

**RecyclingWorks in Massachusetts  
Year End Report: Fiscal Year 2018 (July 2017 – June 2018)  
Center for EcoTechnology**

The Center for EcoTechnology (CET) is proud to submit the FY18 year-end report for RecyclingWorks in Massachusetts to the Massachusetts Department of Environmental Protection (MassDEP). CET and MassDEP continued waste diversion assistance to the commercial and institutional sector through a robust suite of services. The following represents approximated measureable impacts this fiscal year:

- Approximately 2,100 tons of material diverted from disposal (expected to continue annually)
- 6,291 units of fluorescent lamps recycled
- Direct assistance to nearly 1,500 businesses
- Over 88,000 visits to [www.recyclingworksma.com](http://www.recyclingworksma.com)
- 41 speaking engagements/events, reaching more than 1,200 attendees

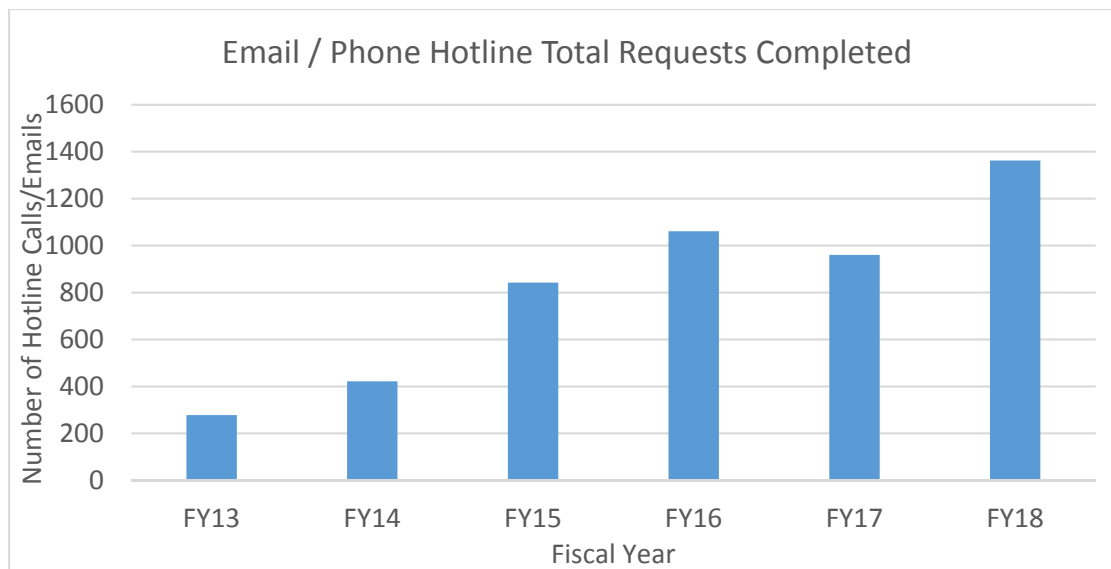
**Email / Phone Hotline**

CET staff in the Northampton office operate the RecyclingWorks hotline phone and email service. Inquiries are directed to RecyclingWorks resources on [www.recyclingworksma.com](http://www.recyclingworksma.com), referred to CET field staff for follow up, or processed for continued levels of assistance.

The goal in the work plan for this year was to serve 1,100-1,200 businesses. We served over 1,400 businesses, which is well above of our goal. This increase in call volume also corresponds with an increase in website visits. (Please see the website section of the annual report on page 3.)

Summary Statistics Fiscal Years 2013-2018:

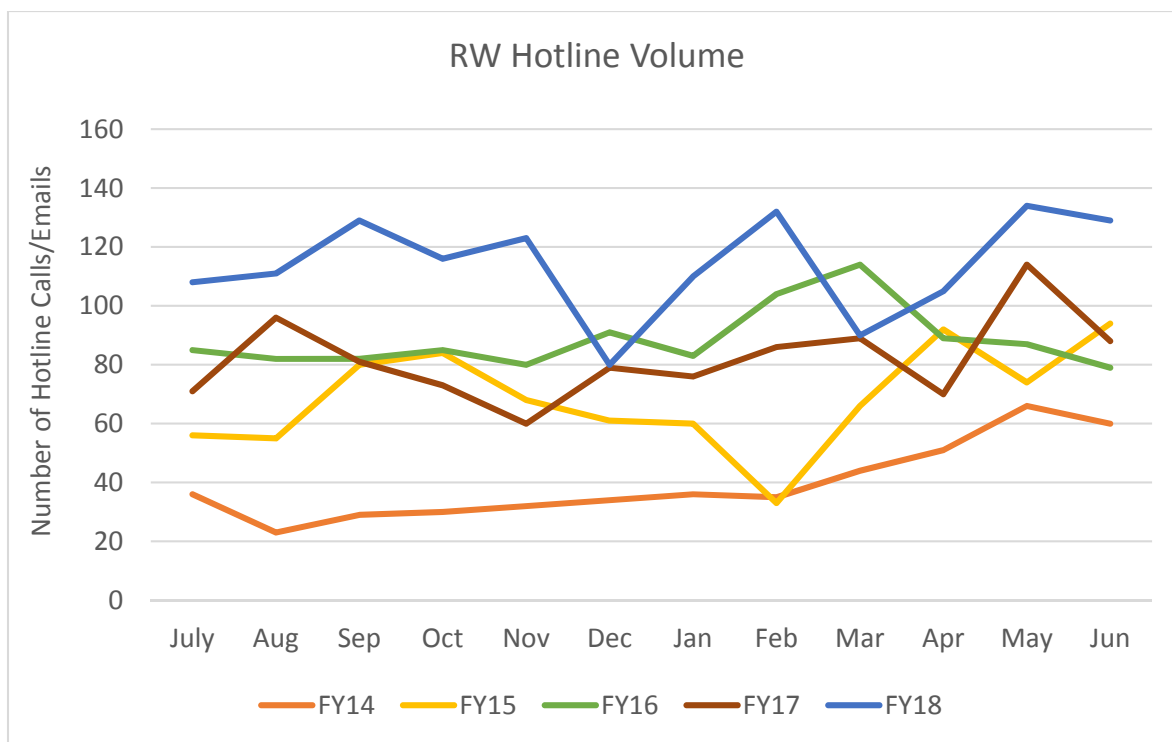
	<i>FY13 Totals</i>	<i>FY14 Totals</i>	<i>FY15 Totals</i>	<i>FY16 Totals</i>	<i>FY17 Totals</i>	<i>FY18 Totals</i>
Requests from Businesses & Institutions:	213	418	735	988	870	1,371
Requests from Processors & Haulers	88	50	92	92	112	46
<b>Total Number of Requests:</b>	<b>301</b>	<b>468</b>	<b>827</b>	<b>1,080</b>	<b>982</b>	<b>1,417</b>
<b>Total Number of Requests Completed:</b>	<b>278</b>	<b>422</b>	<b>842</b>	<b>1,061</b>	<b>960</b>	<b>1,362</b>



Businesses continue to express great appreciation for this free service. As in past years, the hotline service has fielded a broad array of call/email topics. In FY18 topics of focus included:

- **Recycling Market Volatility and Reducing Contamination** – Assisting generators in reducing contamination and identifying new outlets for recyclable materials as a result of China’s National Sword policy.
- **Food Waste & Organics Diversion** – Inquiries related to the organics disposal ban, starting a diversion program, estimating generation quantities, depackaging, reducing contamination, source reduction, and food donation.
- **Construction & Demolition Materials** – Recycling and reuse of construction & demolition materials, in particular wood, pallets, gypsum, vinyl siding, toilets, and ABC (asphalt, brick and concrete).
- **Hard-to-Recycle Materials** – Such as mattresses, appliances, PV panels, Styrofoam, and mixed-material items.
- **Managing Potentially Hazardous Materials** – Including electronics, paint, thermostats, and fluorescent lamps.
- **Reuse** – Reuse outlets for surplus materials such as furniture, building materials, medical equipment, and textiles.
- **Website Assistance and Administration** - Assistance navigating the Find-a-Recycler database and updating listings in the directory.
- **External Requests for Information** – From media, researchers, other state agencies, and regional or national organizations focused on waste diversion.

The call volume, which was consistently higher than the previous fiscal year, was between 100 and 130 calls/emails most months.



Lessons learned:

- Changes in recycling markets require frequent updates to the Find-a-Recycler database and information provided through hotline inquiries. For example, in FY18 we found an increasing number of haulers and processors accepting food waste (particularly packaged food) and compostableware, and fewer outlets for recycling electronics such as CRTs and alkaline batteries. In some instances, recyclers stopped accepting certain materials as a result of recycling market volatility.
- During FY18, RecyclingWorks received an increased number of inquiries from graduate and undergraduate students conducting research into food waste diversion policy and the associated economic impacts.
- Hotline activity led RecyclingWorks to add additional categories to the Find-a-Recycler database because of multiple calls about PVC and vinyl, toilets and other porcelain items, and medical equipment.
- Earth Day is a common time for businesses to request RecyclingWorks participation in tabling and outreach.

**RecyclingWorks Website**

CET staff continued to maintain and update the website and database this past fiscal year. In FY18, 41 haulers and processors were added to the database. Normal edits to the database resulting from hotline calls and noticing out-of-date listings were completed. In addition, CET reached out to all businesses listed in the Find-a-Recycler database to verify whether their information was still correct. As a result of this outreach, CET updated approximately 180 listings and deleted approximately 40 listings that were duplicates, out of date, or no longer in business. In FY19, CET will continue to update listings as businesses respond to FY18’s outreach efforts. As of the end of FY18, there are 374 listings in the database. About the same number of listings were added throughout the year as were deleted as part of this clean-up project.

Examples of web content updates made in FY18 include:

### **New Content**

- Developed tip sheets in both English and Spanish on waste bans for the Retail and Restaurant sectors. Linked to these tip sheets from the Hauler Contracting Guidance page, as well as relevant material and sector pages.
- Posted Source Reduction of Food Waste Best Management Practices page.
- Created a new webpage describing RecyclingWorks Technical Assistance.

### **Modified Content**

- Researched and updated the Food Waste Estimation webpage to include updated metrics for Assisted Living Facilities, Hospitals, Elementary and Secondary Schools, and Restaurants. Also added Corporate Cafeterias as a sector.
- Incorporated updates from the new EPA document on C&D recycling into the C&D Best Management Practices.
- Added Porcelain/Toilets, Plastics – PVC/Vinyl, and Medical Equipment as material categories in the Find-a-Recycler search tool.
- Added information on mercury containing devices to the Hospitals, Construction Materials, and C&D Guidance pages.
- Updated the On-Site Systems for Managing Food Waste document to include new equipment information from BioHitech.

### **Functional Changes**

- Updated the RecyclingWorks newsletter sign-up form at the bottom of each page, and created a link to the form from the top menu bar on the website to better capture email addresses and user information.
- Improved the website search function to make it easier to find buried content by: 1) Including a search tool in the menu at the top of the page and 2) Installing a plugin to customize prioritization of search results.
- Installed a plug-in to allow online registration for RecyclingWorks events.
- Added a button from the homepage to the page about the Find-a-Recycler search tool, which was orphaned when migrating the site to a new template.
- Embedded links on the website homepage to the RecyclingWorks Twitter and Facebook accounts.

## **RecyclingWorks Newsletters**

CET creates and sends a monthly RecyclingWorks newsletter. The email list for this newsletter increased from 4,700 to more than 5,600 subscribers in FY18, representing a 20% increase in subscribers over the course of the fiscal year.

Newsletter topics include: features about businesses RecyclingWorks has assisted, new content on the RecyclingWorks website, and promotion of events. In addition to monthly newsletters, CET sent five E-blasts to the RecyclingWorks email list. Four of these E-blasts promoted the Spring and Fall WasteWise forums. The other one promoted the Food Sustainability Symposium held in November.

## **RecyclingWorks Social Media**

In October of 2017, CET launched a Facebook account for RecyclingWorks. At the end of FY18 the RecyclingWorks Facebook account had 165 followers. Throughout FY18, RecyclingWorks strategically identified content to “boost” on Facebook, which effectively creates a paid advertisement with much higher visibility than

a basic post. Boosted case study videos were the most viewed content posted in FY18. The three boosted videos with the highest number of views were the Massachusetts College of Art and Design, America's Food Basket, and Westin Boston Waterfront Hotel case studies, which each had over 1,800 views. The most popular boosted content aside from videos was the RecyclingWorks Technical Assistance page, and the Fall and Spring WasteWise Forums, which each had 400 to 600 views.

Since adding Facebook, RecyclingWorks now has two social media accounts: Facebook and Twitter, which was launched the previous fiscal year. After launching the Facebook account, CET continued to promote events and post new content on twitter, while focusing more on building followers and views on Facebook. In FY18, CET posted 3-4 tweets per week on average, as opposed to 6-7 tweets per week the previous fiscal year. The engagement rate per post remained steady, at approximately 2.5 engagements per post. At the end of FY18, the RecyclingWorks Twitter account had 582 followers. and a total of 257 clicks on Twitter posts.

### Website Statistics

Comparing FY18 to FY17, overall activity on the RecyclingWorks website continued to increase. There were 88,896 sessions in FY18, a 25% increase over FY17. Approximately 90% of sessions in FY18 were new visitors, while 10% were returning to the site.

The website saw a higher increase in traffic in the second half of the fiscal year, after CET launched the RecyclingWorks Facebook page. Approximately 15% of visitors to the RecyclingWorks website were linked from Facebook, which is about twice as much traffic from Facebook as during the same period the previous year. The largest number of users visited the website on March 1; this is the day that the March newsletter was sent, which included a link to the new Source Reduction of Food Waste page. Seventy-five people clicked on the link from that newsletter to the Source Reduction page.

	Visitors	Sessions	Page Views
FY 2014	33,068	43,807	108,203
FY 2015	54,000	65,000	143,000
FY 2016	55,521	69,572	149,315
FY 2017	57,995	73,186	135,528
<b>FY 2018</b>	<b>72,020</b>	<b>88,896</b>	<b>171,470</b>
Percent Change FY2017 – FY 2018	<b>27%</b>	<b>25%</b>	<b>13%</b>

**Audience Overview** ✓

SAVE EXPORT SHARE INTELLIGENCE

All Users  
+0.00% Users

+ Add Segment

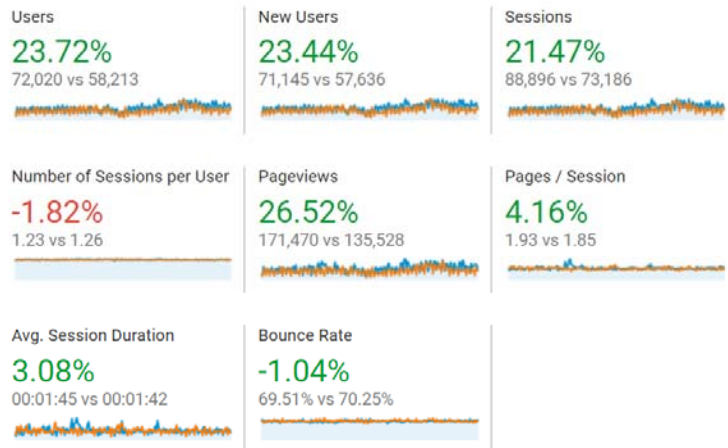
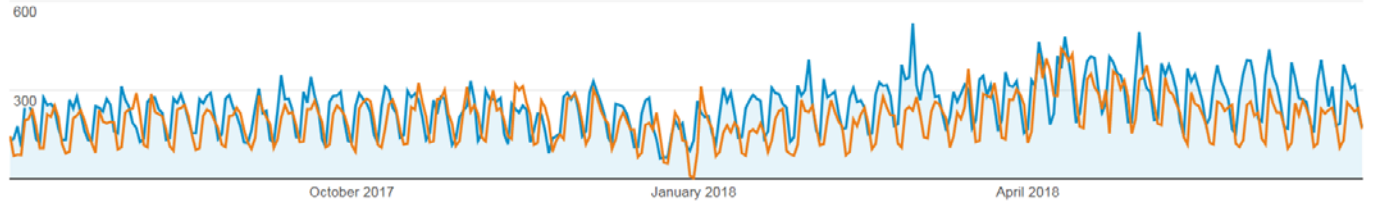
Jul 1, 2017 - Jun 30, 2018  
Compare to: Jul 1, 2016 - Jun 30, 2017

Overview

Sessions vs. Select a metric

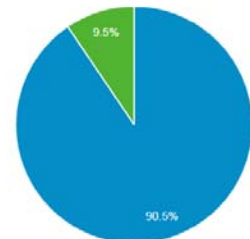
Hourly Day Week Month

Jul 1, 2017 - Jun 30, 2018: Sessions  
Jul 1, 2016 - Jun 30, 2017: Sessions

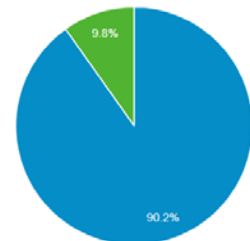


■ New Visitor ■ Returning Visitor

Jul 1, 2017 - Jun 30, 2018



Jul 1, 2016 - Jun 30, 2017



## Marketing

In FY18, promotional activities included media engagement, development of case studies, speaking engagements and other events, and outreach.

## Media Engagement

CET staff was interviewed about the RecyclingWorks program, Massachusetts waste bans, and other waste related topics by the following media outlets for articles:

- BioCycle
- Waste360
- CommonWealth Magazine
- Berkshire Magazine
- WBUR Boston
- Daily Hampshire Gazette
- Boston Globe
- Valley Free Radio

## Case Studies

CET created and posted the following video case studies in FY18. CET also developed and posted written accompaniments to each of the video case studies.

- The Westin Boston Waterfront Hotel - featuring the hotel's recycling, food donation, and food waste diversion programs. ([Video](#)) ([Written](#))
- Food Donation - featuring donation programs at Whole Foods Market in Andover and The Westin Boston Waterfront Hotel. ([Video](#)) ([Written](#))

## Outreach

In FY18, CET continued direct outreach and focused on the strategies that were most successful in FY17. In addition to phone and email outreach, CET staff visited targeted businesses in person to generate new leads. Objectives of this proactive outreach include adding contacts to the RecyclingWorks newsletter distribution list, increasing attendance at RecyclingWorks events, and generating TAs.

One specific goal for this outreach in FY18 was to raise awareness of waste reduction opportunities and best practices among particular business sectors, including long-term care facilities, large food waste generators, and property managers. Outreach to these sectors generated four TAs and added a number of contacts to the RecyclingWorks newsletter list.

Mid-year, Leading By Example provided CET with a list of 11 colleges and universities that responded to a survey requesting assistance with waste diversion. CET reached out to this list, resulting in six TAs.

In addition, CET conducted geographically based outreach to encourage registrations for major RecyclingWorks events. Outreach to hotels, corporate cafeterias, and hospitals in the Boston area resulted in three registrations for the Fall WasteWise Forum at the Boston Westin Waterfront Hotel. Outreach to businesses in the Pioneer Valley resulted in five registrations for the Food Sustainability Forum in Easthampton.

At the request of the MassDEP Southeast Regional Office, CET also conducted outreach to food waste generators in the City of Taunton during FY18. This outreach effort began by collaborating with the Taunton Board of Health to include a letter about RecyclingWorks with permit renewal letters sent to all permitted foodservice businesses in December 2017. CET conducted outreach by phone, email, and in person to businesses throughout the year, and presented at a Chamber of Commerce event in April. Notable TAs that resulted for the City of Taunton include Bristol-Plymouth Regional Technical School and Morton Hospital.

## Events

CET attended and/or presented at the following 41 events to promote the RecyclingWorks program, best management practices, and other topics.

Event Name	Date	Event Name	Date
Green Your Bottom Line in Food and Beverage Manufacturing Workshop	9/27/2017	MassRecycle R3 Conference – Furniture Reuse Stakeholder Discussion	3/26/2018
Sustainable Duxbury Presentation	10/4/2017	MassRecycle R3 Conference – Source Reduction of Food Waste BMP Presentation	3/26/2018
Yankee Conference - Food Donation Presentation	10/4/2017	Focus Group with A Better City	3/27/2018
Yankee Conference - Compost Presentation	10/4/2017	EPA Workshop for Federal Facilities	4/12/2018
Cambridge Innovation Center Green Innovation Industry Night	10/11/2017	Presentation at WasteExpo 2018 - MA Organics Ban	4/23/2018
Harvard-UCLA Food Law and Policy Conference	10/13/2017	TURA Resource Conservation Planning Training	4/25/2018
MassDEP SWAC Meeting	10/26/2017	Greater Chicopee Chamber of Commerce April Meeting	4/25/2018
WasteWise Fall Forum 2017	11/1/2017	EPA Round Table Discussion on Food Recovery	5/2/2018
Business & Innovation Expo of Western Mass Speaking Engagement	11/2/2017	Central Mass Furniture Reuse Stakeholder Meeting	5/3/2018
Massachusetts Health Board Association Certificate Program	11/4/2017	Leading By Example - Furniture Reuse Stakeholder Discussion	5/8/2018
Pioneer Valley Planning Commission Presentation	11/7/2017	Taunton Chamber of Commerce Breakfast	5/9/2018
Food Sustainability Symposium	11/9/2017	WasteWise Spring Forum 2018	5/10/2018
Mass Maritime Academy Sustainable Facilities Management Course	11/11/2017	Western Mass Furniture Reuse Stakeholder Meeting	5/17/2018
Massachusetts Health Board Association Certificate Program	11/18/2017	Annual Northeast Recycling Conference and Expo	5/22/2018
Waste360 Webinar	12/6/2017	Eastern Mass Furniture Reuse Stakeholder Meeting	5/24/2018
Organics Subcommittee Meeting - FY17 Recap	12/7/2017	IBerkshire Waste Presentation	5/31/2018
Organics Subcommittee Meeting - Source Reduction of Food Waste Stakeholder Discussion	12/7/2017	Practical Skills Compost Operators Workshop at Martin's Compost Farm	6/1/2018
Green Your Bottom Line Webinar	12/12/2017	Greater Quabbin Food Alliance Spring Gathering	6/8/2018
MassRecycle Webinar	2/27/2018	Northeast Buildings & Facilities Management Show	6/13/2018
C&U Spring Forum 2018	3/6/2018	Greater Springfield Business Network International Meeting	6/19/2018
South Berkshire Chamber of Commerce Networking Meeting	3/8/2018		



## **WasteWise**

CET continues to promote the Massachusetts chapter of WasteWise, as well as the EPA WasteWise program and EPA Food Recovery Challenge. CET conducted outreach to promote and facilitate two WasteWise Forums in FY18.

The 2017 WasteWise Fall Forum was held on November 1 at The Westin Boston Waterfront Hotel. Approximately 50 people attended, representing businesses from various sectors, the EPA, the MassDEP, universities, and haulers and processors of recyclable materials. The event focused on donating surplus prepared food and best practices for source reduction of food waste. The food donation discussion included presentations by Harvard University, Food For Free, The Westin, and Rescuing Leftover Cuisine about their partnerships to rescue surplus food to help feed residents in the greater Boston community. The forum concluded with a tour of The Westin's recycling and food waste diversion systems. CET posted a survey about the Fall Forum that received eight responses. The primary reasons survey respondents cited for attending the event were networking opportunities, learning about food donation, and touring The Westin.

On May 10, The College of the Holy Cross hosted the 2018 WasteWise Spring Forum. This forum was focused around a panel discussion with operators of Materials Recovery Facilities (MRFs), which was also available to attend via webinar. Forum attendees learned how to improve recycling quality and reduce contamination to help ensure that their recyclables are being diverted from disposal. The event also included discussion of the developing Best Management Practices for Corporate/Institutional Office Furniture Reuse, with presentations from CET and Holy Cross on the topic. In addition, the EPA presented Food Recovery Challenge Regional Achievement Certificates to 2017 awardees from Massachusetts. Approximately 50 people attended the forum in person, and 15 people attended the webinar. CET posted a survey about the Spring Forum that received eight responses. All survey respondents reported that the forum was an effective use of their time and a majority of the respondents (6) reported that the forum was "Very Informative." When asked about their main takeaway from the forum, multiple respondents mentioned the need for further resources to help change recycling behavior and improve material diversion rates.

## **College & University Forums**

Over the course of FY18 more than 75 contacts were added to the RecyclingWorks College & University email list, for a total of 486 contacts representing approximately 125 different colleges and universities. CET sent five emails to this list over the course of FY18, promoting C&U forums and other topics relevant to the college and university audience.

Early in FY18, CET conducted an electronic survey of C&U contacts to assess potential ways to better engage this sector. The survey assessed potential adjustments to C&U forums such as timing, frequency, format, topic, and collaboration with other events. Based on survey results from 12 respondents, CET decided to conduct one half-day forum during the spring semester, rather than one three-hour forum each semester as in the past few years.

The 2018 C&U Spring Forum was held on March 6 at Boston College. Approximately 40 people attended. The forum highlighted furniture reuse, recycling, and food recovery programs at colleges and universities. Attendees learned strategies for reducing contamination when collecting recyclables and food waste in public spaces. A panel of two schools (Brandeis University and Harvard University) and two furniture reuse service providers, (The Reuse Network and Creative Office Pavilion) discussed tools and strategies to promote reuse and divert furniture from disposal.

## Technical Assistance

Technical Assistance (TA) is focused on helping implement general recycling and/or food waste diversion programs at businesses and institutions. There is significant customization for each facility, to provide a valued and effective service. Mini TA is provided as a result of hotline calls where the assistance needed is more than can be completed over the phone in a short amount of time, but not expected to exceed 3 hours of help. For on-site TA, CET recommends 1 of 3 established tiers to address the waste reduction/recycling opportunity. These are at the 10, 20 and 30 hour levels. The tier will be recommended based on several criteria including interest, complexity, and potential diversion opportunity.

CET had FY18 goals of providing mini TA to 150-180 generators and on-site TA to 70-80 generators. In addition, CET had a goal of assisting 10-12 State Facilities through on-site TA. The following chart summarizes the number of facilities receiving various forms of Technical Assistance in FY18, broken down by associated section of the work plan. CET significantly surpassed all TA goals except for assistance to State Facilities, which fell one short of the 10-12 facility goal.

In FY18, about two-thirds of TAs looked at both food waste and recycling, while slightly more involved just recycling rather than just food waste. Eight TAs included focus on furniture and/or C&D materials. By weight, 84% of the waste diversion initiated in FY18 was food scraps diverted through composting, animal feed or anaerobic digestion, 15% was recycled, and 1% was reused. Less than 1% percent (12 tons) was food donated.

The attached tracking sheet provides detailed information on a facility-by-facility basis.

Type	# In Progress	# Completed	Total Assisted	FY18 Assistance Goal
Technical Assistance	29	65	<b>94</b>	70-80
State Facilities	6	3	<b>9</b>	10-12
Mini-TA	69	209	<b>278</b>	150-180
<b>Totals</b>	104	277	<b>381</b>	230-272

### Lessons learned:

- Even mature programs need help. When revisiting a few recycling programs that were established in previous fiscal years, CET observed many opportunities to improve collection programs such as labeling bins and making sure to pair recycling and trash bins.
- China's National Sword policy is sending programs back to basics, which means recycling percentages are dropping and hauling costs are rising for generators.
- New depackaging infrastructure is shifting the landscape of organics diversion in Massachusetts. With more facilities that can handle packaged food and/or food scraps with high rates of contamination, many generators that previously did not have a viable outlet for diverting their food waste from disposal now have new options. However, depackaging infrastructure presents a new challenge when it comes to compostable serviceware, most of which is removed and disposed of as a result of the depackaging process.
- As the marketplace has matured over time, RecyclingWorks has seen increased interest from smaller generators, not subject to the Commercial Organics Waste Ban, in implementing food waste diversion programs.

### **Notice of Non-Compliance (NON) Outreach**

CET continued to conduct outreach to waste generators who have received NONs and Warning Letters from MassDEP for waste ban non-compliance. When a generator responds to CET's outreach, CET assists these businesses in responding to Waste Ban Inspectors and encourages technical assistance. In FY18, CET contacted 118 generators through NON and Warning Letter outreach. Forty-eight of these generators have returned to compliance, including six that received RecyclingWorks Technical Assistance. Twenty are still in process, including three that are currently receiving RecyclingWorks technical assistance. Twenty-two were not interested in RecyclingWorks assistance, and are still out of compliance.

### **Compost Site Technical Assistance**

To support food waste composting infrastructure in Massachusetts, and to help ensure well operated compost sites, RecyclingWorks continued to offer both Tier 1 and Tier 2 Compost Site Technical Assistance. CET renewed contracts with two composting industry experts that serve as consultants for the program; these consultants conduct site visits for approved facilities and produce reports based on their findings. CET conducted outreach through the Organics Subcommittee and the list of registered compost sites in MA, as well as municipal composting facilities, and other leads. CET also promoted Compost Site TA when visiting farms through the Massachusetts Farm Energy Program. In FY18, RecyclingWorks provided Tier 1 TA to eleven sites, with nine completed within the fiscal year. Eight sites received Tier 2 TA, with three completed within the fiscal year. At the close of FY18, there are two active Tier 1 TAs, and five active Tier 2 TAs.

In addition to the Technical Assistance offered through RecyclingWorks, CET organized a hands-on practical skills compost workshop for compost site operators. Martin's Farm in Greenfield hosted RecyclingWorks, MassDEP, MDAR, and 15 attendees. The half-day workshop focused on composting food materials, compost site management, pile monitoring, and recipe development. The workshop offered an effective combination of lectures, demonstrations, and hands-on exercises.

CET also presented to health officials at several events to share information about compost site best management practices. This included presentations at two Massachusetts Association of Health Boards Certificate Programs, and a presentation at the Yankee Conference hosted by the Rhode Island Environmental Health Association.

### **Construction & Demolition Technical Assistance**

In mid-FY19, the MassDEP asked CET to help develop a pilot program to provide more in depth technical assistance to developers and contractors to increase recycling rates from construction and demolition projects. CET worked with the MassDEP to develop a plan for how to structure this assistance, and hired a construction industry consultant with innovative sustainable construction practices and experience developing waste management plans for this project. CET attended meetings with the MassDEP and two potential recipients of this assistance. One of these projects is anticipated to move forward in early FY19.

### **Best Management Practices**

#### *Source Reduction of Food Waste Best Management Practices*

In FY17, MassDEP conducted a survey and follow-up interviews with colleges and universities on source reduction of food waste in campus dining. MassDEP created an outline summarizing this work and shared it with CET. In FY18, CET broadened this stakeholder engagement process to include interviews of other institutional food service operations such as corporate cafeterias and hospitals. CET also engaged service providers, such as waste tracking and meal planning systems, to help develop the guidance. CET presented a draft of the guidance

at the WasteWise Fall Forum in November, 2017 and the MassDEP Organics Subcommittee Meeting in December, 2017. CET finalized the guidance and posted it on the RecyclingWorks website in February, 2018 and presented it at the MassRecycle R3 Conference in March, 2018. The guidance includes information on waste tracking, meal planning, procurement, back and front of house strategies, training, and dining area design to encourage source reduction of food waste.

#### *Corporate/Institutional Office Furniture Reuse Best Management Practices*

In FY18, CET began a stakeholder engagement process to develop best management practices for reuse of corporate/institutional furniture and office equipment. CET engaged service providers (such as reuse/donation organizations and used furniture stores), as well as generators (such as corporate offices, colleges and universities, and K-12 schools) in developing this guidance. The stakeholder engagement process included discussions on this topic at eight events, including three geographically-based meetings (in Boston, Devens, and Springfield), the 2018 C&U Forum, the Spring 2018 WasteWise Forum, the MassRecycle R3 Conference, a TURA Resource Conservation Planning training, and a State Agency Leading By Example meeting. Research and stakeholder discussion included investigation of furniture reuse options for the public sector and the Massachusetts Surplus Property Program. CET has developed an outline for the best management practices, and in FY19 staff will finalize the document and post it to the RecyclingWorks website.

#### **MassDEP Green Business Specialist**

The Green Business Specialist worked out of MassDEP's Boston Office to support the RecyclingWorks program, the Organics Action Plan, Solid Waste Master Plan, and waste ban compliance for the first seven months of the fiscal year. The Green Business Specialist (GBS) position ended in February, 2018. The responsibilities of this position were redistributed to other CET staff or to MassDEP. Specific activities prior to February, 2018 included:

- Supported development of Best Management Practices for Source Reduction of Food Waste by conducting interviews with stakeholders, attending stakeholder meetings, writing up meeting notes, and drafting the final guidance document.
- Reviewed new documents related to the C&D and Food Donation guidance documents and drafted proposed edits.
- Supported RecyclingWorks field staff by providing three TAs to businesses located in the Greater Boston area.
- Followed up on RecyclingWorks hotline calls and mini-TAs.
- Coordinated with other MassDEP office staff to place orders for recycling equipment for state facilities.
- Organized and shared relevant information related to enforcement actions from the MassDEP for waste ban violations, including compiling lists of entities receiving Notice of Non-Compliance and Warning Letters, monitoring Return to Compliance responses and recording them in the RTC analysis database, and processing third party inspection reports from landfills and transfer stations.