Mission: Harmonization

Improving the Customer Experience

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Waste Management, Pacific Northwest Area

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OUR FUTURE
MAXIMIZING
VALUE
FROM WASTE
WM PNW Service Area
Mission: Harmonization

Washington
Oregon
Idaho
British Columbia
Why Harmonize?
Win-Win-Win

• Customer Service
• Efficient Operations
• Highest and best use of collected recyclables
Harmonization Project
King and Snohomish Counties

- City-by-city comparison
  - 55 Items | 65 Service Areas

- Identify Universal Items
  - 22 items: 63-65 cities
  - 6 items: 30-60 cities
  - 10 items: 10-30 cities
  - 15 items: under 10 cities

- Study Contamination and Markets
- WA DOE NW Commingled Workgroup
- Harmonize King/Snohomish Lists
<table>
<thead>
<tr>
<th>Item</th>
<th>Material</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardboard</td>
<td>Paper</td>
</tr>
<tr>
<td>Newspapers/Kids</td>
<td>Paper</td>
</tr>
<tr>
<td>Magazine</td>
<td>Paper</td>
</tr>
<tr>
<td>Paperback books</td>
<td>Paper</td>
</tr>
<tr>
<td>Mail</td>
<td>Paper</td>
</tr>
<tr>
<td>White office/letter paper</td>
<td>Paper</td>
</tr>
<tr>
<td>Paper bag</td>
<td>Paper</td>
</tr>
<tr>
<td>Boxes and bags</td>
<td>Paper</td>
</tr>
<tr>
<td>Jars</td>
<td>Glass</td>
</tr>
<tr>
<td>Aluminium cans</td>
<td>Metal</td>
</tr>
<tr>
<td>Tin cans</td>
<td>Metal</td>
</tr>
<tr>
<td>Sheet cans</td>
<td>Metal</td>
</tr>
<tr>
<td>Food boxes (perforated dry and frozen)</td>
<td>Paper</td>
</tr>
<tr>
<td>Tubas</td>
<td>Plastic</td>
</tr>
<tr>
<td>Non-recyclable paper</td>
<td>Paper</td>
</tr>
<tr>
<td>Milk and juice cartons</td>
<td>Paper</td>
</tr>
<tr>
<td>Juice boxes</td>
<td>Plastic</td>
</tr>
<tr>
<td>Soup cups</td>
<td>Paper</td>
</tr>
<tr>
<td>Caps</td>
<td>Plastic</td>
</tr>
<tr>
<td>Small metal appliances</td>
<td>Metal</td>
</tr>
<tr>
<td>Animal feed (bone, feed)</td>
<td>Metal</td>
</tr>
<tr>
<td>Aluminium trays</td>
<td>Metal</td>
</tr>
</tbody>
</table>
MRF Madness
Mission: Harmonization
Recycling is Easy? It could be.

**Signage**

**GARBAGE ONLY**

- **BAG ALL GARBAGE**
  - Foam Cups & Packaging
  - Bathroom Trash
  - Snack & Coffee Bags
  - Plastic Utensils
  - Packing Peanuts
  - Prescriptions Vials
  - Old Style Light Bulbs
  - Broken Office Supplies
  - Vacuum Bags & Dust
  - Cool Ashes
  - Empty Latex Paint Cans
  - Pet Waste & Litter

- **KEEP OUT**
  - Yard Waste
  - Recyclables
  - Electronics & TVs
  - Cell Phones
  - Computers
  - Hazardous Waste
  - Syringes
  - Motor Oil
  - Concrete
  - Rocks

**RECYCLE ONLY**

- **CLEAN AND EMPTY**
  - Paper & Cardboard
  - Plastic Containers, Bottles & Cups
  - Glass Bottles & Jars
  - Metal

- **KEEP OUT**
  - Foam Cups and Packaging
  - Yard Debris
  - Food Scraps
  - Packing Peanuts
  - Loose Shredded Paper
  - Light Bulbs or Fluorescent Tubes
  - Hazardous Waste
  - Batteries
  - Sharp Metal
  - Syringes

- **COMPOST**
  - Yard Debris
  - Uncoated Paper
  - Food Scraps

**KEEP OUT**

- Plastic
- Glass
- Metal
- Grease & Cooking Oil
- Large Branches
- Pet Waste & Cat Litter
- Painted & Treated Wood
- Concrete, Rocks & Dirt

**Think Green**

wmnorthwest.com 1-800-592-9995 Información en Español

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Recycling is Easy? It could be.

Cart Colors
Recycling is Easy? It could be.

<table>
<thead>
<tr>
<th>CITY</th>
<th>ALBION</th>
<th>MAPLE VALLEY</th>
<th>PACIFIC</th>
<th>BOTHELL</th>
<th>REDMOND</th>
<th>SEATTLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garbage</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Recycling</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compost</td>
<td></td>
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</tr>
</tbody>
</table>

Cart Colors

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Messages

• Plastic bags
• Lids
• Recycling by number
• Shredded paper
• Curbside
• Beyond the Curb
Confusion ≠ Contamination

Mission: Harmonization
Confusion = Contamination
Mission: Harmonization
Confusion = Contamination

Mission: Harmonization
Confusion = Contamination

Mission: Harmonization
Confusion = Contamination

Mission: Harmonization
Our Stuff = Natural Resources

Mission: Harmonization

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