



# City of Cardiff Council Commercial Waste Service

Don't throw your money away. Reduce waste.



REDUCE - REUSE - RECYCLE - 02920 717501

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## 1) INTRODUCTION

Cardiff Council is committed to working with the businesses in Cardiff to provide a cost effective collection method that suits your business needs. At Cardiff Council we take your waste and turn it into a resource.

Recycling is sorted at our state of the art Materials Recycling Facility and food waste is turned into compost and fertiliser. General waste is sent to an Energy from Waste facility where it is converted to heat and power. Cardiff Council has been providing the businesses of Cardiff with waste solutions for over 40 years. The services we offer can be tailored to your current business demands and incorporate responsible environmental practices.

### Why choose Cardiff Council?

- Flexible service to suit your business needs
- Established waste collection and disposal service
- We turn your waste into a resource

## 2) OUR SERVICES

### 2a) Waste Collections - Cardiff Council offers the following services 7 days a week

#### GENERAL WASTE

Cardiff Council has many options for you to dispose of your general waste. Check out the different bin sizes available, we also have an orange bag scheme if you do not have enough space to store wheeled bins. We will be turning your waste into energy by supplying heat and electricity to local communities.



#### MIXED RECYCLING

There are many benefits to separating your recyclable materials from your general waste. We can collect mixed recycling in a range of bins or provide clear bags to be placed out kerbside for collection. Recycling collections are cheaper than general waste collections as the end products can be turned into a resource (see page 5).



#### SINGLE STREAM RECYCLING

**Cardboard** - can be bundled or flat packed within a box, and presented for collection with a prepaid Cardiff Council orange label attached. If you produce a lot of cardboard, we can provide you with a recycling bin.

**Glass** - Small amounts of glass can be collected with mixed recycling. For large quantities we can provide a specific reinforced glass bin.



#### FOOD WASTE

Separating your food waste can save your business money, reduced issues with vermin, reduced spillages caused by seagulls and help you obtain green credentials. We can provide storage options for internal and external use. For more information see page 6.



#### BULKY WASTE AND SITE CLEARANCE

We can collect your bulky items upon request. To obtain a quote for your unwanted item(s) please contact the commercial team on 029 20717501 or email us at [c.services@cardiff.gov.uk](mailto:c.services@cardiff.gov.uk)  
If you produce large volumes of waste and require a skip collection or are planning some building/clearance works and would like to hire a skip for a short period of time, please contact us 02920 717501 or email us at [c.services@cardiff.gov.uk](mailto:c.services@cardiff.gov.uk)





## 2b) Container Options

### BIN OPTIONS

#### OPTION OF BINS AND SIZES



If you have storage for bins, you'll find them:

- Easy to move
- Easy to securely lock
- A good way of reducing vermin, nasty smells and leaks
- A safe way to store sharp objects and broken glass

### BAG OPTIONS

#### Limited space or produce small quantities?

... then a bag collection service may be right for you.

##### CLEAR BAG

For mixed recycling: cans, tins, paper, plastic and glass etc. Prepaid bags can be placed kerbside for collection.



##### FOOD CADDY

7 litre kitchen caddy for your food waste, when its full, place the contents it into your 35 litre kerbside caddy for collection.



##### ORANGE BAG

For general waste that's leftover after you've sorted your recycling and food waste. Prepaid bags can be placed kerbside for collection.



##### ORANGE LABEL

For sticking on bundles of cardboard ready for collection. The size of the bundles should be no bigger than an orange sack.



#### For internal use only - not collected

##### BLUE BAG

For mixed recycling that goes into your recycling bin if you have one.



##### OFFICE RECYCLING BOX

Use either with a clear bag or blue bag and provide a quick and easy way to recycle in the office.



### 3) USING OUR RECYCLING AND FOOD WASTE SERVICE

#### CLEAR BAGS AND BLUE BAGS

You can put clear bags on the street ready for collection and you can put blue bags in your recycling bin.

##### YES PLEASE:

- Junk Mail/Flyers/Envelopes
- Newspapers/Magazines
- Drinks Cans
- Food Tins
- Plastic Bottles
- Office Paper
- Glass Bottles and Jars
- Yoghurt Pots
- Plastic packaging
- Cardboard\*

\*You can put large amounts of cardboard straight into your recycling bin if you have one, or ask us about our cardboard orange label service



##### NO THANKS:

- Shredded Paper
- Plastic Bags
- Kitchen Foil
- Broken Glass
- Fake foil including crisp packets
- Polystyrene
- Electrical items – ask us about our bulky collection service
- CDs/DVDs/VHS Tapes
- Textiles and clothes
- Food (use kitchen caddy)
- Paper Towels
- Cellophane



#### TURNING YOUR RECYCLING INTO A RESOURCE



## FOOD WASTE BIN

You can put your full caddy liner into either your kerbside caddy or brown wheeled bin – it depends on which size bin you've chosen.

### YES PLEASE:

- Cooked and uncooked food
- Egg Shells
- Fruit and Vegetable Peelings
- Fish
- Tea Bags
- Meat and dairy
- Garden Waste
- Leftover food

Please remember to remove the packaging before you put food into your bio bag.

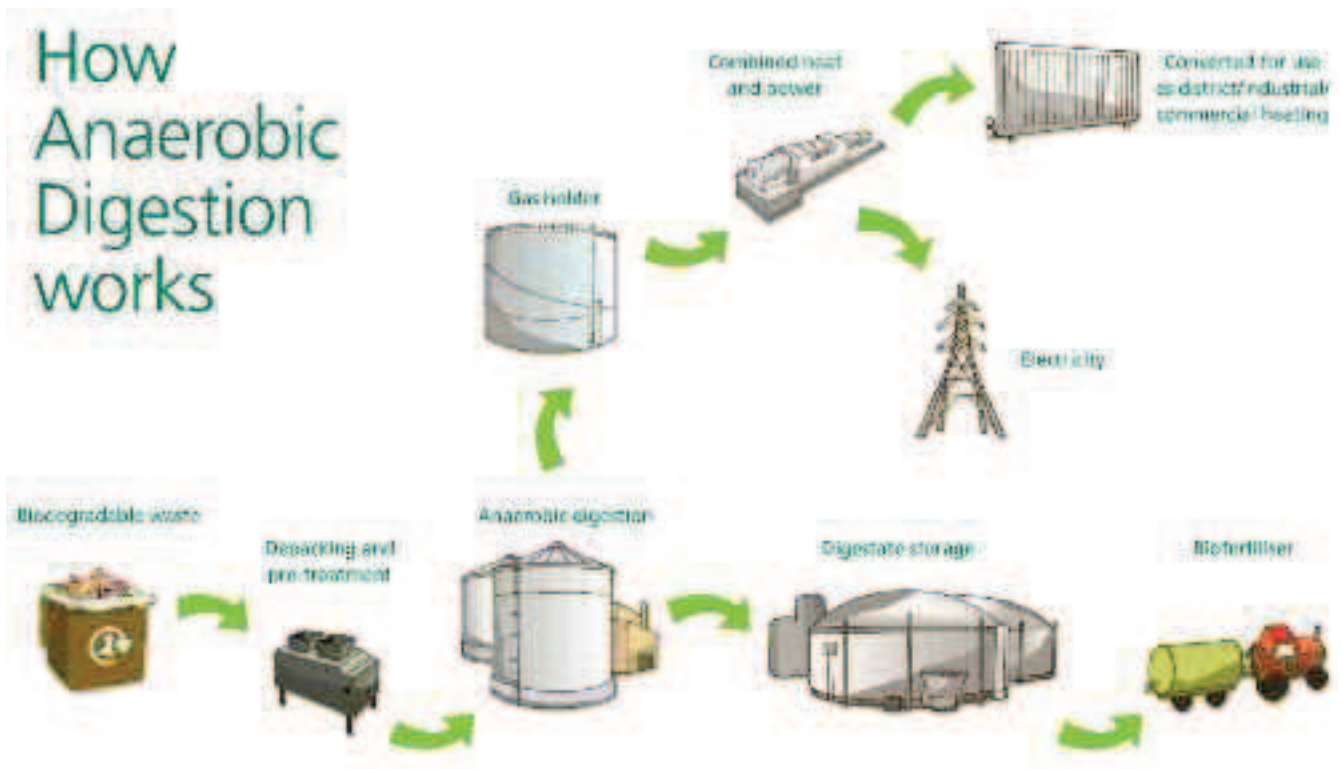


### NO THANKS:

- Juice Cartons
- Plastic Bags
- Plastic
- Glass
- Paper
- Polystyrene
- Metal
- Soil or Rubble
- Animal Waste
- Napkins
- Cutlery
- Liquids



## TURNING YOUR FOOD WASTE INTO A RESOURCE



## 4) ADDITIONAL SERVICES

At Cardiff Council we can provide the following services at competitive rates, quickly and efficiently. Speak to us to find out more about:

- Street cleansing
- Events (litter picking, sweeping & clean up)
- Land clearance
- Street washing
- Skip hire



## 5) THE WASTE CONTRACT

### THE CONTRACT

This outlines our commitment to supporting your business. It includes contact and payment details, the level of service you have chosen and contains the full terms and conditions.

### THE WASTE TRANSFER NOTE

It includes contact and invoice details, the level of service you have chosen and contains the full terms and conditions. You need to have a Waste Transfer Note if you have your waste and recycling collected by any organisation, not just Cardiff Council.

The note puts in writing:

- The types of waste and recycling your businesses produces
- Where the waste and recycling comes from
- How it's presented for collection
- Who collects and handles your waste and recycling

The note also asks for a declaration to say that you've considered reusing or recycling before deciding to dispose of your waste.

### YOUR INVOICE

You will get a quarterly invoice from us, but a number of payment options are available, including Direct Debit. Ask us for details and we can help you choose the right payment option for your business.

### DUTY OF CARE

Under section 34 of the Environment Protection Act 1990, all businesses must:

- Make sure the organisation collecting its waste is licensed to do so
- Take steps to store waste and recycling safely and securely so it can't escape and cause damage to the environment or harm the public
- Describe the waste in writing using a Waste Transfer Note if it intends to pass on waste and recycling to another organisation



## 6) THE GREEN CREDENTIALS

### GREEN DRAGON ENVIRONMENTAL MANAGEMENT STANDARD

At Cardiff Council we are signed up to the Green Dragon Environmental Management Standard. You can sign up too and your business will benefit from an environmental management system that's relevant to you. To find out more visit [www.greendragonems.com](http://www.greendragonems.com)



## 7) FREQUENTLY ASKED QUESTIONS

### Q. How can I change my contract?

A. Get in touch and we can talk you through the steps you need to take.

### Q. How can I get more bags?

A. Get in touch and we can provide extra bags or an extra collection.

### Q. Do I need to clean out or rinse recyclable items?

A. Where possible, make sure that all cartons, bottles and tins are empty and rinsed before placing them in the recycling bags.

### Q. Do I need to crush my waste?

A. We advise any containers (e.g. oil cans) larger than 4 litres must be crushed/reduced in size before placing them in the recycling bags.

### Q. What can I do with my compostable waste?

A. Garden waste (e.g. florist off-cuts) and hair can be placed in your food waste bin.

## 8) CONTACT INFORMATION

### CONTACT US

Call: 029 2071 7501

Email: [c.services@cardiff.gov.uk](mailto:c.services@cardiff.gov.uk)

Mail: Commercial Services  
Cardiff Council  
Lamby Way  
Cardiff  
CF3 2HP

Web: [www.cardiff.gov.uk/commercialwaste](http://www.cardiff.gov.uk/commercialwaste)

