

**RecyclingWorks in Massachusetts  
Year End Report: Fiscal Year 2019 (July 2018 – June 2019)  
Center for EcoTechnology**

The Center for EcoTechnology (CET) is proud to submit the FY19 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 sectors through a robust suite of services. The following represents approximated measureable impacts this fiscal year:

- Approximately 3,400 tons of material diverted from disposal in FY19, contributing to an overall cumulative program impact of more than 140,000 tons of material diverted since 2013.
- 840 units of fluorescent lamps and 453 grams of elemental mercury diverted from disposal
- Direct assistance to more than 1,600 businesses
- Over 110,000 visits to [www.recyclingworksma.com](http://www.recyclingworksma.com)
- 28 speaking engagements/events, reaching more than 1,000 attendees

**Email / Phone Hotline**

CET staff in the Northampton office operate the RecyclingWorks hotline, phone, and email service. People reaching out to RecyclingWorks are directed to 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 1,200-1,500 businesses. We served over 1,600 businesses, more than 7% above the high end of this goal. The increase in call and email 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 2014-2019:

	<i>FY14 Totals</i>	<i>FY15 Totals</i>	<i>FY16 Totals</i>	<i>FY17 Totals</i>	<i>FY18 Totals</i>	<i>FY19 Totals</i>
Requests from Businesses & Institutions:	418	735	988	870	1,371	1580
Requests from Processors & Haulers	50	92	92	112	46	51
<b>Total Number of Requests:</b>	<b>468</b>	<b>827</b>	<b>1,080</b>	<b>982</b>	<b>1,417</b>	<b>1,571</b>
<b>Total Number of Requests Completed:</b>	<b>422</b>	<b>842</b>	<b>1,061</b>	<b>960</b>	<b>1,362</b>	<b>1,631</b>

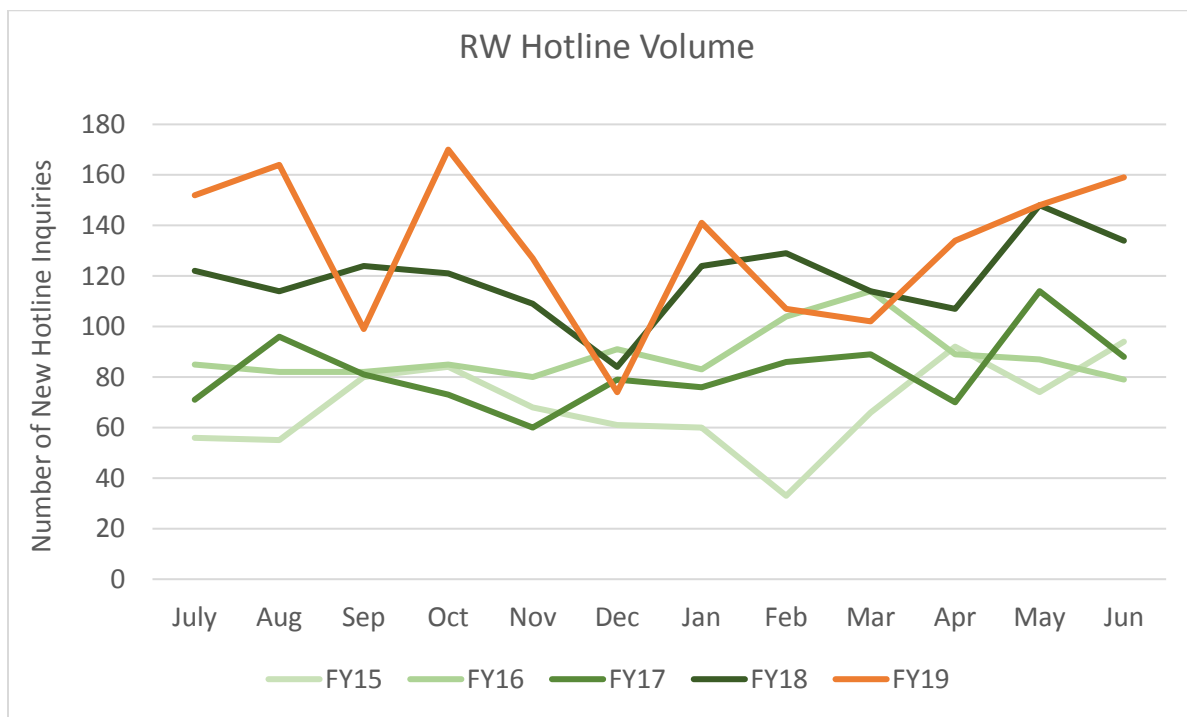
Businesses continue to express great appreciation for this free service. As in past years, the hotline service has fielded inquiries on a broad array of topics. In FY19, common topics included (listed roughly in order of frequency):

- **Recycling Market Volatility and Reducing Contamination** – Assisting generators in reducing contamination and identifying new outlets for recyclable materials as a result of changes in recycling markets.
- **Food Waste & Organics Diversion** – Inquiries related to the organics disposal ban, starting a diversion program, estimating generation quantities, unpackaging, reducing contamination, source reduction, and food donation.
- **Plastics Recycling** – Connecting generators to processors of various plastics, including rigid, polystyrene, and film.

- **Construction & Demolition Materials** – Recycling and reuse of construction & demolition materials, in particular wood, pallets, gypsum, vinyl siding, toilets, and ABC (asphalt, brick and concrete).
- **Reuse** – Outlets for reuse of surplus materials such as furniture, building materials, medical equipment, and textiles.
- **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.
- **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.
- **Compost Site Technical Assistance** – Inquiries from compost sites requesting technical assistance.
- **Cannabis Waste Diversion** – Inquiries from cannabis businesses seeking information about starting a diversion program for cannabis plant waste.

By weight, 44% of the waste diversion initiated from hotline calls in FY19 was recycled, 22% was reused, and 33% was food scraps diverted for composting, anaerobic digestion, or animal feed. Less than 1% percent (23 tons) was food donated.

The quantity of new hotline inquiries was higher than the previous fiscal year, with an average of about 130 inquiries per month. CET received a particularly high number of new inquiries in October and November 2018; during this period, a number of customers of a paper hauler listed in the RecyclingWorks database reached out to the hotline because the hauler ceased operations.



Lessons learned:

- Changes in recycling markets continue to necessitate frequent updates to the Find-a-Recycler database and information provided through hotline inquiries. For example, in FY19 consolidation in the hauling industry resulted in updates to corresponding database listings. Also, fewer recyclers are accepting certain materials such as film plastics, rigid plastics, and vinyl.
- The stakeholder process and publication of the Furniture and Office Equipment Reuse Best Management Practices corresponded with an increasing number of inquiries about furniture. In FY19, more than 25 inquiries were directly related to furniture donation and reuse.
- The RecyclingWorks program continues to gain national attention, and the hotline receives inquiries from around the country and the world.

### **RecyclingWorks Website**

CET continued to maintain and update the RecyclingWorks website and database this past fiscal year. In FY19, 22 haulers and processors were added to the database. CET edited and/or removed existing listings when learning new information through hotline inquiries or otherwise encountering out-of-date information in the database. As of the end of FY19, there are 376 listings in the database. Approximately the same number of listings were added throughout the year as were deleted.

Examples of web content updates made in FY19 include the following:

#### **New Content**

- Developed new waste ban compliance tip sheets for Food Manufacturers and Distributors, and for Colleges and Universities. Posted these tip sheets on the Hauler Contracting Guidance webpage, as well as relevant material and sector webpages.
- Added a new webpage that showcases all of the RecyclingWorks case studies in one location.
- Added a new sector webpage for Elementary and Secondary schools, which refers visitors to key resources on the Green Team website.
- Developed a short video overview of the RecyclingWorks program to replace the existing presentation overview on the Get Help, Get Started, and About Us webpages.
- Added a new webpage focused on commercial, single stream recycling programs.
- Published the Business and Institutional Furniture and Office Equipment Reuse Guidance webpage.

#### **Modified Content**

- Streamlined the content within the Food Waste webpage to ensure that key resources such as guidance documents, case studies, and the Food Waste Estimation Guide are easily accessible.
- Updated content for the existing Hospitals sector webpage to include information on assisted living facilities and more comprehensive guidance around food waste diversion. Content was approved in FY19 and posted in early FY20.
- Updated content for the existing Plastics material webpage to align information on plastics accepted in single stream recycling with Recycle Smart guidance, and include information on collecting source separated plastic film and rigid plastics. Content was approved in FY19 and posted in early FY20.
- Partnered with the MassDEP to update the Sites Accepting Food Material map hosted on the MassDEP website.
- Updated the On-Site Systems for Managing Food Waste document to include new information from a manufacturer.

#### **Functional Changes**

- Added a new option for users to download a calendar file to their personal calendar for events hosted by RecyclingWorks.
- Added a Contact Us webform for web visitors to submit hotline questions through website.

### **RecyclingWorks Newsletters**

CET creates and sends a monthly RecyclingWorks newsletter. The email list for this newsletter increased from about 5,600 to more than 6,250 subscribers in FY19, representing an 11% increase in subscribers over the course of the fiscal year.

Newsletter topics included: features about businesses assisted by RecyclingWorks, new content posted to the website, upcoming events, and MassDEP announcements. In addition to monthly newsletters, CET sent five E-blasts to the RecyclingWorks email list to promote the Spring and Fall WasteWise Forums.

### **RecyclingWorks Social Media**

RecyclingWorks has an active presence on Facebook, launched in FY18, and Twitter, launched in FY17. At the end of FY19 the RecyclingWorks Facebook account had 303 followers, an increase of 83% from FY18. In addition to posting an average of three times per week, CET strategically identified content to boost on Facebook, which effectively creates a paid advertisement with much higher visibility than a basic post. CET boosted case studies, new web resources, blogs, and events, specifically targeting relevant audiences such as business owners and facility managers. Boosted posts achieved a reach of 1,965 individuals and 89 engagements on average, whereas traditional posts only averaged a reach of 92 users and 5 engagements. The two most-viewed posts in FY19 were a post about the MassDEP Waste Inspector Job Position, and a link to a blog recapping the 2019 College & University Forum. Each of these posts reached over 3,700 users. The Lenox Hotel Case Study Video was also popular, reaching 2,300 users.

Throughout FY19, Facebook rejected some of CET's attempts to boost content, such as the Spring WasteWise Forum. To address this issue, CET staff submitted verification and were approved to run ads that Facebook identifies as "relating to issues of national importance", which includes environmental topics. Since becoming a verified user, Facebook has not rejected any boosted content and CET anticipates more programmatic impact from boosted posts in FY20 as a result.

CET also regularly promotes events and other RecyclingWorks content through Twitter. In FY19, CET posted 3 tweets per week on average. The engagement rate increased from the previous year to an average of 6.5 engagements per post. At the end of FY19, the RecyclingWorks Twitter account had 1,224 followers and a total of 254 clicks on Twitter posts.

### **Website Statistics**

Comparing FY19 to FY18, overall activity on the RecyclingWorks website continued to increase. There were 110,347 sessions in FY19, a 24% increase over FY18. Like the previous year, approximately 90% of sessions in FY19 were new visitors, while 10% were returning to the site.

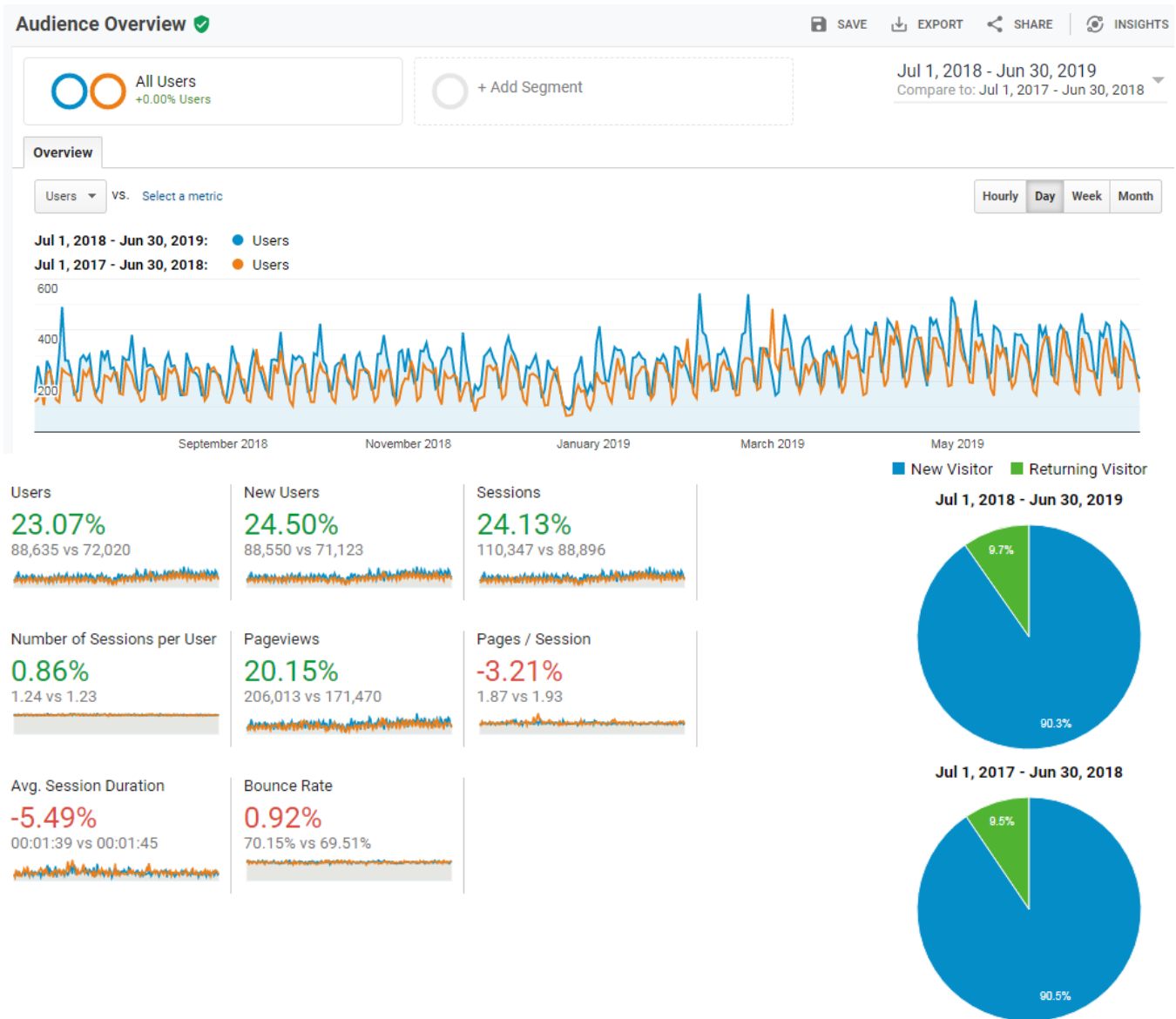
The website saw a similar pattern in traffic throughout the fiscal year as compared to FY18. The majority of users visited the website through a search engine or direct link. For traffic referred from other websites (rather than search engines or a direct link), nearly 25% of visits were referred from Facebook, which is a 66% increase from FY18. The largest number of users in a single day (544 users) visited the website on February 5. The February newsletter, which was sent that day, included a link to the new Case Studies webpage. More than 150 people clicked on the link from the newsletter to the Case Studies webpage.

In April 2019, CET launched a pilot Google Ad campaign for RecyclingWorks. Google Ads is a pay-per-click platform that increases website visibility on Google search results. The ads link to the RecyclingWorks

homepage and other relevant webpages based on users' search terms. CET tested three ad groups: recycling, construction & demolition, and food donation. The recycling ad group had a 66% click-through-rate, with "business + recycling" as the top keywords searched to produce the ad.

Web Traffic Statistics FY14-FY19:

	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
FY 2018	72,020	88,896	171,470
<b>FY 2019</b>	<b>88,635</b>	<b>110,347</b>	<b>206,013</b>
Percent Change FY2018 – FY2019	<b>23%</b>	<b>25%</b>	<b>20%</b>



## Marketing

In FY19, 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
- Boston Globe
- WCAI Public Radio
- WGBY-TV
- Boston Herald
- PBS News Hour

- WBUR Boston
- Greenfield Recorder

### Case Studies

CET created and posted the following video and written case studies in FY19:

- The Lenox Hotel (update) – featuring the hotel’s sustained composting program and recently expanded food donation program. ([Video](#)) ([Written](#))
- CET Northampton Office (update) – featuring CET’s recycling and food waste diversion program, including recent improvements to recycling signage and equipment. ([Written](#))

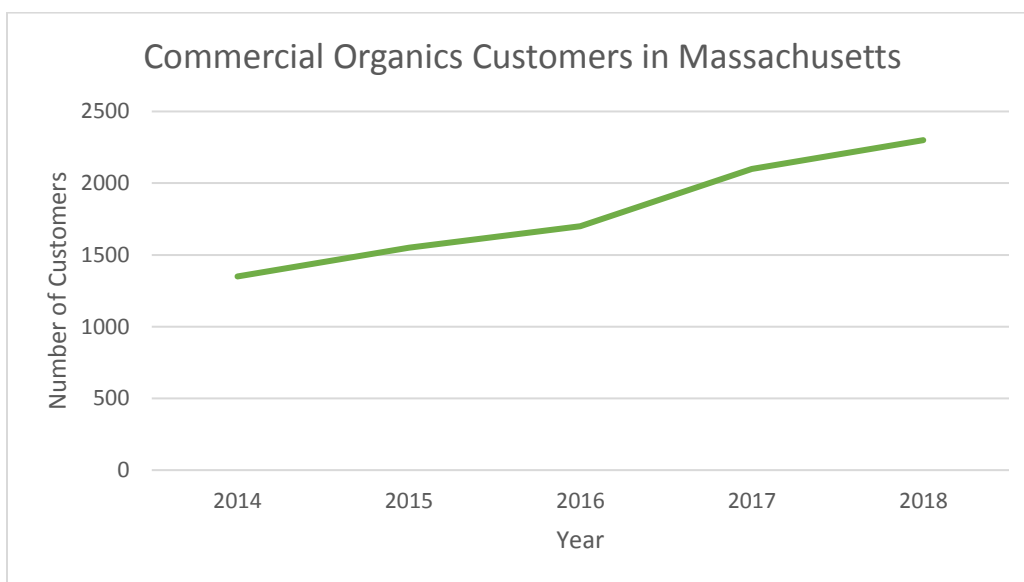
### Marketing Materials

Because of the general focus on reducing contamination in single stream recycling, in FY19 CET focused on reducing plastic bags in single stream recycling. To help businesses train staff to avoid bagging recyclables, CET developed a new infographic for use on websites, in trainings, and for signs. This infographic illustrates how custodial staff can collect and move recyclables in plastics bags, but should empty these bags when placing the materials in a single stream container.

In FY19, CET developed a proposal and draft decal to recognize entities that have implemented diversion programs as a result of receiving RecyclingWorks Technical Assistance. CET discussed the appropriate applications for this type of recognition, and is developing the final decal design in collaboration with MassDEP. In FY20, CET will pilot offering this decal to food waste TA recipients, as appropriate, and evaluate whether such a decal adds value for TA recipients.

### Marketplace Data

To measure growth in the food waste diversion marketplace, CET collects annual data directly from organics haulers on the number of commercial organics customers in Massachusetts. From 2014 to 2018, the number of commercial organics customers in Massachusetts increased from approximately 1,350 to 2,300. This represents a 70% increase in organics customers.



At the request of the MassDEP, in FY19 CET conducted outreach to source reduction technology platforms to quantify the collective impact of these technologies on commercial food waste diversion in Massachusetts. CET interviewed five technology platforms, and received metrics from three with customers in Massachusetts. As of Spring 2019, the three providers have 145 customers in Massachusetts and have reduced food waste by 1,025 tons. CET will use this data as a baseline and interview these platforms again in Spring 2020 to evaluate changes in their impact over time.

### Outreach

In FY19, CET continued direct outreach and focused on the strategies that were most successful in FY18. Objectives of this proactive outreach included adding contacts to the RecyclingWorks newsletter distribution list, increasing attendance at RecyclingWorks events, and generating TAs. One specific goal for this outreach in FY19 was to assist food waste generators, particularly where there is unmet capacity for hauling & processing food scraps.

During FY19, CET targeted key sectors such as hotels, medium-size retailers, and higher education institutions that offer programs for current or future facility management, hospitality, and culinary professionals. Outreach to these sectors generated at least one TA, two presentations, several hotline inquiries, and added a number of contacts to the RecyclingWorks newsletter list.

Mid-year, Leading By Example provided CET with a list of five colleges and universities that responded to a survey requesting assistance with waste diversion. CET reached out to this list, resulting in one mini TA, and is continuing to follow up with these schools in FY20.

Throughout FY19, CET provided the City of Boston with input on resources available through the RecyclingWorks program that can help support the goals in the city's Zero Waste Plan. In FY20, CET will continue to provide the City of Boston with feedback as the city develops a web and print Zero Waste Toolkit for the business community.

### Events

CET attended and/or presented at the following 23 events to promote the RecyclingWorks program, best management practices, and other topics.

Event Name	Date	Event Name	Date
MA Food Policy Council Meeting	7/19/2018	BioCycle West Coast 2019 – 'Food Waste Estimator Tool' Presentation	4/1/2019
Medical Academic & Scientific Community Organization Meeting	9/27/2018	Greater Quabbin Food Alliance Workshop 'Business and Event Composting' - Presentation	4/3/2019
Association for Environmental Health and Sciences (AEHS) Conference – Panel Moderator	10/16/2018	Bristol Community College Cake Show	4/7/2019
MassDEP SWAC Meeting - Presentation	10/25/2018	EPA - Winning on Reducing Food Waste Event - Presentation	4/9/2019



Massachusetts Health Officers Association (MHOA) Annual Conference 2018	11/14/2018	Endicott College Sustainable Tourism Class - Waste Diversion for the Hospitality Industry - Presentation	4/9/2019
The Climate Collaborative – ‘Put Your Policy Where Your Mouth Is’ - Webinar	12/3/2018	Northeast Waste Management Officials' Association - Edible Food for Donation Webinar	4/25/2019
Mass Maritime Academy - Sustainable Facilities Management Course - Presentation	12/8/2018	Home Builders & Remodelers Association of Western Massachusetts - C&D BMP Presentation	4/30/2019
NACE Panel Discussion on Event Sustainability	2/5/2019	Springfield Technical Community College - Architectural Design Course - C&D BMP Presentation	5/2/2019
Massachusetts Food System Collaborative - Presentation	2/28/2019	WasteExpo - Organics Recycling Laws Presentation	5/6/2019
National Restaurant Association New England Food Show 2019	3/3/2019	Builders and Remodelers Association of Greater Boston - C&D BMP Presentation	5/29/2019
National Sustainable Food Management for EPA - Webinar	3/12/2019	MassDEP C&D Subcommittee - Presentation	6/18/2019
NESEA Building Energy Boston - Presentation	3/15/2019		

### WasteWise

CET continues to promote WasteWise participation to businesses in Massachusetts, as well as participation in the EPA’s Food Recovery Challenge. CET conducted outreach to promote and facilitate two WasteWise Forums in FY19.

The 2018 WasteWise Fall Forum was held on November 8 at E. L. Harvey in Westborough. Approximately 84 people attended, representing businesses from various sectors, the EPA, the MassDEP, universities, and haulers and processors of recyclable materials. The event focused on improving the quality of single stream recycling, as well as strategies for collecting source separated materials. The discussion included presentations by UMass Medical School, E. L. Harvey, Whole Foods Market, Preserve Products, and Stop & Shop. The forum concluded with a tour of E. L. Harvey’s materials recovery facility. CET posted a survey about the Fall Forum that received 21 responses. Of the respondents, 90% found the forum to be very or extremely informative. Many respondents cited key takeaways, including learning strategies about reducing contamination and source separating #5 plastics.

On May 1, Spaulding Rehabilitation Hospital hosted the 2019 WasteWise Spring Forum. This forum was focused on procurement strategies that aim to reduce waste. Forum attendees learned strategies such as minimizing single use materials and packaging, matching materials with end-sites, and identifying opportunities for reuse. In addition, the audience participated with the speaker panel in an interactive discussion to engage in a dialogue around strategic purchasing decisions. Approximately 72 people attended the forum in person, and 16 people attended via webinar. CET distributed a survey about the Spring Forum that received four responses. All survey

respondents reported that the forum was an effective use of their time and a majority of the respondents reported that the forum was very or extremely informative.

### College & University Forums

Over the course of FY19, more than 35 contacts were added to the RecyclingWorks College & University email list, for a total of 522 contacts representing approximately 140 different colleges and universities. CET sent five emails to this list over the course of FY19, promoting C&U forums and other topics relevant to the college and university audience. At the request of MassDEP, two of these emails advertised the benefits of joining as a RecycleSmart MA partner and highlighted available resources such as the Smart Recycling Guide.

The 2019 College & University Spring Forum was held on March 7 at Wellesley College. Approximately 40 people attended the forum in person, and 10 people attended via webinar. The forum highlighted approaches to recycling in public spaces at colleges and universities. Representatives from Wellesley College, UMass Amherst, and Clark University presented on their public space and dormitory recycling and waste reduction programs. The audience also participated in an interactive discussion that focused on best practices for waste reduction on university and college campuses. CET sent attendees a survey to collect feedback and topics of interest for future forums.

### 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 three hours of help. For on-site TA, CET recommends one of three established tiers to address the waste reduction/recycling opportunity. These are at the 10, 20, and 30 hour levels. The tier recommended is based on several criteria including interest, complexity, and potential diversion opportunity.

CET had FY19 goals of providing mini TA to 175-225 generators, and on-site TA to 70-90 generators. In addition, CET had a goal of assisting 8-12 State Facilities through on-site TA. The following chart summarizes the number of facilities receiving various forms of Technical Assistance in FY19, broken down by associated section of the work plan. CET significantly surpassed all TA goals except for assistance to State Facilities, which fell two short of the 8-12 facility goal.

In FY19, about two-thirds of TAs looked at both food waste and recycling. Nine TAs included focus on furniture and/or C&D materials.

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

Type	# In Progress	# Completed	Total Assisted	FY19 Assistance Goal
Technical Assistance	54	69	<b>123</b>	70-90
State Facilities	1	5	<b>6</b>	8-12
Mini-TA	119	253	<b>372</b>	175-225
<b>Totals</b>	174	327	<b>501</b>	

Lessons learned:

- **Even mature programs need help.** When revisiting a few recycling programs that were established in previous fiscal years, CET encountered opportunities to improve collection programs. A few examples of how a small amount of renewed help improved existing programs include: updating bin signage to align with

Recycle Smart MA guidance, adjusting programs if there is a change in end-site, preventing plastic bag contamination, and reiterating the value of pairing recycling and trash bins.

- **Removing recycling from plastic bags can be challenging for some generators.** Preventing key recycling contaminants is important for the recycling industry and has been a focus of the program this year. RecyclingWorks staff recognize and address the unique physical, logistical, and training challenges associated with moving and consolidating recyclables at some facilities, and stress the importance of not allowing plastic bags in the recycling stream. CET developed a new infographic during FY19 to help address this; however, staff note that this will be an ongoing challenge which will need continued effort and attention.
- **Generators that divert organics to a depackaging and/or anaerobic digestion facility are often collecting compostableware and paper products along with food scraps.** The depackaging infrastructure continues to evolve quickly, and it remains unclear and inconsistent across service providers whether non-food compostableware and paper products are digested or discarded as contaminants.
- **Businesses receive incomplete or inaccurate information about recycling and organics diversion (and waste bans) from the marketplace and the media.** The need for clean materials in recycling streams, and the attention the issue has received, has led to dramatic changes in pricing for recycling services and narrowed the range of materials that some businesses and institutions had thought was actually recyclable. Recipients of technical assistance have sometimes indicated that they were not informed about waste bans from their hauler, and changes in pricing or accepted materials have influenced their decision to not expand diversion programs or in some cases, to even stop recycling. Different service providers offer different diversion options and even within the same hauling company, we have heard inconsistent messages about what diversion options are available. RecyclingWorks staff have focused on staying up to date with the changing industry needs, and MassDEP's expectations, in order to provide neutral and accurate advice to recipients of technical assistance. We anticipate the need to help businesses and institutions navigate new recycling norms will continue as markets adjust, and believe consistent and clear communication with industry, generators, and MassDEP will help all stakeholders.
- **CET increasingly encounters generators that have been instructed by their hauler to co-collect trash and recyclables.** These businesses are told that recyclables will be sorted and diverted from trash at their recycling facility. In our experience, numerous recipients of waste ban violations were under the impression their hauler was providing this separation service and were surprised when they learned all their material was ending up at disposal sites. As a result, CET advises businesses who are offered this type of service to obtain verification, or offers to get verification on their behalf, to help provide assurance that they are complying with waste bans. This verification is not always available, and leads to uncertainty on the status of recycling and reduced confidence in compliance.

### **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 FY19, CET contacted 274 generators through NON and Warning Letter outreach, compared to 118 generators in FY18. Ninety-Eight of these generators have returned to compliance, including thirteen that received RecyclingWorks Technical Assistance. Eighty-seven are still in-process, including fourteen that are currently receiving RecyclingWorks technical assistance. Twelve were either nonresponsive or not interested in RecyclingWorks assistance.

### **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 to compost sites registered through MDAR that may be interested in accepting food scraps, and promoted Compost Site TA when visiting farms through the Massachusetts Farm Energy Program. In FY19, RecyclingWorks provided Tier 1 TA to thirteen sites, with four completed within the fiscal year. Four sites received Tier 2 TA, with one completed within the fiscal year. At the close of FY19, there are nine active Tier 1 TAs, and three active Tier 2 TAs.

In addition to the Technical Assistance offered through RecyclingWorks, CET organized a compost site best practices training for health officials. The MassDEP Lakeville office hosted CET, MassDEP, MDAR, and 15 attendees. The training focused on sharing regulatory and practical information pertinent to local public health officials in support of their efforts working with compost operations in their communities. The training offered an effective combination of lectures and question and answer opportunities.

In FY19, CET conducted an electronic survey of compost site operators who received Technical Assistance or attended a RecyclingWorks workshop, to collect feedback on compost site TA and to further engage this sector. All eight survey respondents who previously received Technical Assistance rated the quality of the service as Excellent or Good, and seven respondents indicated that they would be interested in receiving additional Technical Assistance if available. The survey also asked operators' preferences around timing, frequency, format, and topics of interest for the future workshops. Based on survey results from 25 respondents, CET decided to host the next practical skills workshop in Fall 2019.

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

In FY19, RecyclingWorks provided support to two projects: the construction of a green living community, and the replacement of an existing building at a private university. CET, in conjunction with its consultants, held introductory meetings with project managers and contractors. The consultant provided feedback on the construction waste management plans for both projects. Both projects are still under construction, and the consultant will continue to provide assistance in FY20.

Outreach is ongoing as RecyclingWorks identifies more projects to include in the pilot for FY20.

### **Best Management Practices**

#### *Business and Institutional Furniture and Office Equipment Reuse Guidance*

In FY18, CET began a stakeholder engagement process to develop best management practices for reuse of corporate and institutional furniture and office equipment. CET conducted stakeholder engagement and developed an outline for the best management practices in FY19. In FY20, CET participated in a workshop, *Trash to Treasure: Responsible Management of Surplus School Furniture*, held at Field Elementary School in Weston. From this workshop, CET gathered additional information from presentations by the State of Massachusetts Operational Services Division and Office of the Inspector General which helped further develop reuse guidance for state facilities. CET developed a draft best management practices document, and shared it with stakeholders for feedback. After finalizing the guidance, CET posted it on the RecyclingWorks website in May 2019, and shared the document in the May 2019 RecyclingWorks newsletter. The guidance includes information for businesses and institutions on formulating reuse plans, and identifying outlets for surplus items.