

City of Saskatoon

2021 ICI Waste & Recycling Survey



Table of Contents

Background and Methodology	3
Reporting Notes	4
Key Findings, Implications and Recommendations	5
Business Profile	8
Waste Diversion - Recycling	11
Waste Diversion - Organics	16
Waste Management Services & Property Management	21
New Programs	24

Background & Methodology

In February 2021, the City of Saskatoon (the City) contracted Insightrix Research Inc. (Insightrix) to conduct a quantitative study with organizations in the industrial, commercial and institutional (ICI) sectors with the following objectives:

- ✓ Determine current recycling, organics, and construction and demolition waste diversion behaviours
- ✓ Determine support for mandatory recycling and organics, and program options
- ✓ Document preconceived barriers to obtaining recycling and organics services and identify tools and resources that can help businesses and organizations overcome those barriers



Survey Methodology

Mode

- Online & telephone surveys
- Data collected June 1 to June 25, 2021

Sample

- 3,279 businesses and organizations contact list purchased from a third-party sample provider
- Quotas set by type and size of organization

Responses

- n=150; 132 online, 18 by telephone
- Response rate: 14%

Reporting Notes

- Data have been rounded to zero decimal places; therefore, percentages may not add up precisely to 100% on some graphs.
- Open-ended questions have been themed and coded into categories. The percentages from individual codes could total more than 100%, as comments from each respondent could be relevant to more than one code.
- Questions that have multiple response options will result in percentages that could add up to more than 100%.
- Significant differences have been highlighted in this report with a ▲ or ▼. A standard alpha value of less than 0.05 is considered statistically significant. This means there is less than a 5% chance the results would have occurred by chance.
- In some cases, themes have been organized into “Net” themes based on overarching commonalities in the content of responses (i.e., positive or negative mentions). The percentages of individual codes will add up to more than the Net total, as multiple comments from each respondent are possible within each Net.
- A complete listing of verbatim answers from open-ended questions is included in a supplementary Microsoft Excel file.

Key Findings, Implications and Recommendations



Key Findings

Current recycling & organics waste diversion behaviour



- △ Most businesses that produce recyclable materials divert them from landfills. Conversely, only three out of ten companies generating organic material divert at least one type of organic waste from the landfill.
- △ Roughly every organization producing refundable beverage container waste separates those containers for recycling. Regarding organic waste, yard waste is more often diverted from landfills than other types of organic materials.
- △ Employees receive information on preparing and sorting recyclable materials in almost seven out of ten businesses that generate that sort of waste. However, they typically do not receive information on handling organic materials from companies that produce organic waste.
- △ Organic and recyclable material collection by private companies stands out as the most-used handling method chosen by ICIs that generate that kind of waste.

Barriers to obtaining recycling and organics services



- △ Collection service availability is the most cited barrier to recycling among organizations that indicated they do not recycle all they can. Regarding organic waste, by far, the low amount of organic material produced is the main barrier mentioned by businesses that generate that type of waste but report they do not compost as much as possible. Only a few consider the handling of recyclable or organic materials as obstacles to recycling or composting.
- △ Only one in three companies that produce food waste is aware of the Good Samaritan Law that allows edible food waste donations without liability. However, lack of knowledge is not the main barrier to donating edible food waste. Rather, businesses mention the absence of edible food waste as the main issue.

Tools and resources that can help businesses and organizations obtaining recycling and organics services



- △ Roughly one out of three business decision-makers was aware of the City's new regulatory approach regarding recycling and organics.
- △ Downloadable information on the City's website, a bylaw compliance checklist, online tools/search engine for organics/recycling best practices and getting directly in touch for assistance are the most suggested educational methods/resources on the bylaw.
- △ More information on waste management, new waste handling service provision, and low rates are the primary suggestions from ICI sector members on how the City can support business waste diversion from the landfill.

Implications and Recommendations






- 💡 Results shown an appetite of expanding waste management programs, particularly on organics, to assist the ICI sector in diverting waste from landfills. Compostable materials are less diverted than recyclable waste, establishing these programs as an important focus area.
- 💡 Since many businesses believe they produce waste that cannot be collected under existing programs, ensure it is easy for businesses to access information on their options to dispose of less common forms of waste.
- 💡 There is significant opportunity to inform more companies about the Good Samaritan Law. As a first step, consider a campaign showing how food waste that appears inedible can be donated and put to good use.
- 💡 To communicate the new regulatory bylaw coming into effect in 2020, provide downloadable information on the City's website about the new regulatory bylaw, a compliance checklist, information about composting/recycling best practices and opportunities of businesses to ask questions. These are the main suggestions companies give on how they wish to receive communication from the City.




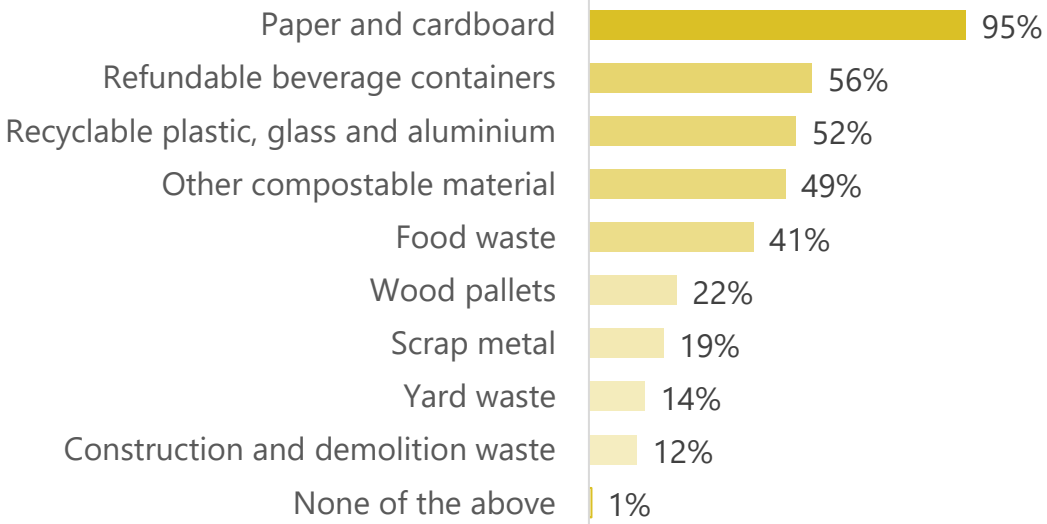
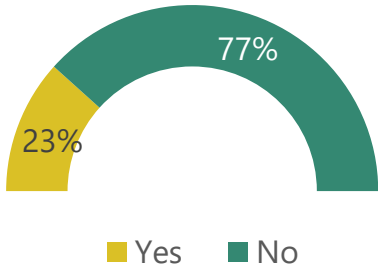
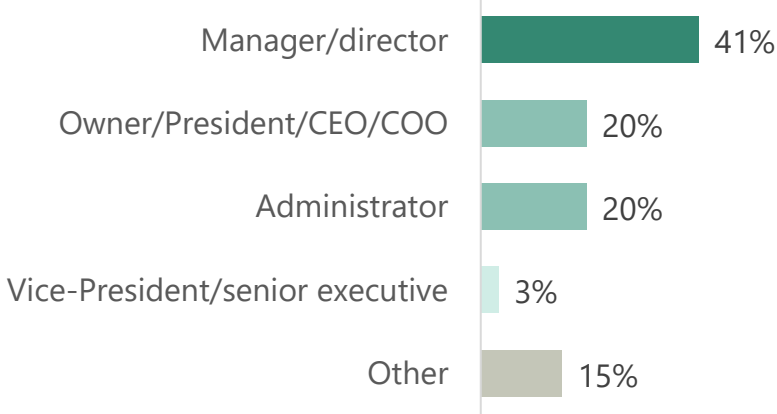
Business Profile



Business Profile

 Organization Type	 Economic Sector	 Number of Employees
<p> ■ Commercial business ■ Industrial ■ Institutional </p>	<p> Retail Trade 19% Health Care and Social Assistance 18% Accommodation and Food Services 11% Manufacturing 11% Education services 10% Finance/Insurance/Real Estate 4% Construction 3% Grocery (except conv. stores) 1% Other services (except public admin.) 16% Other 8% </p>	<p> ■ Less than 10 ■ 10-49 ■ 50 or more </p>

Business Profile

 Type of Waste Produced	 Non-Profit Organization	 Position Within the Organization																																								
 <table border="1"> <thead> <tr> <th>Type of Waste Produced</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Paper and cardboard</td><td>95%</td></tr> <tr><td>Refundable beverage containers</td><td>56%</td></tr> <tr><td>Recyclable plastic, glass and aluminium</td><td>52%</td></tr> <tr><td>Other compostable material</td><td>49%</td></tr> <tr><td>Food waste</td><td>41%</td></tr> <tr><td>Wood pallets</td><td>22%</td></tr> <tr><td>Scrap metal</td><td>19%</td></tr> <tr><td>Yard waste</td><td>14%</td></tr> <tr><td>Construction and demolition waste</td><td>12%</td></tr> <tr><td>None of the above</td><td>1%</td></tr> </tbody> </table>	Type of Waste Produced	Percentage	Paper and cardboard	95%	Refundable beverage containers	56%	Recyclable plastic, glass and aluminium	52%	Other compostable material	49%	Food waste	41%	Wood pallets	22%	Scrap metal	19%	Yard waste	14%	Construction and demolition waste	12%	None of the above	1%	 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Yes</td><td>23%</td></tr> <tr><td>No</td><td>77%</td></tr> </tbody> </table>	Response	Percentage	Yes	23%	No	77%	 <table border="1"> <thead> <tr> <th>Position Within the Organization</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Manager/director</td><td>41%</td></tr> <tr><td>Owner/President/CEO/COO</td><td>20%</td></tr> <tr><td>Administrator</td><td>20%</td></tr> <tr><td>Vice-President/senior executive</td><td>3%</td></tr> <tr><td>Other</td><td>15%</td></tr> </tbody> </table>	Position Within the Organization	Percentage	Manager/director	41%	Owner/President/CEO/COO	20%	Administrator	20%	Vice-President/senior executive	3%	Other	15%
Type of Waste Produced	Percentage																																									
Paper and cardboard	95%																																									
Refundable beverage containers	56%																																									
Recyclable plastic, glass and aluminium	52%																																									
Other compostable material	49%																																									
Food waste	41%																																									
Wood pallets	22%																																									
Scrap metal	19%																																									
Yard waste	14%																																									
Construction and demolition waste	12%																																									
None of the above	1%																																									
Response	Percentage																																									
Yes	23%																																									
No	77%																																									
Position Within the Organization	Percentage																																									
Manager/director	41%																																									
Owner/President/CEO/COO	20%																																									
Administrator	20%																																									
Vice-President/senior executive	3%																																									
Other	15%																																									

Waste Diversion Recycling



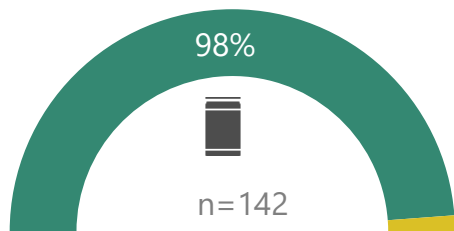
Most businesses that produce recyclable materials divert them from landfills. Some collect this material even without having a marked bin. Almost every organization producing refundable beverage container waste separates those containers for recycling.



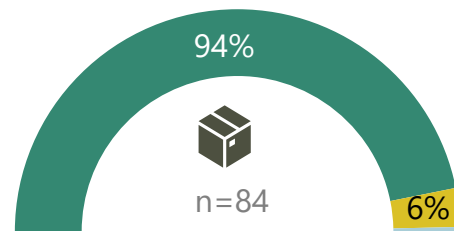
Separates Beverage Containers, Paper and Cardboard or Other Recyclable Materials
(Among Those Who Produce That Type of Recyclable Waste)



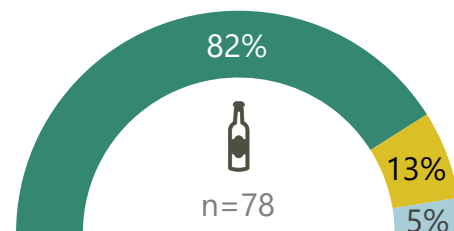
Refundable Beverage Containers



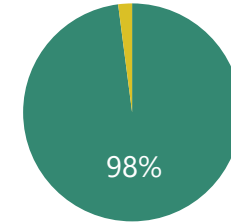
Paper and Cardboard



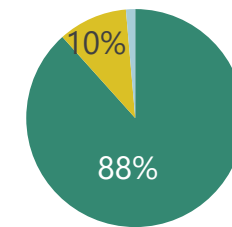
Recyclable Plastics, Glass and Aluminium



Separates at Least one Type of Recyclable Material
(Among Those Who Produce Recyclable Waste)



Possesses Marked Recyclable Material Bins
(Among Those Who Produce Recyclable Waste)

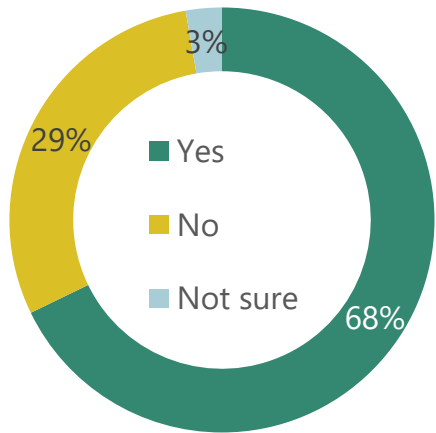


7a. Do you separate any of the following recyclable materials from your garbage to keep them out of the landfill? Base: All respondents who produce at least one type of recyclable waste, n=78-142.

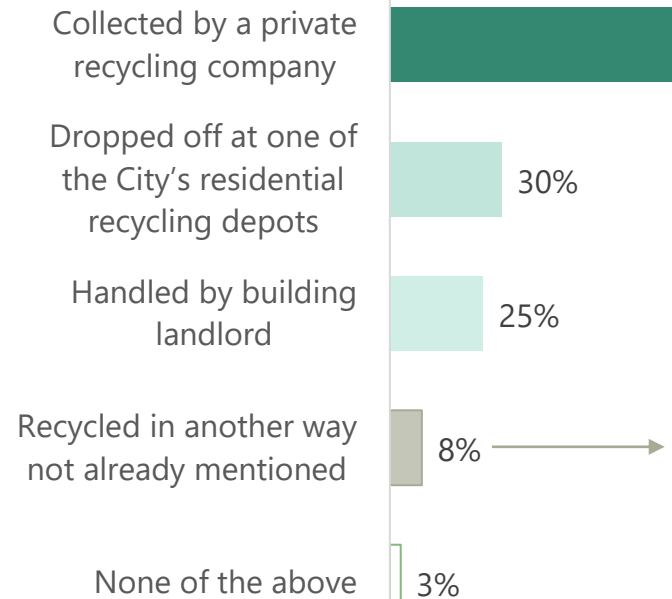
7b. Do you have clearly marked bins to collect recyclable materials separate from your garbage? Base: All respondents who produce at least one type of recyclable waste, n=146.

Employees receive information on how to prepare and sort recyclable materials in almost seven out of ten businesses that produce that type of waste. Collection by a private recycling company stands out as the most-used recycling method chosen by organizations that generate recyclable materials, primarily by larger companies.

 **Employees Receive Information on Handling Recyclable Materials**



 **Recycling Method**



Number of Employees		
Less than 10	10 to 49	50 or more
64%▼	87%▲	88%

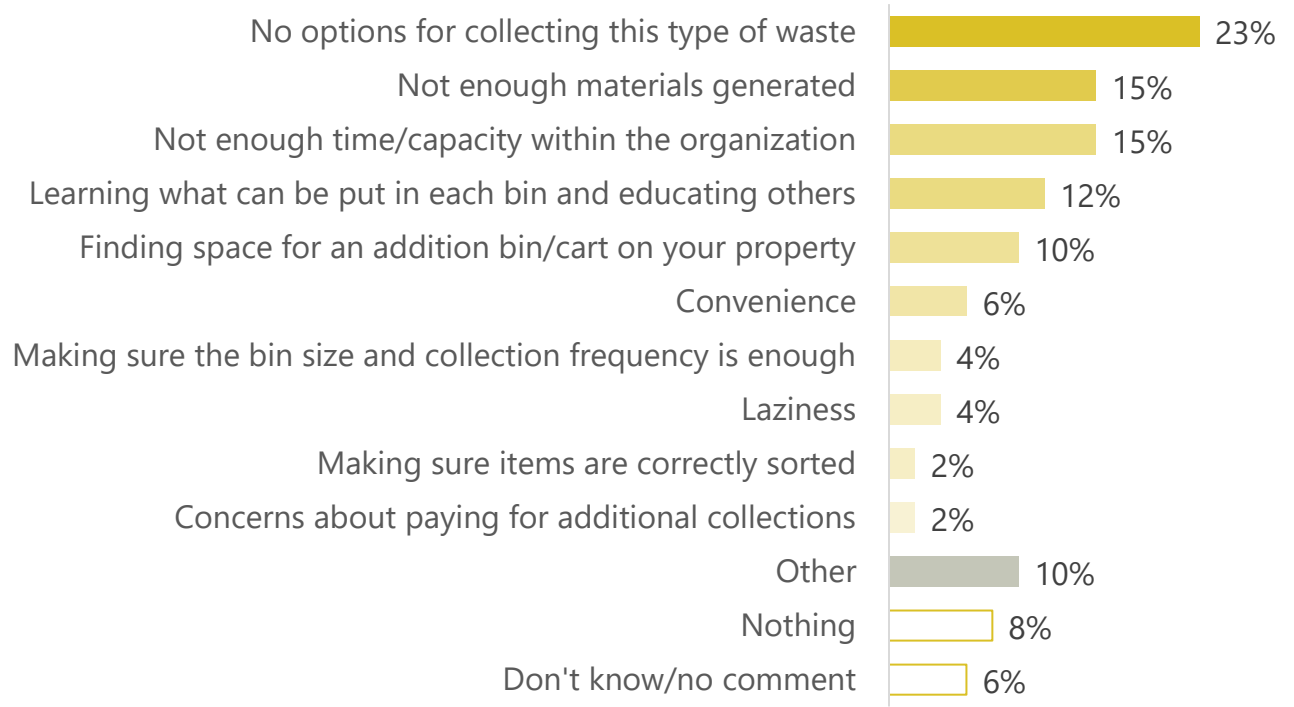
- Employees take refundable bottles and cans.
- Confidential papers are shredded and then recycled.
- The University of Saskatchewan handles our recycling program.

7c. Do you provide your employees with information on how to properly prepare and sort recyclable material? Base: All respondents who produce at least one type of recyclable waste, n=146.

8. Are your organization's recycled items...(select all that apply). Base: All respondents who produce at least one type of recyclable waste, n=142.

Collection service availability is the most cited barrier to recycling among organizations that indicated they do not recycle all they can. Only a few consider the handling of recyclable materials and additional collection costs as obstacles to recycling.

Barriers to Recycling



Because of ability and program availability. Take compost for example. We don't have anything set up for that at this point. Such as compost companies.

Just the inconvenience of recycling used oil. We do it but hire an oil reclaiming company to pick it up.

Lack of information for some people. We have visitors during the week, so I don't control what everyone throws away, but I try to educate people.

Space. Cardboard and paper already fill our bin, and we don't have enough other recycling to warrant another container.


9. What things discourage or prevent you or others in your organization from recycling more? Base: All respondents who produce at least one type of recyclable waste and do not recycle as much as possible, n=52.

Waste Diversion Organics

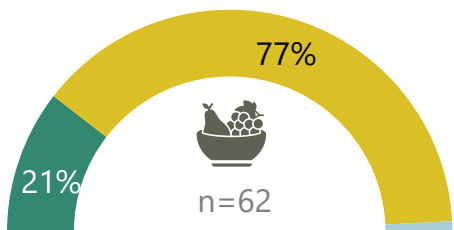


Most businesses do not separate the organic materials they produce. Only three out of ten companies generating organic material divert at least one type of organic waste from the landfill. Among those generating organic waste, just a few have a marked organic material bin. Yard waste is more often diverted from landfills than other types of organic waste.

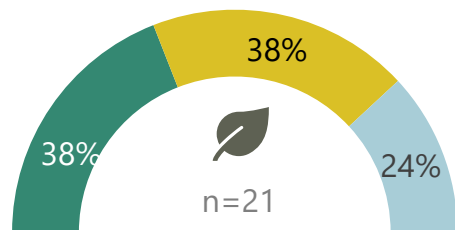
 **Separates Food, Yard or Other Compostable Material**
(Among Those Who Produce That Type of Organic Waste)

 Yes  No  Not Sure

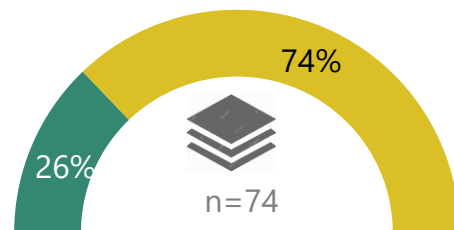
Food Waste



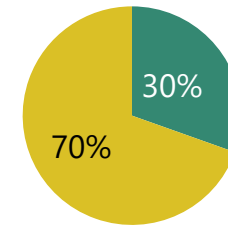
Yard Waste



Other Compostable Material



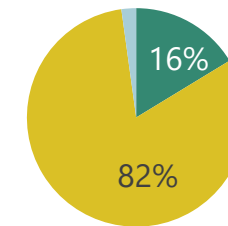
Separates at Least one Type of Organic Material
(Among Those Who Produce Organic Waste)



n=92



Possesses Marked Organic Material Bins
(Among Those Who Produce Organic Waste)



n=92

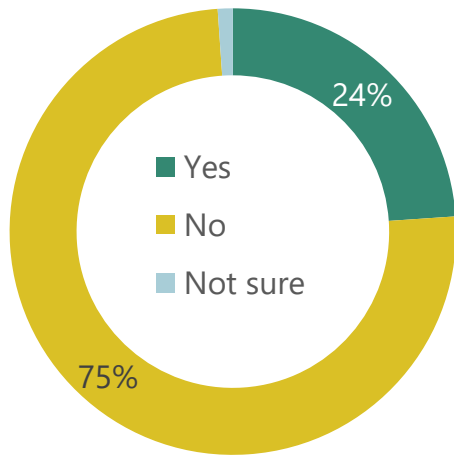
11a. Do you separate any of the following organic materials from your garbage to keep them out of the landfill? Base: All respondents who produce at least one type of organic waste, n=21-74.

11b. Do you have clearly marked bins to collect organic materials separate from your garbage? Base: All respondents who produce at least one type of organic waste, n=92.

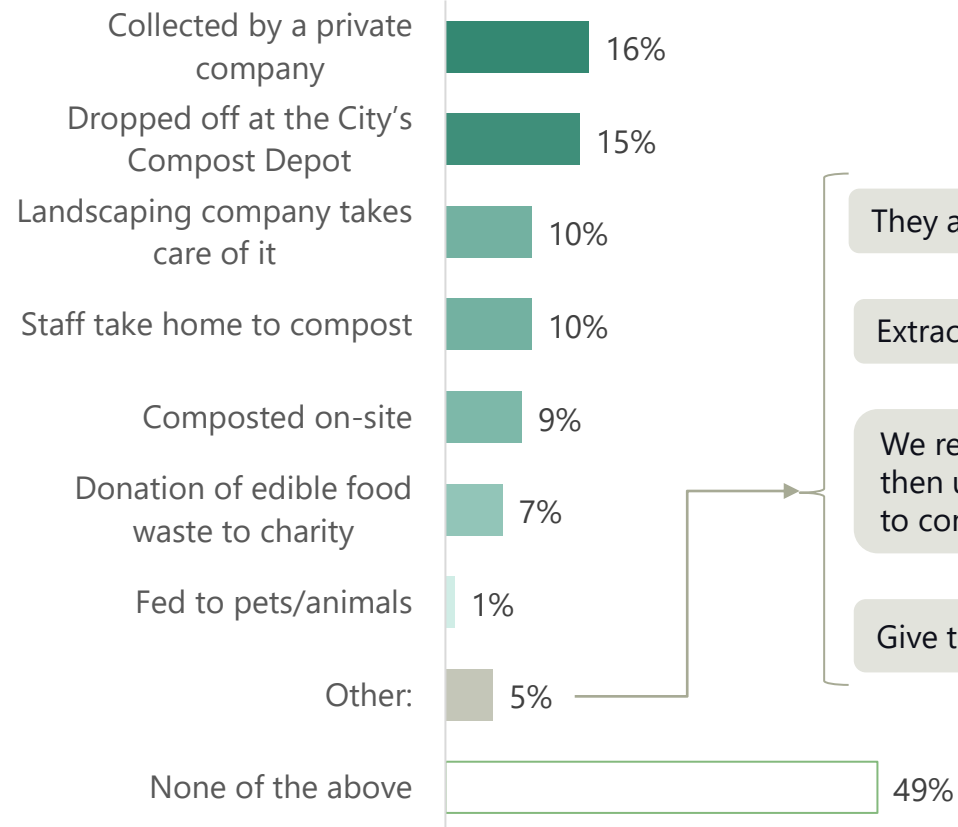
Employees typically do not receive information on handling organic materials. Half of the organizations producing organic waste do not compost their waste, and those who do compost use a wide range of different methods.



Employees Receive Information on Handling Organic Materials



Composting Method



They are put in the LORAS disposable bin.

Extracted teeth goes to the College of Dentistry.

We receive food waste from businesses. We then use it in our cooking or give them out to community clients.

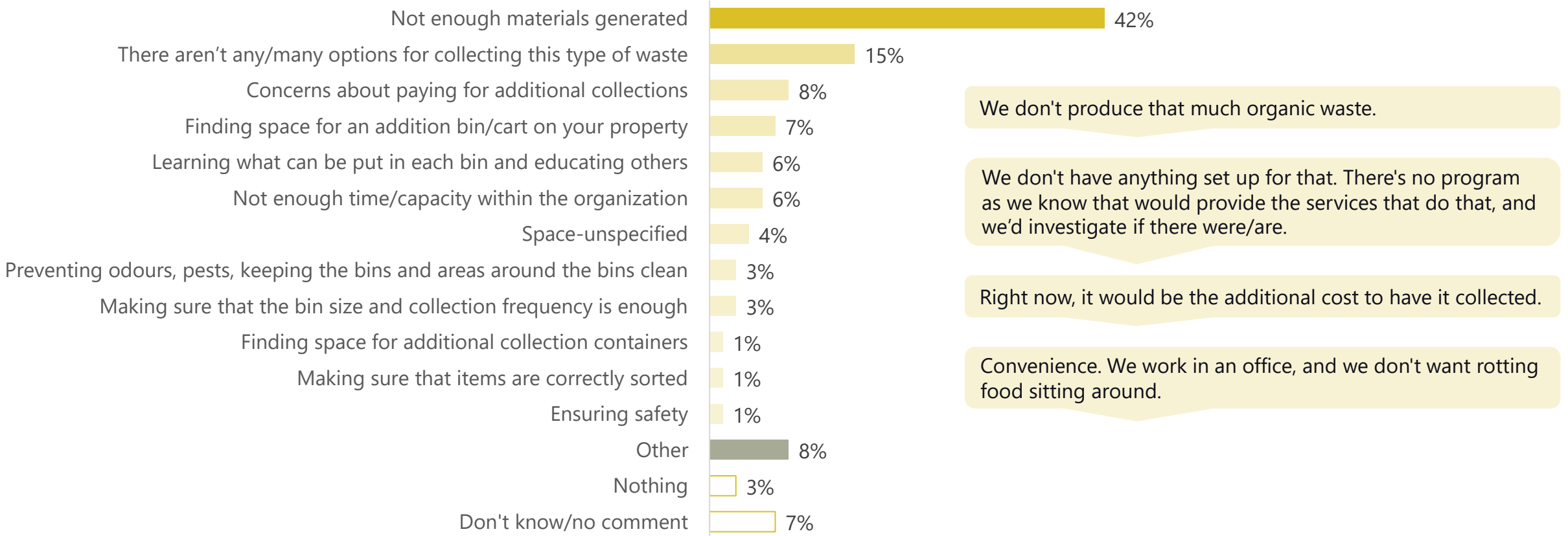
Give to seniors to compost for gardens.

11c. Do you provide your employees with information on how to properly prepare and sort organic material? Base: All respondents who produce at least one type of organic waste, n=92.

12. Are your organization's organic items...(select all that apply.) Base: All respondents who produce at least one type of organic waste, n=92.

By far, the low amount of organic material produced is the main barrier to composting, according to businesses that produce organic waste and do not compost as much as possible. Most do not think that safety, space or how to handle compostable matter are obstacles to composting.

Barriers to Composting



We don't produce that much organic waste.

We don't have anything set up for that. There's no program as we know that would provide the services that do that, and we'd investigate if there were/are.

Right now, it would be the additional cost to have it collected.

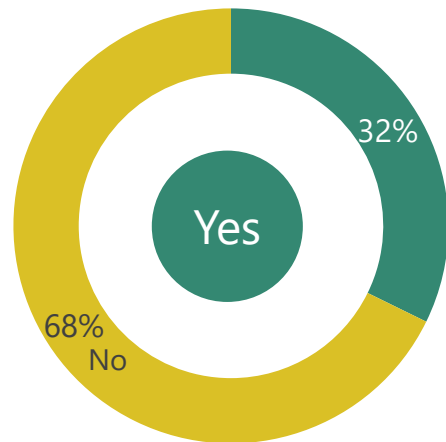
Convenience. We work in an office, and we don't want rotting food sitting around.

13. What things do you foresee discouraging or preventing you or others in your organization from composting or having organics collected? Base: All respondents who produce at least one type of organic waste and do not compost as much as possible, n=71.

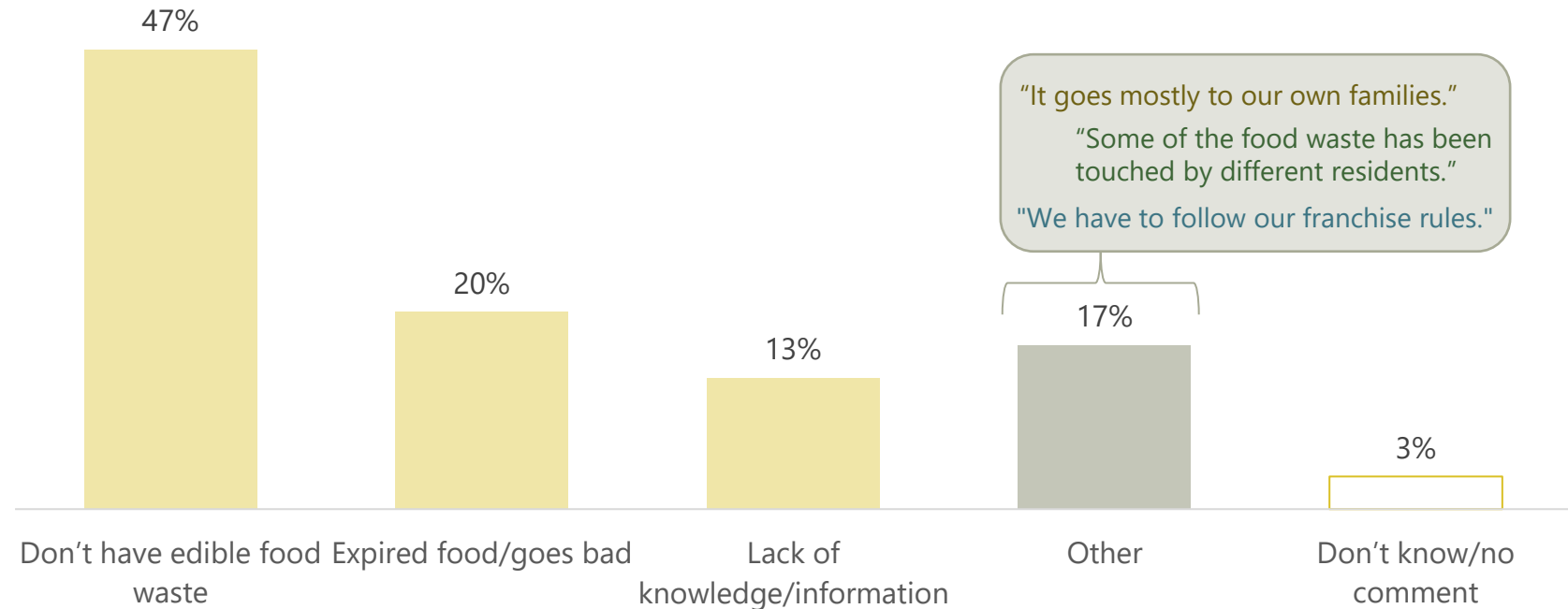
Only one in three companies that produce food waste are aware of the Good Samaritan Law that allows edible food waste donations without liability. However, lack of knowledge is not the main barrier to donating edible food waste. Rather, businesses that generate food waste most often do not consider their food waste to be edible.



**Good Samaritan Law Awareness
(Among Organizations That
Produce Food Waste)**



**Barriers to Donating Edible Food Waste
(Among Organizations That Produce Food Waste)**



14a. Before now, were you aware of the Good Samaritan law in Saskatchewan that allows for the donation of edible food waste to charities without liability? Base: All respondents who produce food waste, n=62.

14b. What barriers to the donation of edible food waste to charities are faced by your organization, if any? Base: All respondents who produce food waste and face some barrier to the donation of edible food waste, n=30.

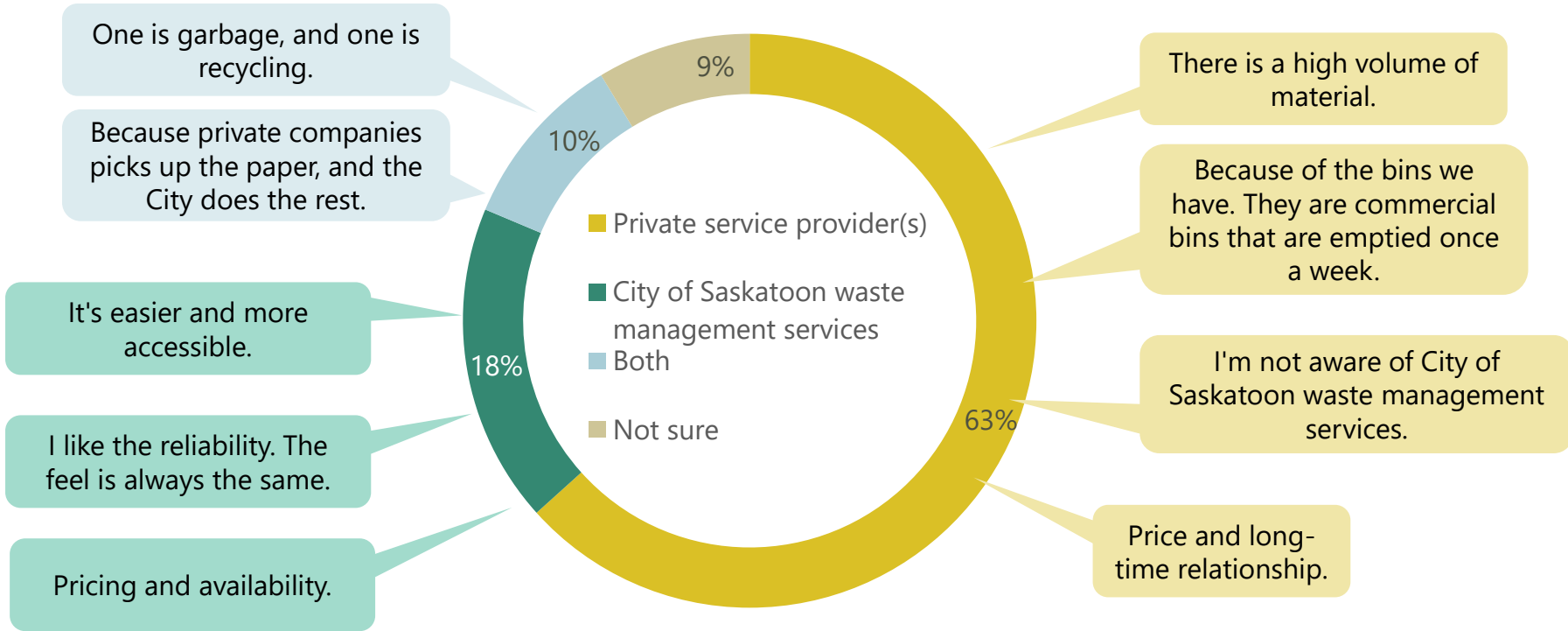
Waste Management Services & Property Management



Most organizations report hiring private companies to manage the waste they produce. The high volume of waste generated and lacking alternatives are the main reasons businesses cite to explain why they do not use the City's waste management services. Companies also claim they are satisfied with their current provider or were unaware of the City's services.



Waste Management Services Used



Use large bins/high volume	20%
City doesn't provide service/not an option	17%
Satisfied/certain company provides our bins	15%
Unaware that the City provides service	15%
Landlord provides/handles it	14%
Cost/better deal	11%
Because of the type of waste	6%
Area/location we are in	6%
Other	9%
32%	Use only private waste management services but are not sure why

20a. Which of the following waste management services does your organization use? Base: All respondents, n=150.

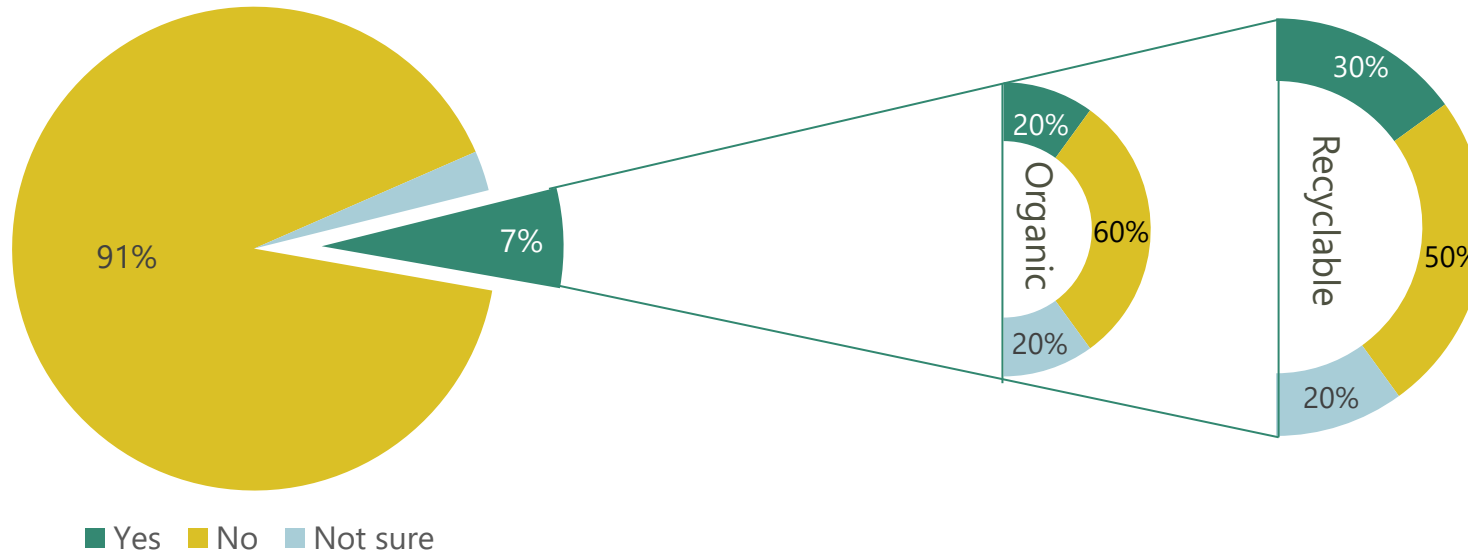
20b. [if one service provider selected in q20a] Why does your organization use [selected q20a option] instead of [unselected q20a option]? [if both services providers selected in q20a] Why does your organization use both City of Saskatoon waste management services and private service providers? Base: All respondents excluding those that were not sure, n=12-65

Few businesses manage other properties. Among those that do, most do not provide information on how to handle organic and recyclable material to their tenants or employees.

 **Manage Properties Other Than Those Used for Own Business Activities**

 **Provide Information on How to Handle Organic and Recyclable Material***

Caution: Small sample size.



20c: Does your business or organization manage any properties other than those used for your own business activities? This would include acting as a landlord for property leased to another company. Base: All respondents, n=150.

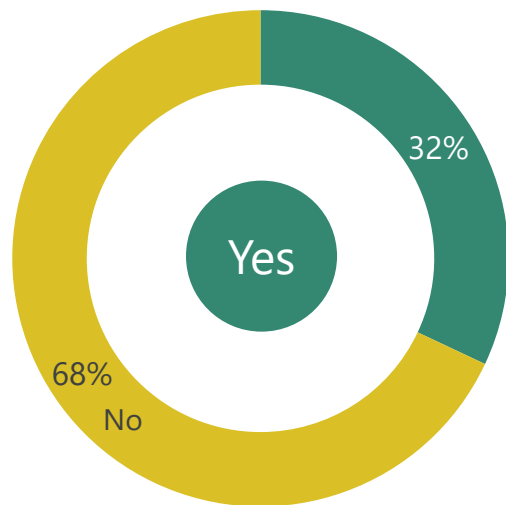
20d: Do you provide your employees or tenants with information on how to properly prepare and sort each of the following types of material? Base: All respondents who manage other properties, n=10.



New Programs

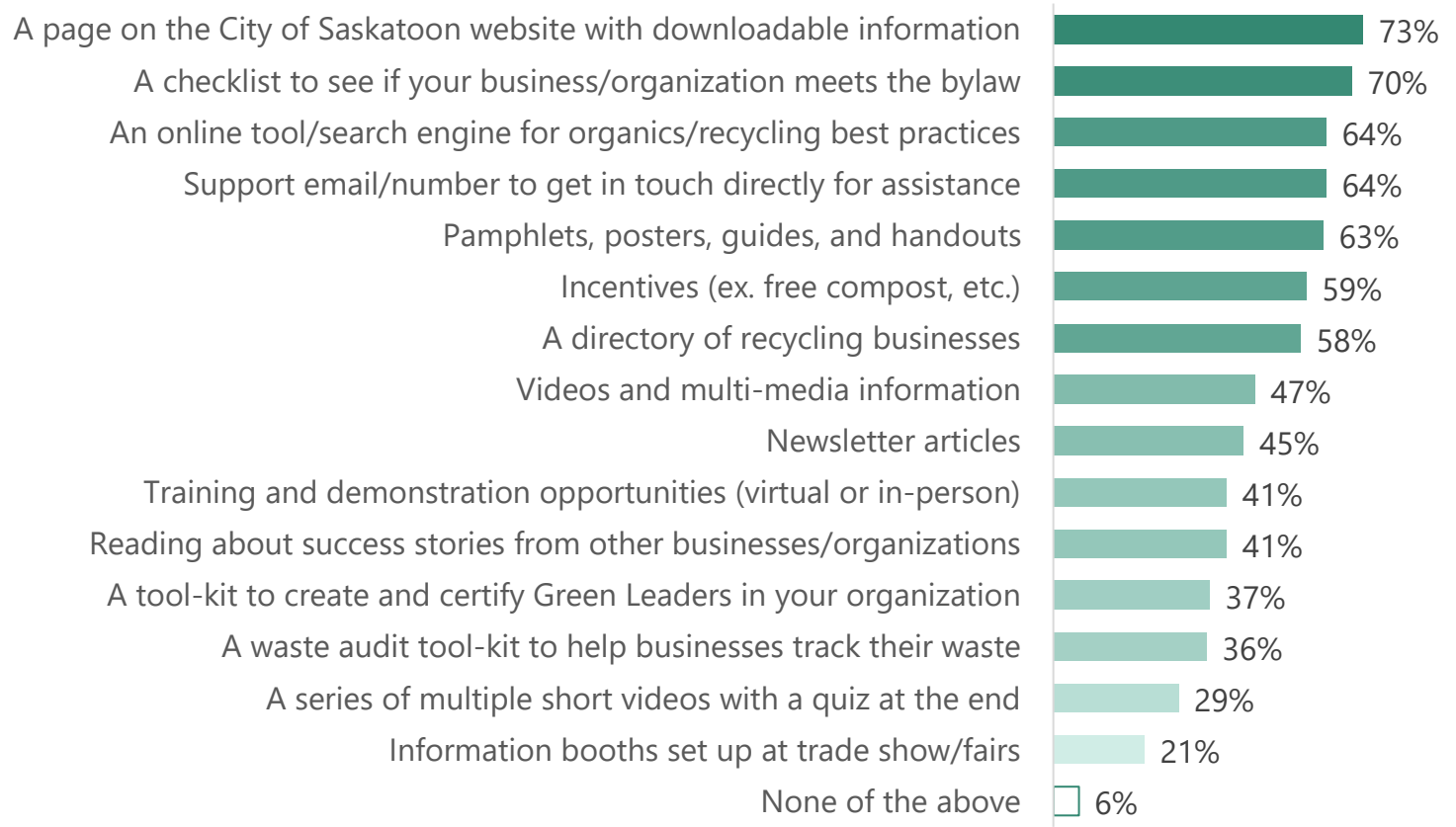
Roughly one out of three business decision-makers was aware of the City's new regulatory approach regarding recycling and organics. Downloadable information on the City's website, a bylaw compliance checklist, online tools/search engine for organics/recycling best practices and getting directly in touch for assistance are the most suggested educational methods/resources about the bylaw.

 **New Regulatory Approach Awareness**



23a. Before now, were you aware of the new regulatory approach approved by the Saskatoon City Council? Base: All respondents, n=150.

 **Useful Educational Methods & Resources on the Bylaw**

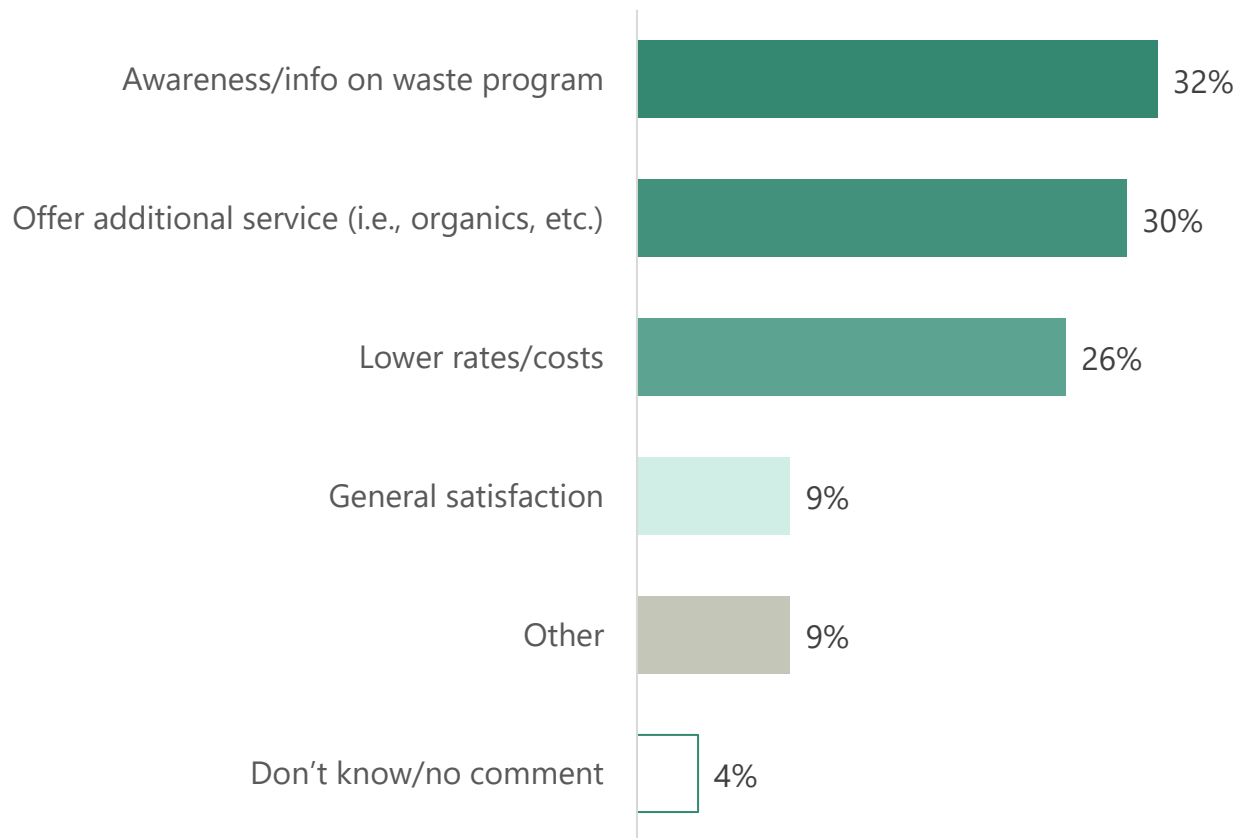


23b. Which of the following would be useful to help your organization to learn more about the new bylaw coming into effect in 2022? Base: All respondents, n=150.

More information on waste management, new waste handling service provision, and low rates are the primary suggestions from ICI sector members on how the City can support business waste diversion from the landfill.



How the City can Support Business Waste Diversion



Look at the individual businesses in terms of the quantity of waste. For example, our company can fill a blue bin once a day.

Just make sure their cost is competitive with private.

They can have resources available online. Send out some notice with City of Saskatoon waste bills advising people that the bylaw is coming into effect and where additional information could be found.

If we are required to collect organic waste, they could provide us with the appropriate containers.

For larger companies, it would be good if they had a representative come out and explain things.

23c. Do you have any suggestions for how the City of Saskatoon can better support the businesses sector in waste diversion? Base: All respondents who offered suggestions, n=53.