Agenda

I. Development of stakeholder working group
II. How we engaged a diverse group
III. Lesson learned
IV. Successes we’ve shared
V. Vision for the future
Development of stakeholder working group
Waste Diversion for Businesses and Organizations

CITY INITIATIVES AT A GLANCE

RECYCLABLES
- Paper and cardboard
- Plastic containers with recycling symbols 1 - 7
- Food cans and foil
- Glass jars and bottles
- Scrap metal
- Wood
- Clear plastic film

FOOD AND YARD WASTE

2015
- OCT 5, 2015 - BYLAW APPROVED
  Council approves bylaw requiring businesses and organizations to provide recycling by Nov. 1, 2016

2016
- FEB 1, 2016 - RATE INCREASE
  Higher fee for loads with paper and cardboard disposed at City landfills
- FALL 2016 - BYLAW APPROVAL
  Proposed food and yard waste bylaw goes to Council for consideration

2017
- NOV 1, 2016 - BYLAW ENFORCED
  Businesses and organizations must provide recycling for their staff and customers
- NOV 1, 2017 - BYLAW ENFORCED
  Businesses and organizations must provide separate food and yard waste collection (Implementation date and details subject to Council approval)

2018
- SUMMER/FALL 2018 - BAN
  Financial penalty for loads with paper and cardboard disposed at City landfills (Fee subject to Council approval)
- FALL 2018 - RATE INCREASE
  Higher fee for loads with food and yard waste disposed at City landfills (Fee subject to Council approval)

2019
- FALL 2019 - BAN
  Financial penalty for loads with food and yard waste disposed at City landfills (Fee subject to Council approval)

For more information, tools and resources visit calgary.ca/businessrecycling

Published December 2015 - 2019 (2019)
The City’s role

- Education
- Communication
- Data Management + Reporting
- Enforcement
- Facilitation + Stakeholder Engagement
engagement

guiding principles

accountability

inclusiveness

transparency

responsiveness

commitment
gaining a reputation within the industry of being leading edge.

Wow, Calgary!

YYC!

Calgary... sounds good!

I want to learn more!

YYC!
The engagement promise

Listen & Learn

Consult

Collaborate

Empower

Inform
Industrial, Commercial and Institutional (ICI) Waste Diversion Engagement 2015-16 Plan

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### STEP 3 - Actions and Responsibilities

Combine your Impact Number and Complexity Letter from Step 2 and find the corresponding box below.

**Complexity Letter/Number Combination:** 3C

<table>
<thead>
<tr>
<th>1C: Low impact, high complexity</th>
<th>2C: Medium impact, high complexity</th>
<th>3C: High impact, high complexity</th>
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<table>
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<th>1A: Low impact, low complexity</th>
<th>2A: Medium impact, low complexity</th>
<th>3A: High impact, low complexity</th>
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**Degree of Complexity:**

- **High**
- **Medium**
- **Low**

**Degree of Impact:**

- **Low**
- **Medium**
- **High**
How we engaged a diverse group
Membership

• 260 members on email list

• Members include:
  • Haulers
  • Processors
  • Businesses
  • Organizations
How we engaged a diverse group

- Terms of Reference
- Constantly reaching out
- Stakeholders are ambassadors
- Content which can easily be passed along
- Recognizing the gaps
Gaps and challenges

• Small businesses, not-for-profits
• Those who choose not to participate
• Voluntary nature – self selected champions
• Stakeholder burnout
Lessons learned
Lessons learned

- Pre-meeting newsletter
- Breakout tables
- Prepping new members
- Checking in on satisfaction
Successes we’ve shared
Success we’ve shared

• Sharing success stories
  • ICI Working Group Success Story: https://www.youtube.com/watch?v=Dvr7HW80yX4&rel=0

• Satisfaction survey
ICI Working Group satisfaction survey highlights

- Why do you attend meetings?
  - 96% to receive information
  - 73% to share input
  - 55% to network
- 95% feel their voice is heard at meetings
- 80% feel their input is taken into consideration when decisions are made
- 86% have shared information from the ICI Working Group with others
Other benefits

• Project reporting
• They answer each others questions
• Media preparation
• Networking
Vision for the future
Conclusion

www.calgary.ca/engage
www.calgary.ca/businessrecycling
ICI Working Group sign-up

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