

Questions to ask your existing or potential recycling hauler:

For businesses and multi-family buildings

About the collection company

- What kinds of businesses & buildings do you serve/specialize in?
- Will you provide a contract? May I see a sample? Would you sign a contract that we create?
- Is there an automatic renewal clause in your contract?
- How will I be invoiced?
- What kinds of service(s) to you provide, and what do the service(s) cost?
- How does your company address higher landfill rates for certain materials?
- How do you handle landfill fines? E.g. Do they get applied directly to the customer who caused the issue or is the charge blanketed across all of your customers?

About the pick-up service

- Do you collect all of the recycling materials required in the regional bylaw?
- Do you collect other miscellaneous items for recycling, such as... e.g. fluorescent tubes and ballasts, wood pallets, electronic waste, organics/compost, paint, oil, grease, textiles, etc.?
 - Can you provide recommendations to service providers for these items?
- What type of storage space will we need? Would you be willing to look at our space and see what options are available?
- Do you provide in-office or in-suite recycling containers?
- What are the sorting requirements? Can we place all recyclables together, or must they be sorted at our site?
- How must the material be prepared? (e.g. bagged or loose?)
- When kind of vehicle will be used to pick up the materials?
- How often will you collect?
- Where do you take recyclable material after it is picked up?

About additional services

- Can you provide monthly weights or volumes of material picked up?
- Do you offer educational sessions for employees/residents?
- Will you provide signs, flyers, or other support to help our employees/customers/residents use the service correctly?
 - (Note: Most private recyclers will do this. If not, you can find templates and support tools in the RDOS Business Recycling Toolkit. Review this signage with the hauler to ensure its consistent with their programs).