

Tips – Hiring a collection company

Collection companies can be good resources for setting up your food and yard waste diversion program. Green Calgary maintains a directory of service providers that provide food and yard waste (organics) collection. We're also here to help – if you have questions about the upcoming changes, please contact 311.

Questions to ask

Here are some questions to consider when talking to a prospective collection company:

About the company

- What types of properties do you serve / specialize in?
- Will you provide a contract? May I see a sample? Would you sign a contract we create?
- Is there an automatic renewal clause in your contract?
- What will the service cost?
- How will I be invoiced?
- Will you help us determine if we have the right number and size of food and yard waste containers and give an opportunity to adjust if needed?

About the pick-up service

- Do you collect all of the materials that the bylaw requires? (See page 4 for the full list of materials required)
- Do you collect other items beyond this list?
- What kind of food and yard waste storage options do you offer? Are you able to be flexible about storage locations and container types?
 - » **Note:** You should invite the potential service provider to see available space at your building and talk about storage solutions.
- Do you provide food and yard waste containers (e.g. kitchen pails) for inside our building?
- Do you provide cleaning services for our indoor or outdoor containers?
- Do you provide paper bags or compostable bags to line the containers?
- Where do you take your food and yard waste after you pick it up? How must the material be prepared?
- How will the material be picked up?
- How often will you collect the material?

About additional services

- Will you provide signs, flyers or other support to help my tenants, employees and customers learn how to use the service?
 - » **Note:** Most collection companies will provide these resources. If not, you can find signage and other resources to help you at calgary.ca/businessrecycling.