



# Engage Your Staff



An active role by managers and staff is critical to ensure that the recycling program is successful, outreach campaigns are implemented, and educational materials are updated regularly.

## Management Office Staff

Building managers, leasing agents, and other office staff can be the most effective partners in creating and maintaining a successful recycling program. Since office staff interacts frequently with tenants, they can continually educate them on the recycling program and answer questions. Staffing changes should trigger training on the recycling program for all new staff.

## Maintenance & Custodial Staff

They may be responsible for maintaining the recycling area, checking for contamination (items that cannot be recycled) and assisting with educational efforts.

## Training Tips for All Staff

- Explain why the recycling program is important (code compliance, environmental benefits, corporate policy).
- Discuss any system changes.
- Provide a site map or diagram showing recycling container locations.
- Explain the role of maintenance staff in managing recycling service.
- Provide additional training if needed.
- Discuss common questions residents may have about the recycling program.

