355			0.400	0.6%
Miscellaneous	Hazardous Waste	Hazardous					0.000	0.0%
Miscellaneous	Multi-Composite	Waste	0.290	0.270	0.070		0.630	0.9%
Miscellaneous	Milk/Juice Cartons & Tetra Paks	Recyclable	0.125	0.185	0.110		0.420	0.6%
Miscellaneous	Textiles	Waste		0.750			0.750	0.0%
Miscellaneous	Other Miscellaneous	Waste	4.390		5.900		10.290	14.8%
<b>Miscellaneous</b>			<b>4.850</b>	<b>1.560</b>	<b>6.080</b>	<b>0.000</b>	<b>12.490</b>	<b>16.9%</b>
<b>Grand Total</b>			<b>20.055</b>	<b>34.830</b>	<b>15.950</b>	<b>0.000</b>	<b>70.835</b>	<b>100.0%</b>
<b>% of Total</b>			<b>28.3%</b>	<b>49.2%</b>	<b>22.5%</b>	<b>0.0%</b>	<b>100.0%</b>	



Sorted Waste Audit Data (kg)

Food Waste and Paper Towels

World Exchange Plaza

November 12, 2022

Waste Type	Product	3R's Group	45 O'Connor	100 Queen	Retail	Outside	Total (kg) - Nov 12, 2022
Paper	Old corrugated cardboard (OCC)	Recyclable					0.000
Paper	Newsprint/Magazines	Recyclable					0.000
Paper	Boxboard	Recyclable					0.000
Paper	Other recyclable paper <sup>2</sup>	Recyclable					0.000
Paper	Paper towels	Compostable					0.000
Paper	Coffee Cups	Compostable					0.000
Paper	Compostable Paper	Compostable					0.000
Paper	Other non recyclable paper <sup>2</sup>	Waste					0.000
<b>Paper</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Organics	Front of counter organics <sup>2</sup>	Compostable					0.000
Organics	Behind counter organics <sup>2</sup>	Compostable					0.000
Organics	Leaf Litter/Plant Debris	Compostable					0.000
<b>Organics</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Glass	Glass	Recyclable					0.000
Glass	Other Glass	Waste					0.000
<b>Glass</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Metal	Steel	Recyclable					0.000
Metal	Aluminum	Recyclable					0.000
Metal	Other metal	Waste					0.000
<b>Metal</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Plastic	Polystyrene	Waste					0.000
Plastic	Recyclable #1 - PET	Recyclable					0.000
Plastic	Recyclable #2 - HDPE	Recyclable					0.000
Plastic	Recyclable #4 - LDPE	Recyclable					0.000
Plastic	Recyclable #5 - PP	Recyclable					0.000
Plastic	Film Plastic <sup>2</sup>	Waste					0.000
Plastic	Other Plastic	Waste					0.000
Plastic	Compostable Plastic	Compostable					0.000
<b>Plastic</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Wood	General	Waste					0.000
Wood	Pallets	Reusable					0.000
<b>Wood</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
Miscellaneous	Reusable Office Supplies	Reusable					0.000
Miscellaneous	Hazardous Waste	Hazardous					0.000
Miscellaneous	Multi-Composite	Waste					0.000
Miscellaneous	Milk/Juice Cartons & Tetra Paks	Recyclable					0.000
Miscellaneous	Textiles	Waste					0.000
Miscellaneous	Other Miscellaneous	Waste					0.000
<b>Miscellaneous</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>
<b>Grand Total</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>

Sorted Paper/Cardboard Recycling Waste Audit Data (kg)

Paper/Cardboard

World Exchange Plaza

November 12, 2022

Waste Type	Product	3R's Group	45 O'Connor	100 Queen	Retail	Outside	Total (kg) - Nov 12, 2022	% of Total
Paper	Old corrugated cardboard (OCC)	Recyclable	8.085	5.885	37.110		51.080	97.5%
Paper	Newsprint/Magazines	Recyclable			1.210		1.210	2.3%
Paper	Boxboard	Recyclable					0.000	0.0%
Paper	Other recyclable paper <sup>2</sup>	Recyclable		0.080			0.080	0.2%
Paper	Paper towels	Compostable					0.000	0.0%
Paper	Coffee Cups	Compostable					0.000	0.0%
Paper	Compostable Paper	Compostable					0.000	0.0%
Paper	Other non recyclable paper <sup>2</sup>	Waste					0.000	0.0%
<b>Paper</b>			<b>8.085</b>	<b>5.965</b>	<b>38.320</b>	<b>0.000</b>	<b>52.370</b>	<b>100.0%</b>
Organics	Front of counter organics <sup>2</sup>	Compostable					0.000	0.0%
Organics	Behind counter organics <sup>2</sup>	Compostable					0.000	0.0%
Organics	Leaf Litter/Plant Debris	Compostable					0.000	0.0%
<b>Organics</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.0%</b>
Glass	Glass	Recyclable					0.000	0.0%
Glass	Other Glass	Waste					0.000	0.0%
<b>Glass</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.0%</b>
Metal	Steel	Recyclable					0.000	0.0%
Metal	Aluminum	Recyclable					0.000	0.0%
Metal	Other metal	Waste					0.000	0.0%
<b>Metal</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.0%</b>
Plastic	Polystyrene	Waste					0.000	0.0%
Plastic	Recyclable #1 - PET	Recyclable					0.000	0.0%
Plastic	Recyclable #2 - HDPE	Recyclable					0.000	0.0%
Plastic	Recyclable #4 - LDPE	Recyclable					0.000	0.0%
Plastic	Recyclable #5 - PP	Recyclable					0.000	0.0%
Plastic	Film Plastic <sup>2</sup>	Waste					0.000	0.0%
Plastic	Other Plastic	Waste					0.000	0.0%
Plastic	Compostable Plastic	Compostable					0.000	0.0%
<b>Plastic</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.0%</b>
Wood	General	Waste					0.000	0.0%
Wood	Pallets	Reusable					0.000	0.0%
<b>Wood</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.0%</b>
Miscellaneous	Reusable Office Supplies	Reusable					0.000	0.0%
Miscellaneous	Hazardous Waste	Hazardous					0.000	0.0%
Miscellaneous	Multi-Composite	Waste					0.000	0.0%
Miscellaneous	Milk/Juice Cartons & Tetra Paks	Recyclable					0.000	0.0%
Miscellaneous	Textiles	Waste					0.000	0.0%
Miscellaneous	Other Miscellaneous	Waste					0.000	0.0%
<b>Miscellaneous</b>			<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>0.0%</b>
<b>Grand Total</b>			<b>8.085</b>	<b>5.965</b>	<b>38.320</b>	<b>0.000</b>	<b>52.370</b>	<b>100.0%</b>
<b>% of Total</b>			<b>15.4%</b>	<b>11.4%</b>	<b>73.2%</b>	<b>0.0%</b>	<b>100.0%</b>	

**APPENDIX C**  
**HAULING DATA**

## Annual Waste Summary - 2022 (kg)

45 O'Connor

Feb 02, 2023

Category	Waste Stream	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Trash	Disposed - landfill	5,500	0	5,770	Missing	5,280	6,260	5,800	3,090	5,040	5,370	6,700	4,930	53,740
Mixed Recyclables	Recycled	230	0	270	Missing	Missing	Missing	Missing	10	Missing	10	Missing	10	530
Plastics - Mixed	Recycled	--	--	--	--	--	--	--	--	--	--	--	800	800
Cardboard/Corrugated Containers	Recycled	600	350	760	630	740	690	510	1,200	790	1,130	850	2,110	10,360
Paper - Copy Paper	Recycled	0.00	0.00	0.00	Missing	Missing	Missing	Missing	Missing	Missing	Missing	Missing	Missing	0
Paper - Mixed	Recycled	0	360	520	1,530	2,900	1,340	660	770	350	220	110	1,070	9,830
Fats/Oils/Grease	Recycled	--	--	0.00	--	--	--	--	--	--	--	--	--	0
Food/Food Scraps	Composted	0.00	0.00	0.00	Missing	Missing	Missing	Missing	Missing	Missing	Missing	Missing	Missing	0
Electronics	Recycled	--	710	0	--	1,020	--	--	--	--	--	870	--	2,600
Lamps/Light Bulbs	Recycled	--	--	0.00	--	--	--	--	--	--	--	--	--	0
Furniture	Donated/Reused	--	--	0.00	--	--	--	--	--	--	--	--	--	0
Building Materials - Cement/Concrete	Recycled	--	--	0	--	--	--	--	--	--	--	--	8,750	8,750
Building Materials - Mixed/Other	Disposed - landfill	--	--	--	--	--	--	--	--	--	--	--	540	540
Building Materials - Mixed/Other	Recycled	--	--	0	--	--	--	--	--	--	--	--	530	530
Steel	Recycled	3,000	1,000	1,000	1,000	--	--	--	--	500	--	2,000	1,810	10,310
Wood	Recycled	--	--	0	--	--	--	--	--	--	--	--	1,190	1,190
Textiles/Clothing	Donated/Reused	--	--	0.00	--	--	--	--	--	--	--	--	--	0
Other	Donated/Reused	--	--	0.00	--	--	--	--	--	--	--	--	--	0
Other	Recycled	--	--	0.00	--	--	--	--	--	--	--	--	--	0
<b>Total</b>		<b>9,330</b>	<b>2,420</b>	<b>8,320</b>	<b>3,160</b>	<b>9,940</b>	<b>8,290</b>	<b>6,970</b>	<b>5,070</b>	<b>6,680</b>	<b>6,730</b>	<b>10,530</b>	<b>21,740</b>	<b>99,180</b>
<b>Diverted</b>		<b>3,830</b>	<b>2,420</b>	<b>2,550</b>	<b>3,160</b>	<b>4,660</b>	<b>2,030</b>	<b>1,170</b>	<b>1,980</b>	<b>1,640</b>	<b>1,360</b>	<b>3,830</b>	<b>16,270</b>	<b>44,900</b>
<b>Diversion Rate</b>		<b>41%</b>	<b>100%</b>	<b>31%</b>	<b>100%</b>	<b>47%</b>	<b>24%</b>	<b>17%</b>	<b>39%</b>	<b>25%</b>	<b>20%</b>	<b>36%</b>	<b>75%</b>	<b>45%</b>

### Report Settings

Not Shared

[Note that as of January 2020, waste types entered in Calculated Mode are converted to weights using the latest EPA factors](#)

**APPENDIX D**

**MINISTRY OF THE ENVIRONMENT AND CLIMATE CHANGE WASTE  
AUDIT AND WASTE REDUCTION WORKPLAN FORMS**

# Ministry of the Environment Waste Form

## Report of a Waste Audit

### Industrial, Commercial and Institutional Establishments

As required by O. Reg. 102/94

- *This report must be prepared 6 months after becoming subject to O. Reg. 102/94 and a copy retained on file for at least five years after it is prepared, and be made available to the ministry upon request.*
- *For large construction and demolition projects, please refer to the forms included with "A Guide to Waste Audits and Waste Reduction Work Plans for Construction and Demolition Projects as Required Under Ontario Regulation 102/94" (revised July 2008)*

#### I. GENERAL INFORMATION

<b>Name of Owner and/or Operator of Entity(ies) and Company Name:</b> bcIMC Realty Corporation and managed by Quadreal Property Group – World Exchange Plaza			
<b>Name of Contact Person:</b> Tracey Larocque		<b>Telephone #:</b> 613-690-7387	<b>Email address:</b> tracey.larocque@quadreal.com
<b>Street Address(es) of Entity(ies):</b> 45 O'Connor Street			
<b>Municipality:</b> Ottawa			
<b>Type of Entity (check one)</b>			
Retail Shopping Establishments	<input type="checkbox"/>	Hotels and Motels	<input type="checkbox"/>
Retail Shopping Complexes	<input type="checkbox"/>	Hospitals	<input type="checkbox"/>
Office Buildings	<input checked="" type="checkbox"/>	Educational Institutions	<input type="checkbox"/>
Cafeteria	<input type="checkbox"/>	Large Manufacturing Establishments	<input type="checkbox"/>

**Note:** O. Reg. 102/94 does not apply to multi-unit residential buildings.

#### II. DESCRIPTION OF ENTITY

<b>Provide a brief overview of the entity(ties):</b> The World Exchange Plaza is a 674,000 ft <sup>2</sup> multi-tenant complex consisting of 2 office towers (45 O'Connor Street and 100 Queen Street), a multilevel concourse, outdoor amphitheatre, and underground parking for 1,100 vehicles. The complex is owned by bcIMC Realty Corporation and managed by Quadreal Property Group.
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### III. HOW WASTE IS PRODUCED AND DECISIONS AFFECTING THE PRODUCTION OF WASTE

For each category of waste that is produced at the entity(ies), explain how the waste will be produced and how management decisions and policies will affect the production of waste.	
Categories of Waste	How Is the Waste Produced and What Management Decisions/Policies Affect Its Production?
Aluminum food and beverage cans	Generated by occupants who obtain food items and beverages from internal/outside sources.
Cardboard	Generated as part of packaging for occupant and facility management supplies.
Other Recyclable Paper	Generated as part of office operations and included fine white paper but also other paper items such as envelopes and other recyclable paper items.
Compostable Paper	Generated as packaging for food or beverage items.
Non-recyclable Paper	Generated as packaging of wrapping for food or beverage items typically, such as coffee cups or waxy paper for pastries.
Glass food and beverage bottles/jars	Generated by occupants who obtain food items and beverages from internal/outside sources.
Newsprint	Generated as part of newspapers/magazines delivered to occupants or brought in from outside sources.
Steel food and beverage cans	Generated by occupants who obtain food items and beverages from internal/outside sources.
PET (#1) plastic food and beverage bottles	Generated by occupants who obtain food items and beverages from internal/outside sources.
HDPE (#2) plastic jugs, crates, totes and drums	Generated as packaging for various office supplies (e.g. shrink wrap) and for food packaging.
LDPE (#4) plastic film, PP (#5) totes	
Polystyrene (#6)	Generated as part of packaging waste for both incoming supplies and food items and beverages from internal/outside sources.
Organics	Generated from occupant lunches or food waste from kitchen food preparation areas or outside sources.
Boxboard shoe boxes, cereal boxes, etc.	Generated as packaging by occupants bringing food and other items from internal/outside sources.
Glossy magazines, catalogues, flyers	Generated as part of office operations primarily and is received from outside sources.
Wood	N/A
Steel	N/A
Drywall	N/A
Skids	Skids are reused.
Paper towels	Generated by occupants in washrooms and kitchenettes. Also used by housekeeping staff for cleaning purposes.
Printer cartridges	Generated as part of office operations from printers and fax machines.
IT equipment/audio-visual equipment	Generated from old computers or electronic devices in the facility.
Furniture	Furniture is reused on site.
Building/renovation material	N/A
Disposable take-out food packaging	Refer to polystyrene.
Cell phones	Generated from tenants.
Diapers	N/A
Clothing/textiles	N/A

Reusable office supplies	Generated as part of office operations and may include items such as binder, pens, staplers, etc.
Film Plastic	Generated as packaging or garbage/recycling bags.
Other plastics (#3 and #7)	Generated from plastic packaging. Generated by occupants bringing food and other items from internal/outside sources.
Compostable Plastic	Generated as lids typically from beverage containers and stamped as compostable.
Multicomposite	Generated as part of packaging and may include snack wrappers or other items composed of multiple materials.
Milk/Juice Cartons and Tetra-Paks	Generated by occupants who obtain these items from internal/outside sources.
Hazardous Waste	Generated from office or building operations in small quantities typically. Examples include batteries, paint, fluorescent tubes, which are part of the hazardous waste program.
Other (miscellaneous waste)	Generated from office operations and found in small amounts and not categorized as per the categories listed above.

**IV. MANAGEMENT OF WASTE**

For each category of waste listed below, indicate which waste items will be disposed or reused/recycled and how each item will be managed at the entity(ies).		
<b>Category</b>	<b>Waste to be Disposed</b>	<b>Reused or Recycled Waste</b>
Aluminum food and beverage cans	Occupants may place in garbage cans.	Occupants place cans in recycling receptacles. Collection staff later collect cans. Those in garbage are disposed; those in recycling receptacles are recycled.
Cardboard	Occupants may place in garbage cans.	Occupants place near recycling receptacles. Collection staff later collects cardboard. Those in garbage are disposed; those in recycling receptacles are recycled.
Other Recyclable paper	Occupants may place in garbage cans.	Occupants place paper in recycling receptacles. Collection staff later collects paper. Those in garbage are disposed; those in recycling receptacles are recycled.
Compostable Paper	Occupants may place in garbage cans.	Occupants place in composting receptacles. Collection staff later collects organics. Those in garbage are disposed; those in composting are composted. Program currently not in operation.
Non-recyclable Paper	Occupants may place in garbage cans.	N/A
Glass food and beverage bottles/jars	Occupants may place in garbage cans.	Occupants place glass in recycling receptacles. Collection staff later collects glass. Those in garbage are disposed; those in recycling receptacles are recycled.



Newsprint	Occupants may place in garbage cans.	Occupants place newsprint in recycling receptacles. Collection staff later collects newsprint. Those in garbage are disposed; those in recycling receptacles are recycled.
Steel food and beverage cans	Occupants may place in garbage cans.	Occupants place steel in recycling receptacles. Collection staff later collects steel. Those in garbage are disposed; those in recycling receptacles are recycled.
PET (#1) plastic food and beverage bottles	Occupants may place in garbage cans.	Occupants place plastic bottles in recycling receptacles. Collection staff later collects plastic bottles. Those in garbage are disposed; those in recycling receptacles are recycled.
HDPE (#2) plastic jugs, crates, totes and drums	Occupants may place in garbage cans.	Occupants place plastic in recycling receptacles. Collection staff later collects plastic. Those in garbage are disposed; those in recycling receptacles are recycled.
LDPE (#4) plastic film, PP (#5) totes	Occupants may place in garbage cans.	Occupants place plastic in recycling receptacles. Collection staff later collects plastic. Those in garbage are disposed; those in recycling receptacles are recycled.
Polystyrene (#6)	Occupants may place in garbage cans.	N/A
Organics	Occupants may place in garbage cans.	Occupants place in composting receptacles. Collection staff later collects organics. Those in garbage are disposed; those in composting are composted. Program currently not in operation.
Boxboard shoe boxes, cereal boxes, etc.	Occupants may place in garbage cans.	Occupants place in recycling receptacles. Collection staff later collects recycling. Those in garbage are disposed; those in recycling receptacles are recycled.
Glossy magazines, catalogues, flyers	Occupants may place in garbage cans.	Occupants place in recycling receptacles. Collection staff later collects recycling. Those in garbage are disposed; those in recycling receptacles are recycled.
Wood	N/A	N/A
Steel	N/A	N/A
Drywall	N/A	N/A
Skids	N/A	Pallets are stored in the loading dock area and recycled.
Paper towels	Occupants may place in garbage cans.	Occupants may place in composting receptacles and collection points in the washrooms. Those in garbage are

		disposed; those in composting receptacles are recycled. Program currently not in operation.
Printer cartridges	N/A	Cartridges are recycled via manufacturers.
IT equipment/audio-visual equipment	Only landfilled if occupant does not separate electronic equipment for recycling.	The building recycles old electronic equipment.
Furniture	N/A	N/A
Building/renovation material	N/A	N/A
Disposable take out food packaging	Occupants may place in garbage cans.	N/A
Cell phones	N/A	N/A
Diapers	N/A	N/A
Clothing/textiles	N/A	N/A
Reusable Office Supplies	Occupants may place in garbage cans.	N/A
Film Plastic	Occupants may place in garbage cans.	N/A
Other plastics (#3 and #7)	Occupants may place in garbage cans.	N/A
Compostable plastic	Occupants may place in garbage cans.	N/A
Multicomposite	Occupants may place in garbage cans.	N/A
Milk/Juice Cartons and Tetra-Paks	Occupants may place in garbage cans.	Occupants place these cartons in recycling receptacles. Collection staff later collects the cartons. Those in garbage are disposed; those in recycling receptacles are recycled.
Hazardous Waste	Not permitted legally to dispose of hazardous waste in the solid non-hazardous waste stream.	Hazardous wastes to be diverted as part of building hazardous material recycling/disposal programs.
Other (miscellaneous waste)	Occupants may place in garbage cans.	N/A

V. Estimated Quantity of Waste Produced Annually

	Estimated Amount of Waste Produced											
	Metric tonnes											
	Generated			Reduced/Reused			Recycled			Disposed		
	"A" Base Year (2005)	"B" * Current Year (2022)	"C" * Change (A-B)	"A" Base Year (2005)	"B" * Current Year (2022)	"C" * Change (A-B)	"A" Base Year (2005)	"B" * Current Year (2022)	"C" * Change (A-B)	"A" Base Year (2005)	"B" * Current Year (2022)	"C" * Change (A-B)
<b>Categories of Waste</b>												
Aluminum food and beverage cans	0.000	0.808	-0.808				see Plastic #1	0.032	-0.032		0.776	-0.776
Cardboard	0.000	11.048	-11.048				See Other Recyclable Paper	10.360	-10.360		0.688	-0.688
Other Recyclable Paper	102.650	3.531	99.119				75.200	0.610	74.590	27.450	2.921	24.529
Compostable Paper	0.000	0.802	-0.802						0.000		0.802	0.000
Non-Recyclable Paper	0.000	4.283	-4.283						0.000		4.283	0.000
Glass food and beverage bottles/jars	12.450	1.995	10.455				8.050	0.012	8.038	4.400	1.983	2.417
Newsprint	0.000	9.236	-9.236					9.220	-9.220		0.016	-0.016
Steel food and beverage cans	0.000	0.002	-0.002					0.002	-0.002		0.000	0.000
PET (#1) plastic food and beverage bottles	13.420	0.861	12.559				6.590	0.053	6.537	6.830	0.808	6.022
HDPE (#2) plastic jugs, crates, totes, drums	0.000	0.032	-0.032					0.000	0.000		0.032	0.000
Plastic #4 (LDPE), #5 (PP)	0.000	0.698	-0.698					0.014	-0.014		0.684	0.000
Polystyrene #6		0.874							0.000		0.874	0.000
Organics	65.340	14.067	51.273					0.000	0.000	65.340	14.067	51.273
Boxboard shoe boxes, cereal boxes, etc.	0.000	2.015	-2.015					0.000	0.000		2.015	-2.015
Glossy magazines, catalogues, flyers	0.000	0.000	0.000						0.000			0.000
Wood	6.000	1.222	4.778				6.000	1.190	4.810		0.032	-0.032
Steel	0.000	10.310	-10.310					10.310	-10.310			0.000
Drywall	0.000	0.000	0.000						0.000			0.000
Skids	0.000	0.000	0.000						0.000			0.000
Paper towels	0.000	14.593	-14.593					0.000	0.000		14.593	-14.593
Printer cartridges	0.000	0.000	0.000						0.000			0.000
IT equipment/audio-visual equipment	0.000	2.600	-2.600					2.600	-2.600			0.000
Furniture	0.000	0.000	0.000					0.000	0.000			0.000
Building/renovation material	0.000	9.820	-9.820					9.280	-9.280		0.540	-0.540
Disposable take out food packaging	0.000	0.000	0.000						0.000			0.000
Cell phones	0.000	0.000	0.000						0.000			0.000
Diapers	0.000	0.000	0.000						0.000			0.000
Clothing/Textiles	0.000	0.014	-0.014						0.000		0.014	-0.014
Reusable Office Supplies	0.000	0.196	-0.196						0.000		0.196	-0.196
Film Plastic	0.000	4.115	-4.115						0.000		4.115	-4.115
Other Plastics (#3 and #7)	0.000	0.194	-0.194						0.000		0.194	-0.194
Compostable Plastic	0.000	0.000	0.000						0.000		0.000	0.000
Multicomposite	0.000	0.677	-0.677						0.000		0.677	-0.677
Milk/Juice Cartons and Tetra-Paks	0.000	0.260	-0.260					0.008	-0.008		0.252	-0.252
Hazardous Waste	0.000	0.000	0.000						0.000		0.000	0.000
Other:	296.510	4.926	291.584						0.000	296.510	4.926	291.584
<b>Total</b>	<b>496.370</b>	<b>99.180</b>	<b>397.190</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	<b>95.840</b>	<b>43.691</b>	<b>52.149</b>	<b>400.530</b>	<b>55.489</b>	<b>345.041</b>
<b>Percent Change (total C ÷ total A x 100 )</b>			80						54			86

**Note:** When completing this form, write "n/a" in the "Estimated Amount of Waste Produced" column where the entity will not produce any waste for a category of waste.

\* Fill out these columns each year following the initial waste audit or baseline year to determine the progress that is being made by your waste reduction program.

**VI. EXTENT TO WHICH MATERIALS OR PRODUCTS USED OR SOLD BY THE ENTITY CONSIST OF RECYCLED OR REUSED MATERIALS OR PRODUCTS**

Please answer the following questions:

1. Do you have a management policy in place that promotes the purchasing and/or use of materials or products that consist of recycled and/or reused materials or products? If yes, please describe.

*Unknown*

2. Do you have plans to increase the extent to which materials or products used or sold\* consist of recycled or reused materials or products? If yes, please describe.

*Unknown.*

\* Information regarding materials or products “sold” that consist of recycled or reused materials or products is only required from owner(s) of retail shopping establishments and the owner(s) or operator(s) of large manufacturing establishments.

Please attach any additional page(s) as required to answer the above questions.

**I hereby certify that the information provided in this Report of Waste Audit is complete and correct.**

**Signature of authorized official:**

**Title:**

**Date:**

**Ministry of the Environment Waste Form**  
**Report of a Waste Reduction Work Plan**  
**Industrial, Commercial and Institutional Establishments**

As required by O. Reg. 102/94

*This report must be prepared 6 months after becoming subject to O. Reg. 102/94 and a copy retained on file for at least five years after it is prepared, and be made available to the ministry upon request.*

**I. GENERAL INFORMATION**

<b>Name of Owner and/or Operator of Entity(ies) and Company Name:</b> bcIMC Realty Corporation and managed by Quadreal Property Group – World Exchange Plaza		
<b>Name of Contact Person:</b> Tracey Larocque	<b>Telephone #:</b> 613-690-7387	<b>Email address:</b> tracey.larocque@quadreal.com
<b>Street Address(es) of Entity(ies):</b> 45 O’Connor Street		
<b>Municipality:</b> Ottawa		
<b>Type of Entity (check one)</b>		
Retail Shopping Establishments	<input type="checkbox"/>	Hotels and Motels
Retail Shopping Complexes	<input type="checkbox"/>	Hospitals
Office Buildings	<input checked="" type="checkbox"/>	Educational Institutions
Cafeteria	<input type="checkbox"/>	Large Manufacturing Establishments

Note: O. Reg. 102/94 does not apply to multi-unit residential buildings.

**II. DESCRIPTION OF THE ENTITY**

Provide a brief overview of the entity(ties):
<p>The World Exchange Plaza is a 674,000 ft<sup>2</sup> multi-tenant complex consisting of 2 office towers (45 O’Connor Street and 100 Queen Street), a multilevel concourse, outdoor amphitheatre, and underground parking for 1,100 vehicles. The complex is owned by bcIMC Realty Corporation and managed by Quadreal Property Group.</p>

### III. PLANS TO REDUCE, REUSE AND RECYCLE WASTE

For each category of waste described in Part V of “Report of a Waste Audit” (on which this plan is based), explain what your plans are to Reduce, Reuse and Recycle the waste, including: 1) how the waste will be source separated at the establishment, and 2) the programs to reduce, reuse and recycle all source separated waste.	
<b>Waste Category</b> (as stated in Part V of your “Report of a Waste Audit”)	<b>Source Separation and 3Rs Program</b>
Aluminum food and beverage cans	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Cardboard	<u>Cardboard Program</u> <u>Reduce:</u> Encourage occupants to reuse cardboard boxes and only use suppliers that use reusable totes for shipments. <u>Recycle:</u> Occupants are able to recycle cardboard.
Other Recyclable Paper	<u>Fine Paper 3Rs Program</u> <u>Reduce:</u> Staff is encouraged to print on both sides of each sheet. Some photocopiers are set to double-sided default. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Compostable Paper	<u>Organic Composting Program</u> <u>Recycle:</u> Restart and enhance the existing Organics composting program through review of signage, container placement, and tenant engagement.
Non-Recyclable Paper	<u>Organic Composting Program</u> <u>Recycle:</u> Include the Non-recyclable paper with the current Organics Composting Program in consultation with the waste hauler.
Glass food and beverage bottles/jars	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Newsprint	<u>Newsprint 3Rs Program</u> <u>Reduce:</u> Encourage occupants to limit copies and pass around to others for reuse. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Steel food and beverage cans	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
PET (#1) plastic food and beverage bottles	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
HDPE (#2) plastic jugs, crates, totes and drums	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
LDPE (#4) plastic film and PP (#5) totes	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable bags to work.

	<u>Recycle</u> : Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Polystyrene (#6)	<u>Polystyrene Reduce Program</u> Negotiate with suppliers to have the polystyrene packaging removed or reused as part of shipping materials. Explore the option of using compostable packaging for food take-out rather than polystyrene.
Organics	<u>Organic Composting Program</u> <u>Recycle</u> : Restart and enhance the existing Organics composting program through review of signage, container placement, and tenant engagement.
Boxboard shoe boxes, cereal boxes, etc.	<u>Fine Paper 3Rs Program</u> <u>Recycle</u> : Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Glossy magazines, catalogues, flyers	<u>Fine Paper 3Rs Program</u> <u>Reduce</u> : Staff will be encouraged to share copies. <u>Recycle</u> : Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Wood	No program identified
Steel	No program identified
Drywall	No program identified
Skids	<u>Skid Recycling Program</u> <u>Recycle</u> : Staff is able to reuse
Paper towels	<u>Organic Composting Program</u> <u>Recycle</u> : Restart and enhance the existing Organics composting program through review of signage, container placement, and tenant engagement.
Printer cartridges	<u>Printer Cartridge Recycling Program</u> <u>Recycling</u> : Printer cartridges are collected for recycling by staff when they are empty.
IT equipment/audio-visual equipment	<u>IT Waste Recycling Program</u> <u>Recycling</u> : IT waste is sent to a recycling facility.
Furniture	<u>Furniture Reuse Program</u> <u>Reuse</u> : Furniture is captured internally for reuse or donated.
Building/renovation material	No program identified
Disposable take-out food packaging	No program identified
Cell phones	<u>Cell Phone Recycling Program</u> <u>Recycle</u> : Cell Phones are collected by the Food Bank on call.
Diapers	No program identified
Clothing/textiles	No program identified
Reusable Office Supplies	<u>Office Supply Reuse Program</u> <u>Reuse</u> : Implement reusable office supply storage areas throughout the facility. Encourage occupants to check these areas before ordering new supplies.
Other plastics (#3 and #7)	No program identified
Compostable Plastic	<u>Organic Composting Program</u> <u>Recycle</u> : Restart and enhance the existing Organics composting program through review of signage, container placement, and tenant engagement.
Multicomposite	No program identified
Milk/Juice Cartons and Tetra-Paks	<u>Containers Recycling Program</u> <u>Reduce</u> : Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle</u> : Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.

Hazardous Waste	<u>Batteries and Fluorescent Tubes Recycling Program</u> <u>Recycling:</u> Batteries are collected by Raw Materials Inc. and Fluorescent Tubes are collected Evolutic.
Other (miscellaneous waste)	<u>Eye Glass Reuse Program:</u> <u>Reuse:</u> Eye glasses are collected and donated to 3 <sup>rd</sup> World Countries.



**IV. RESPONSIBILITY FOR IMPLEMENTING THE WASTE REDUCTION WORK PLAN**

Identify who is responsible for implementing the Waste Reduction Work Plan at your entity(ies). If more than one person is responsible for implementation, identify each person who is responsible and indicate the part of the Waste Reduction Work Plan that each person is responsible for implementing.		
<b>Name of Person</b>	<b>Responsibility</b>	<b>Telephone #</b>
Tracey Larocque	Property Manager – World Exchange Plaza Quadreal Property Group	613-690-7387

**V. TIMETABLE FOR IMPLEMENTING WASTE REDUCTION WORK PLAN**

Provide a timetable indicating when each Source Separation and 3Rs program of the Waste Reduction Work Plan will be implemented.	
<b>Source Separation and 3Rs Program</b>	<b>Schedule for Completion</b>
<b>Paper</b> Other Recyclable Paper	<u>On An Ongoing Basis</u> Use education sessions and messaging to make staff and occupants aware of: (1) the importance of reducing paper use, specifically non-recyclable paper (2) the elements of the current recycling program (i.e., acceptable materials).
<b>Compostable Material</b> Front and Behind the Counter Organics	<u>On An Ongoing Basis</u> Use education sessions and messaging to encourage occupants to use the Organics Composting Program when it restarts.
<b>Multi-material</b> Plastic, Glass, Metal, Milk/Juice Cartons and Tetra-Paks	<u>On An Ongoing Basis</u> Use education sessions and messaging to make staff and occupants aware of the importance of reducing plastic use, specifically polystyrene and other non-recyclable plastics. Remind tenants of what materials are accepted in the recycling program and what materials are contaminants.

**VI. COMMUNICATION TO STAFF, CUSTOMERS, GUESTS AND VISITORS**

Explain how the Waste Reduction Work Plan will be communicated to employees, customers, tenants, guests/visitors and students:
Posting the results of the audit as feedback posters in the kitchenettes or front lobbies and including the information in general emails or tenant/public accessible websites would enhance the exposure of the program. This step is left to facility management to complete.

**VII. Estimated Waste Produced By Material Type And The Projected Amount**

Material Categories <i>(as stated in Part III)</i>	Estimated <i>(metric tonnes)</i>	Name of Proposed 3Rs Program <i>(as stated in Part III)</i>	Projections to Reduce, Reuse or Recycle Waste (metric tonnes)			Estimated Annual (%)
			Reduce	Reuse	Recycle	
Aluminum food and beverage cans	0.808	Containers Recycling Program			0.420	52%
Cardboard	11.048	Cardboard Program			10.704	97%
Other Recyclable Paper	3.531	Fine Paper 3Rs Program			2.071	59%
Compostable Paper	0.802	Organics Composting Program			0.401	50%
Non-Recyclable Paper	4.283	Organics Composting Program			2.142	50%
Glass food and beverage bottles/jars	1.995	Containers Recycling Program			1.004	50%
Newsprint	9.236	Fine Paper 3Rs Program			9.228	100%
Steel food and beverage cans	0.002	Containers Recycling Program			0.002	100%
PET (#1) plastic food and beverage bottles	0.861	Containers Recycling Program			0.457	53%
HDPE (#2) plastic jugs, crates, totes, drums	0.032	Containers Recycling Program			0.016	50%
Plastic #4 (LDPE), #5 (PP)	0.698	Containers Recycling Program			0.356	51%
Polystyrene #6	0.874	Polystyrene Reduction Program			0.437	50%
Organics	14.067	Organics Composting Program			7.034	50%
Boxboard shoe boxes, cereal boxes, etc.	2.015	Fine Paper 3Rs Program			1.008	50%
Glossy magazines, catalogues, flyers	0.000	Fine Paper 3Rs Program			0.000	
Wood	1.222	Skid Reuse Program			1.206	99%
Steel	10.310	Steel Recycling Program			10.310	100%
Drywall	0.000	No program identified			0.000	
Skids (See Wood)	0.000	No program identified			0.000	
Paper towels	14.593	Organics Composting Program			7.297	50%
Printer cartridges	0.000	Printer Cartridge Reuse Program			0.000	
IT equipment/audio-visual	2.600	IT Waste Recycling			2.600	100%
Furniture	0.000	Furniture Reuse Program			0.000	
Building/renovation material	9.820	Building Material Recycling Program			9.550	97%
Disposable take out food packaging	0.000	No program identified			0.000	
Cell phones	0.000	Cell Phone Recycling Program			0.000	
Diapers	0.000	No program identified			0.000	
Clothing/Textiles	0.014	No program identified			0.007	
Reusable Office Supplies	0.196	No program identified			0.098	
Film Plastic	4.115	Film Plastic Reduction/Recycling			2.058	50%
Other Plastics (#3 and #7)	0.194	No program identified			0.097	
Compostable Plastic	0.000	Organics Composting Program			0.000	
Multicomposite	0.677	No program identified			0.339	50%
Milk/Juice Cartons and Tetra-Paks	0.260	Containers Recycling Program			0.134	52%
Hazardous Waste	0.000	Fluorescent Tubes Recycling Program			0.000	
Other:	4.926	No program identified			2.463	50%
<b>Total</b>	<b>99.180</b>				<b>71.435</b>	<b>72%</b>

\* Estimated Waste Produced = Waste Diverted (3Rs) + Waste Disposed

\*\* Estimated Waste Diversion Rate = Amount of Waste Diverted (3Rs) ÷ Estimated Waste Produced x 100%

**I hereby certify that the information provided in this Waste Reduction Work Plan is complete and correct.**

**Signature of authorized official:**

**Title:**

**Date:**