



Key Players and Their Roles

Building Manager

Your building manager can be one of your most effective partners in creating and maintaining a successful recycling program. Since the manager may interact frequently with tenants, he or she can continually educate them on the recycling program and answer questions.

Maintenance & Custodial Staff

May be responsible for maintaining refuse and recycling areas, moving collection containers to an accessible location for haulers, checking for contamination (items that cannot be recycled, such as plastic bags or are dirty), and assisting with educational and enforcement efforts. Education and training about your recycling program is just as important for staff members as it is for tenants. And they should also be involved in the following:

- Discussing any system changes
- Making sure staff understands that plastic bags should not be used to collect recyclable materials
- Reviewing building logistics and any storage concerns
- Identifying container placement and service responsibilities
- Explaining why the program is important (i.e., environment, code compliance) and that it needs to be convenient to tenants
- Amending services contracts

Tenants/Occupants

With education and support, tenants are the most important part of your recycling program. Be sure they are aware of the program basics (the who, what, when, where and how) as well as the specifics of what they need to do. When designing your program, also remember that tenants will recycle the most when it is convenient and easy for them to do so.

