

International Towers Sydney Commercial Waste & Recycling Handbook

July 2024



INTERNATIONAL
TOWERS
SYDNEY

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Introduction: Commercial waste & recycling

This handbook outlines the waste management guidelines for commercial tenants at International Towers Sydney. International Towers Sydney seeks to be at the forefront of best practice waste management in order to minimise the impact that our onsite operations have on the environment. As part of our renewed waste management goals, we have set a diversion from landfill target of 80% for operational waste. A variety of waste streams and processes have been implemented to assist in achieving this diversion target. International Towers Sydney Building Management encourages tenants to follow the waste guidelines presented in this handbook to help achieve better recycling outcomes for the building and support the broader sustainability efforts of our site.

Sustainability is a crucial focus for International Towers Sydney, the precinct was developed with the infrastructure in mind to achieve 6 star ratings for both green star design V3 and NABERS water, energy, and waste ratings. The waste management system adopted is in line with NABERS industry leading waste practices and will assist in reaching our landfill diversion target and a reputable NABERS waste rating.



Tenant Responsibilities: Waste Streams

International Towers Sydney commercial tenants are expected to include the following waste streams within their tenancy fit out:

- Food
- Dry Waste
- Mixed Recycling
- Paper and Cardboard

To aid the recycling process tenants/retailers are requested to support the program throughout their floors by:

- Eliminating as many general waste bins as possible
- Implementing recycling areas around the tenancy floor for paper (rather than individual desk bins)
- Waste bins for the collection of glass and co-mingle streams are to be located in the kitchen

FOOD WE CAN RECYCLE WHAT YOU COULDN'T EAT TIP OR SCRAPE FOOD IN HERE	DRY WASTE IF IT'S NOT DRY, WE HAVE TO SEND IT TO LANDFILL STRICTLY NO FOOD OR LIQUID	MIXED RECYCLING PLEASE EMPTY BOTTLES AND RINSE CONTAINERS TO ENSURE THEY CAN BE RECYCLED	PAPER AND CARDBOARD DRY PAPER AND CARDBOARD CAN BE RECYCLED UP TO 7 TIMES
Use clear bin liner or green compostable organic bin liner	Use clear bin liner	Use clear bin liner	Ideally, bin liners should not be used in Paper & Cardboard bins

Tenant responsibilities: Food waste



Other waste streams

- Food Scraps
- Coffee Grounds
- Tea bags (including tag, string, and staple)
- Meat & fish
- Egg shells
- Fruit & vegetable peels
- Small bones, e.g. fish bones, and chicken wings



Not accepted items

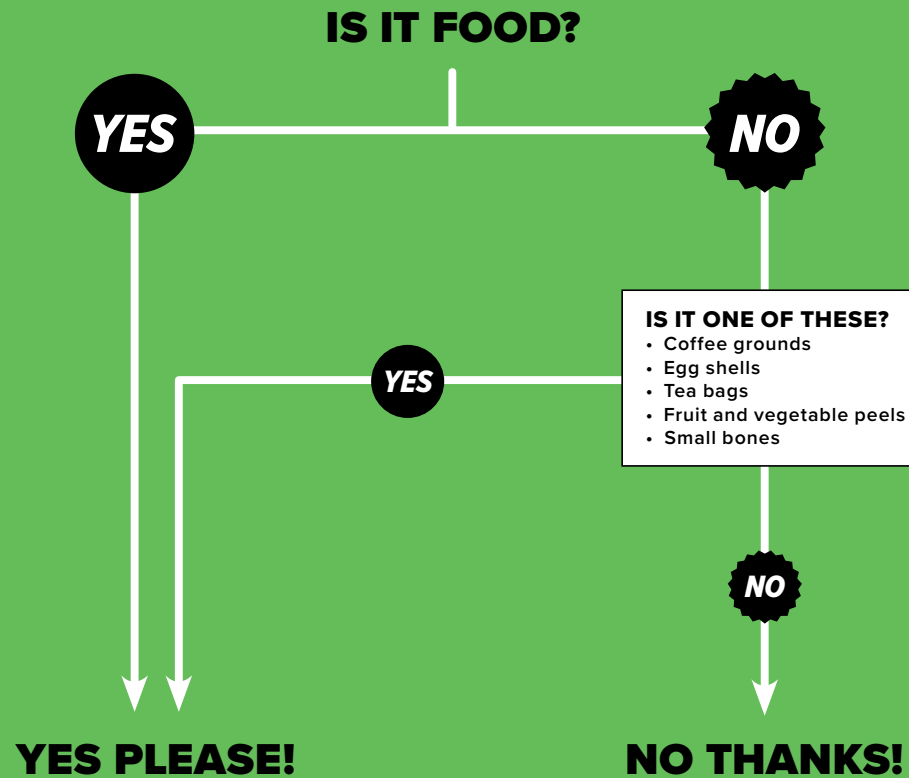
- Plastic bags and food wrappers
- Paper hand towel/serviettes
- Food packaging (including compostable)
- All cutlery
- Large bones or shells
- Flowers/plants
- Glass or plastic bottles
- Cardboard
- Metals

Common Contaminants

- Cling wrap
- Aluminium foil
- Food packaging
- Paper hand towel

Tenant responsibilities: Food waste

SHOULD THIS GO IN THE FOOD BIN?



Tenant Responsibilities: Compostable Packaging

The NSW EPA now prohibits compostable plastics and fibre-based materials like paper towel, bamboo, timber, or cardboard packaging from Organics (food) recycling due to:

1. The presence of PFAS chemicals in some compostable packaging, which may cause environmental harm.
2. The negligible nutrient value these products contribute to the composting process.

Additionally, research suggests that increasing compostable plastic content in compost may negatively impact its safe application to land and adversely affect earthworm and plant growth.

All compostable and biodegradable food packaging and cutlery cannot be placed in the Food Waste stream. Any residual food should be emptied into the Food Waste bin and the empty/clean packaging disposed of in Dry Waste.



Scan here to see the NSW
Environment Protection
Authority's statement

No food packaging (compostable or biodegradable) can be placed in the Food Waste stream.

Please refer to the signage below for accepted items.



Tenant responsibilities: Dry Waste

STRICTLY NO FOOD OR LIQUID

DRY WASTE

IF IT'S NOT DRY, WE HAVE TO SEND IT TO LANDFILL

 Plastic bags and soft plastics (empty and clean)	 Coffee cups (empty)	 Stationery items
 Paper towel (damp is fine)	 Textiles and kitchen cloths (damp is fine)	 Drink cartons (empty)
 Food packaging and cutlery (empty and clean)	 NO liquid	 NO food



Other waste streams

- Plastic bags and soft plastics (empty and clean)
- Coffee cups and lids (empty)
- Stationery items
- Paper hand towel (damp is fine)
- Textiles and kitchen cloths (damp is fine)
- Drink cartons (empty and clean)
- Food packaging and cutlery (empty and clean)



Not accepted items

- Food Waste
- Liquid Waste
- Organics
- Glass
- Polystyrene
- E-Waste/Batteries
- Aerosol cans
- Hazardous waste

Common Contaminants

- Liquid
- Food
- Packaging containing food/liquid
- Coffee and tea liquid residue

Tenant responsibilities: Dry Waste

SHOULD THIS GO IN THE **DRY WASTE** BIN?

IS IT A FOOD, LIQUID, PLANT, OR ORGANIC?

YES

NO

IS IT ONE OF THESE?

- Clean paper or cardboard
- Glass
- Polystyrene
- Bottles
- Cans/tins
- Electrical waste & batteries

HINT: it belongs in another bin!

YES

NO

NO THANKS!

YES PLEASE!

Tenant responsibilities: Mixed Recycling

MIXED RECYCLING

PLEASE EMPTY BOTTLES AND RINSE CONTAINERS TO ENSURE THEY CAN BE RECYCLED



NO LIQUID



NO LIQUID



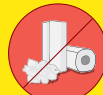
NO FOOD + LIQUID



NO FOOD



NO liquid



NO paper towel and serviettes



NO drink cartons



NO compostable packaging or cutlery



NO food

Plastic bottles (empty, without lids)

Glass bottles (empty, without lids)

Aluminium and steel cans (empty)

Plastic takeaway containers (empty)



Other waste streams

- Plastic bottles (empty, without lids)
- Aluminium cans (empty)
- Steel cans/tins (empty and clean)
- Glass bottles (empty, without lids)
- Glass jars (empty and clean)
- Plastic containers (empty and clean)
- Small amounts of paper and cardboard (clean)



Not accepted items

- Food
- Liquid
- Coffee cups and lids
- Paper towel/serviettes
- Drink cartons (TetraPak)
- Compostable packaging and cutlery
- Dirty cardboard packaging, e.g. pizza box
- Broken crockery and glassware

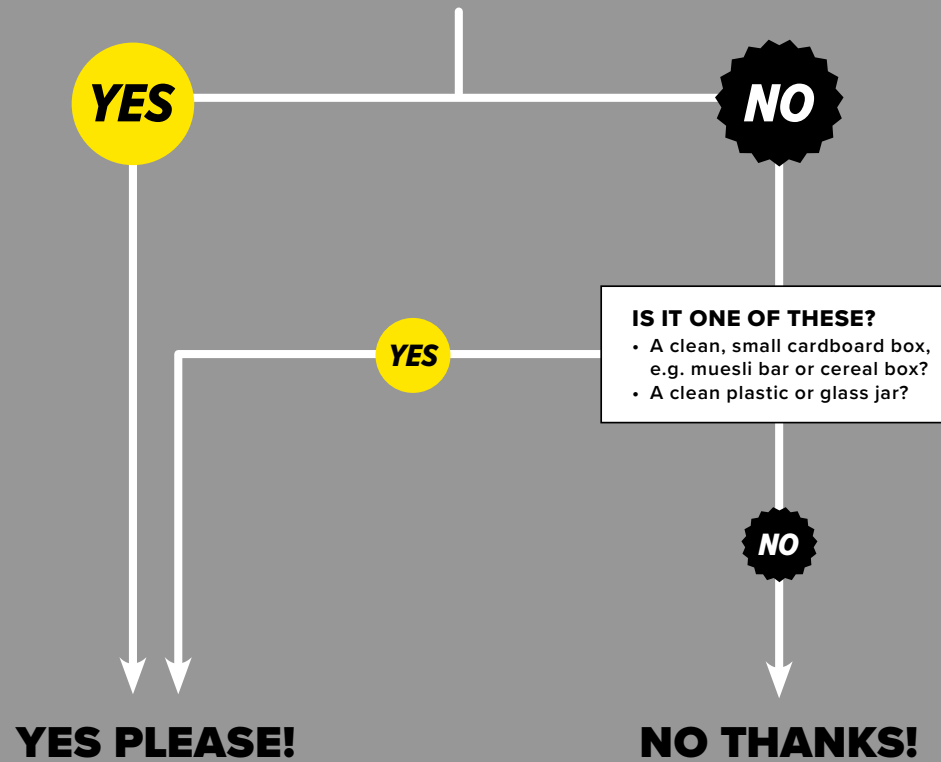
Common Contaminants

- Dirty food packaging
- Drink cartons (TetraPak)
- Coffee cups and lids
- Food and liquid
- Paper hand towel
- Broken glassware

Tenant responsibilities: Mixed Recycling

SHOULD THIS GO IN THE **MIXED RECYCLING** BIN?

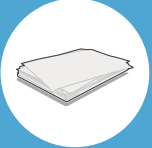
IS IT AN *EMPTY* BOTTLE, CAN, OR *RINSED* PLASTIC CONTAINER?



Tenant responsibilities: Paper and Cardboard

PAPER AND CARDBOARD

DRY PAPER AND CARDBOARD CAN BE RECYCLED UP TO 7 TIMES



Non-confidential documents



Envelopes



Newspapers and magazines



Small cardboard boxes



NO food or liquid



NO paper hand towel



NO soiled cardboard



NO waxed boxes



NO packaging



Other waste streams

- Cardboard boxes (clean)
- Newspapers
- Magazines
- Paper
- Envelopes



Not accepted items

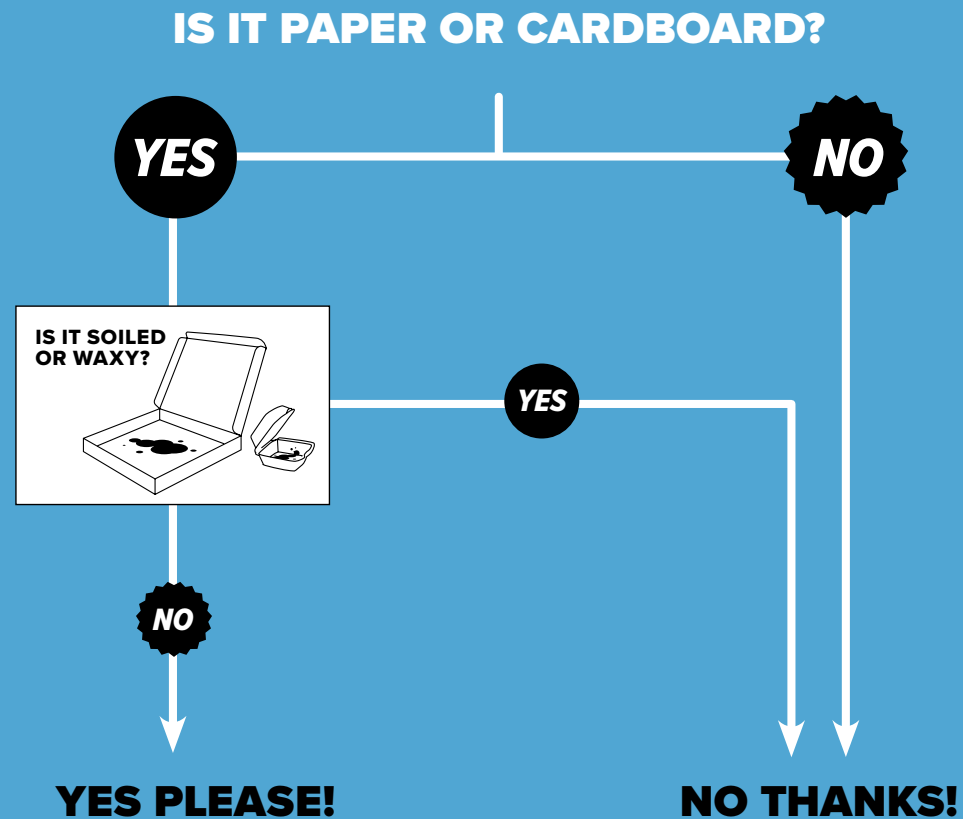
- Liquid and food
- Paper hand towel/serviettes
- Soiled cardboard
- Waxed cardboard (fruit boxes)
- Compostable food packaging

Common Contaminants

- Waxy fruit and vegetable boxes
- Greasy paper and cardboard
- Paper hand towel/serviettes
- Coffee cups and lids
- Drink cartons (TetraPak)

Tenant responsibilities: Paper and Cardboard

SHOULD THIS GO IN THE **PAPER AND CARDBOARD** BIN?



Tenant responsibilities: Additional Waste Streams

Other waste streams

In order to achieve our waste diversion targets, we also support tenants to collect and recycle the following materials:

- Polystyrene
- E-Waste
- Batteries
- Printer Cartridges
- Secure Paper
- Garden Waste
- Crushed Glass
- Cooking Oil
- Fluorescent tubes
- Bulk Waste

We also have partnerships with not-for-profit and social enterprise businesses that have the capability to reuse some resources from our tenants. For more information, please refer to the [contact list](#) (page 27).

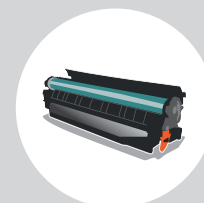


ADDITIONAL WASTE STREAMS

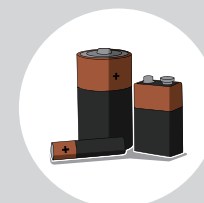
COLLECTIONS ARE AVAILABLE FOR ADDITIONAL ITEMS SUCH AS



E-Waste



**Ink cartridges/
toners**



Batteries



**Bulk waste/
large items**



Garden waste
(flowers, plants,
clippings etc.)

For more information or to request a special collection, contact:
wastemanager@internationaltowerssydney.au

Tenant responsibilities: Special Item Removals

E-Waste:

A TSR is to be raised by the Tenant (site ID specific to the Tower) and must detail the type of waste, the location of the waste and estimated kg (or number of items) to be disposed. Once the TSR is raised, The Tower Cleaning Manager must arrange for the Tower cleaners to move the waste vertically down to the basement and advise the Shared Facility Waste Manager. The Shared Facility (Basement) Cleaners will then collect the waste from the drop off point and process through the Central Waste including weighing the waste respective to the waste origin. Once these steps are completed, the waste will be disposed of.

Ink Cartridges / Toners:

A TSR is to be raised by the Tenant (site ID specific to the Tower) and must detail the type of waste, the location of the waste and the number of bags to be disposed and quantity of cartridge bags.

- All cartridges must be inside the black cartridge bag provided, tied and ready to be picked up.
- The total weigh of the bag must not exceed 16 Kg and the bag must be intact (no holes or ripped) and the one provided.

Once the TSR is raised, The Tower Cleaning Manager must arrange for the Tower cleaners to move the waste vertically down to the basement and advise the Shared Facility Waste Manager. The Shared Facility (Basement) Cleaners will then collect the waste from the drop off point and process through the Central Waste including weighing the waste respective to the waste origin. Once these steps are completed, the waste will be disposed of.

Batteries:

A TSR is to be raised by the Tenant (site ID specific to the Tower) and must detail the type of waste, the location of the waste and estimated kg (or number of items) to be disposed. Once the TSR is raised, The Tower Cleaning Manager must arrange for the Tower cleaners to move the waste vertically down to the basement and advise the Shared Facility Waste Manager. The Shared Facility (Basement) Cleaners will then collect the waste from the drop off point and process through the Central Waste including weighing the waste respective to the waste origin. Once these steps are completed, the waste will be disposed of.

Bulk Waste / Large Items:

A TSR is to be raised by the Tenant (site ID specific to the Tower) and must detail the type of waste, the location of the waste and estimated kg (or number of items) to be disposed and confirm no construction waste, Gas bottles or other hazardous waste). Once the TSR is raised, The Tower Cleaning Manager must arrange for the Tower cleaners to move the waste vertically down to the basement and advise the Shared Facility Waste Manager. The Shared Facility (Basement) Cleaners will then collect the waste from the drop off point and process through the Central Waste including weighing the waste respective to the waste origin. Once these steps are completed, the waste will be disposed of.

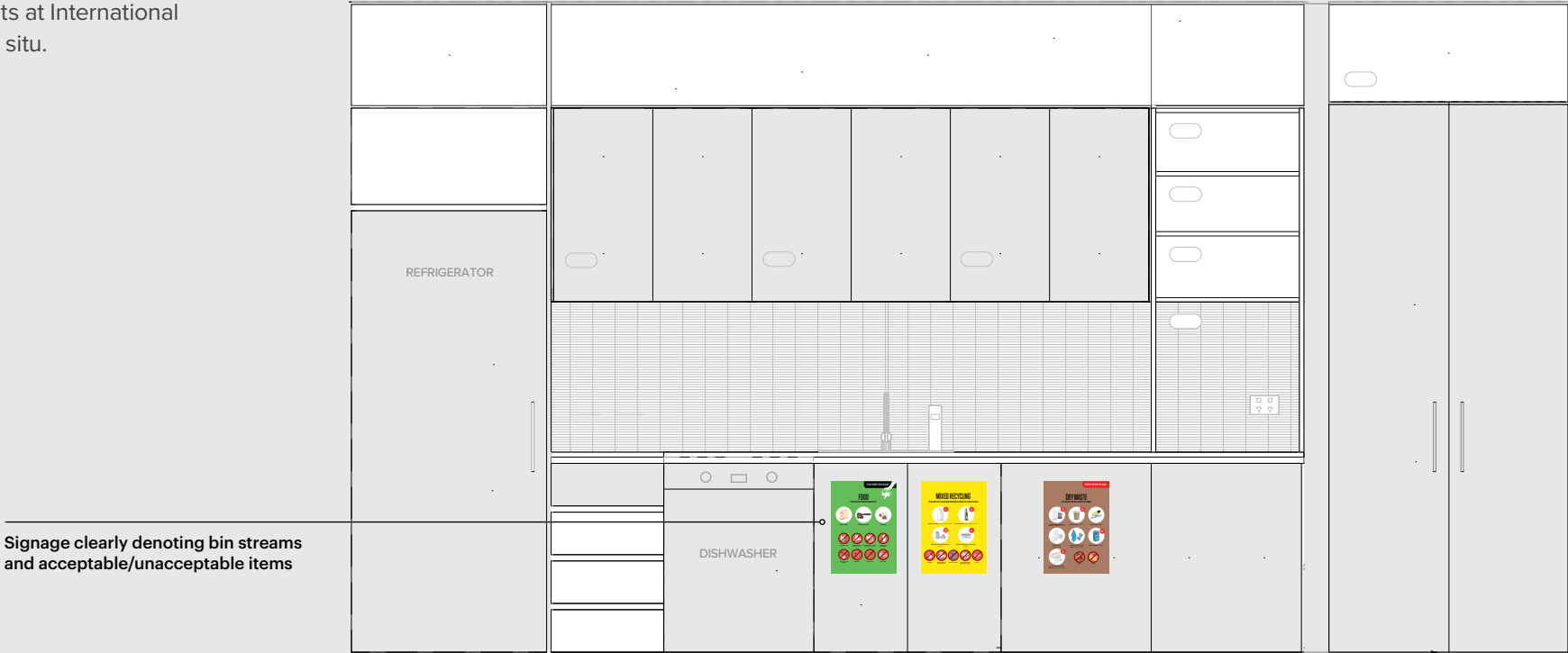
Garden waste e.g. flowers, plants, clippings etc

A TSR is to be raised by the Tenant (site ID specific to the Tower) and must detail the type of waste, the location of the garden waste & estimated kg (or number of bags) to be disposed. Once the TSR is raised, The Tower Cleaning Manager must arrange for the Tower cleaners to move the waste vertically down to the basement and advise the Shared Facility Waste Manager. The Shared Facility (Basement) Cleaners will then collect the waste from the drop off point and process through the Central Waste including weighing the waste respective to the waste origin. Once these steps are completed, the waste will be disposed of.

Tenant responsibilities: Signage Display

Clear, consistent, and accurate signage is to be applied to exterior of cabinetry, or at eye level behind free-standing recycling stations, to assist and encourage tenants to correctly separate their waste.

Adjacent is an example of the best practice colour coded waste signage available to tenants at International Towers Sydney in situ.



Tenant responsibilities: What Not To Do

We strongly recommend that International Towers Sydney waste signage is displayed and applied to all kitchen bin cabinets in order to clearly differentiate waste streams and ensure consistency of messaging throughout the precinct. Failure to do so will have a direct impact on tenant behaviour, and may result in contamination and poor waste diversion outcomes. The visual reminder provided by informational signage is proven to improve tenant's adoption of best practice source separation practices, resulting in improved diversion outcomes.

We suggest general waste bins are strictly limited, to encourage thought in waste disposal.

Without clear differentiation of bins through the use of signage, tenants will place incorrect items in bin streams, leading to increased contamination.



Waste Management: Our Contractors

At International Towers Sydney we have partnered with specialist contractors that bring extensive experience in their field of expertise to help us achieve our waste management targets. Management at International Towers Sydney regularly meet and collaborate with all contractors and waste stakeholders as we work together towards continually improving our waste management practices and outcomes.

Our onsite cleaning services and waste management operations are managed by Dimeo Cleaning.

Our waste and recycling transport and disposal/processing is managed by Cleanaway, Goterra and Mates On The Move.

Our independent waste consultant Foresight Environmental manages our data and performance reporting and provides strategic advice and education to relevant stakeholders, including audits to ensure the integrity of our processes and data.



Waste Management: Where Does Our Waste Go?

● Food

1. Goterra Maggot Farm, on site
2. Earth Power, Camellia (backup facility)
3. SoilCo, Kembla Grange (backup facility)

● Dry Waste

ResourceCo, Wetherill Park

● Mixed Recycling

Visy, Smithfield

● Paper & Cardboard

Cleanaway, Greenacre

The waste industry is dynamic and constantly transforming. The process our waste goes through will develop in line with changes in government laws, industry best practice guidelines, waste and recycling facilities and equipment capabilities.

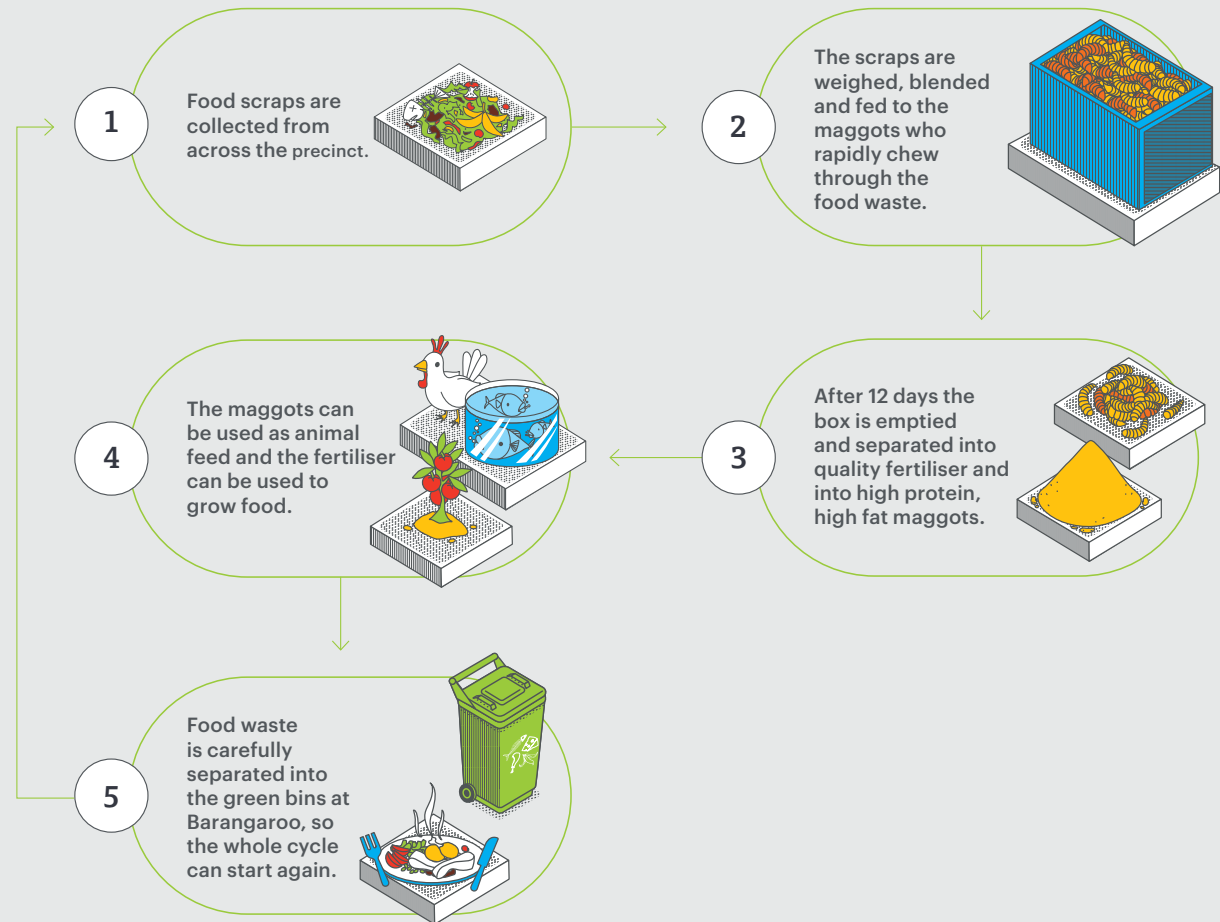


Waste Management: Where Does Our Food Waste Go?

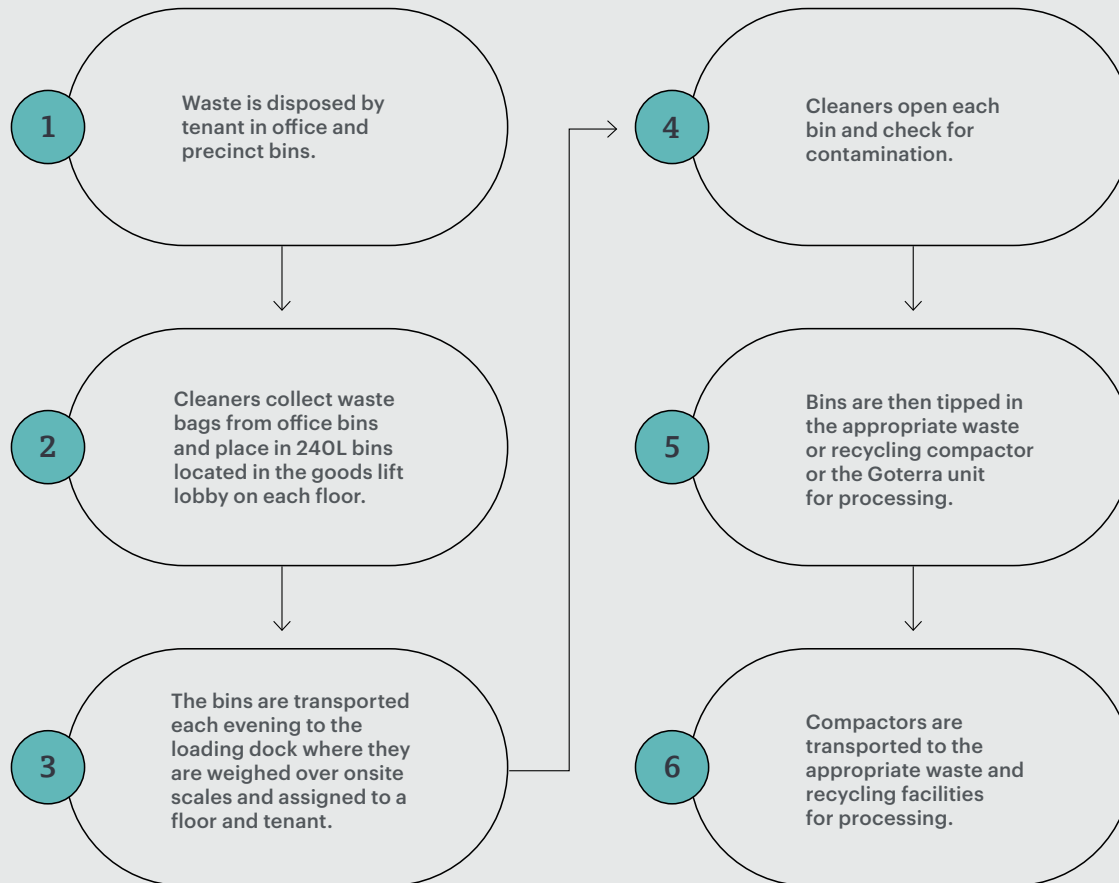
Our **Goterra** unit is housed in our waste dock, and is home to hundreds of thousands of insect larvae (maggots).

The 'farm' harnesses the natural feeding cycle of black soldier fly larvae and adds high tech robotics, to convert food waste into fertiliser and animal feed.

Our Goterra unit is capable of processing up to 20 tonnes of food waste every week!



Cleaners Role: From Desk to Dock



if you contaminate your recycling, it may end up in landfill



What is contamination? Any waste that is disposed in the incorrect waste stream, e.g. food in a dry waste bin.

Our cleaning team have been trained to conduct a visual check of all bags prior to emptying them in the corresponding recycling stream.

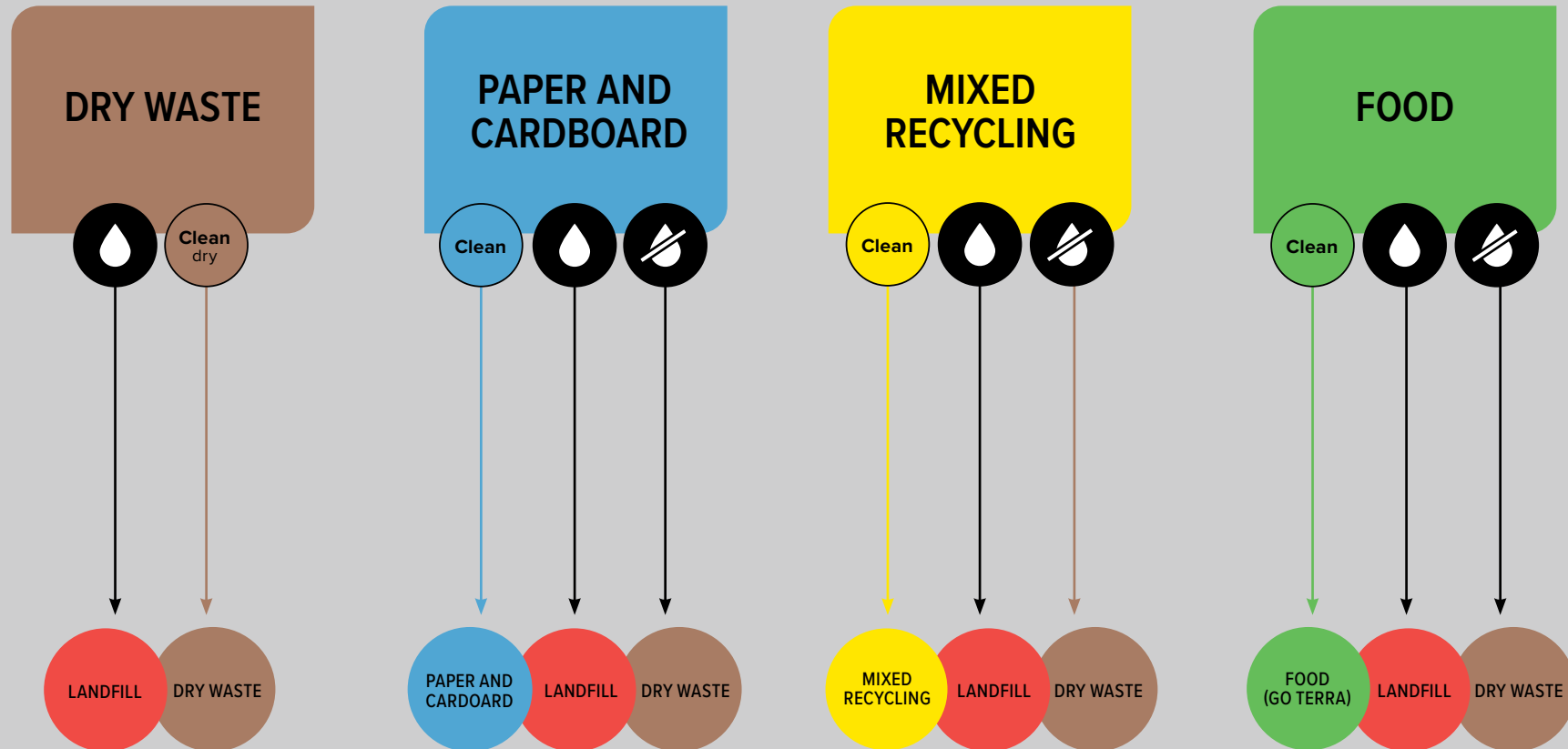
If the bag contains too much contamination, it will go to landfill.



Cleaners Role: Contamination Management

WHERE DO THE CLEANERS REDIRECT WASTE IF CONTAMINATED?

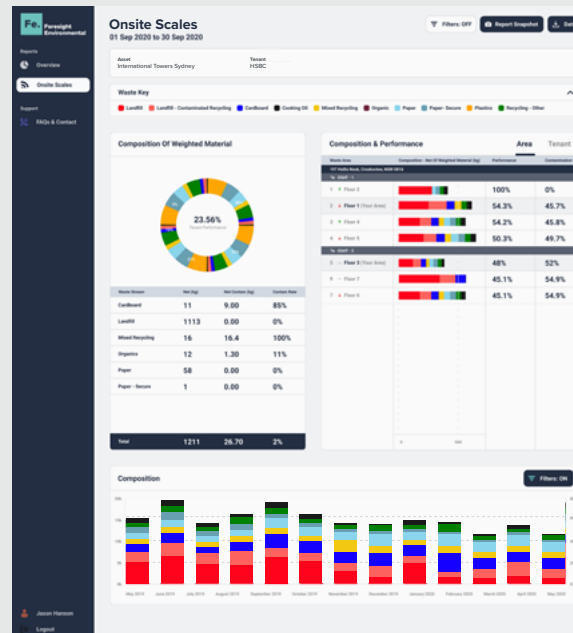
-  Contaminated by wet waste items, e.g. food and liquid
-  Contaminated by dry waste items



Performance Reporting: Onsite Weighing

Each day the cleaners weigh all waste and recycling collected from commercial, retail, and residential tenants across the precinct.

There are three weighing platforms in the loading dock which are located below each of the three towers, over which approximately 800 bins/ bags are weighed every business day. This data allows us to monitor waste performance and trends across the whole precinct and to achieve the highest level of data granularity and accuracy for our ongoing performance reporting and industry ratings such as NABERS Waste.



Floor-by-floor weighing



The Dimeo waste scales system allows for waste to be weighed and automatically attributed to the floor/ area from which it originated, through the use of location beacons in back of house waste areas. This enables provision of accurate, floor and tenant specific reporting to all tenants at International Towers Sydney via the FeSynthesis tenant portal.

Performance Reporting: Contractor Reports

In addition to the onsite weighing, our waste contractor provides monthly waste data, which includes:

- Bin collection numbers
- Actual weights of all material collected
- Disposal locations for each collection

This data (along with our onsite weighing process) provides a complete picture of all waste management outputs from International Towers Sydney. This data is monitored to ensure that all waste and recycling streams are disposed at the appropriate facilities, ensuring compliance with EPA regulations and confirming responsible disposal/recycling outcomes.

NABERS Waste Rating



International Towers Sydney participates in an annual NABERS Waste Rating to assess and publicly recognise our industry leading waste management performance and outcomes. NABERS Rating results will be communicated to all tenants annually with supporting guidance around priority areas for improvement where required.

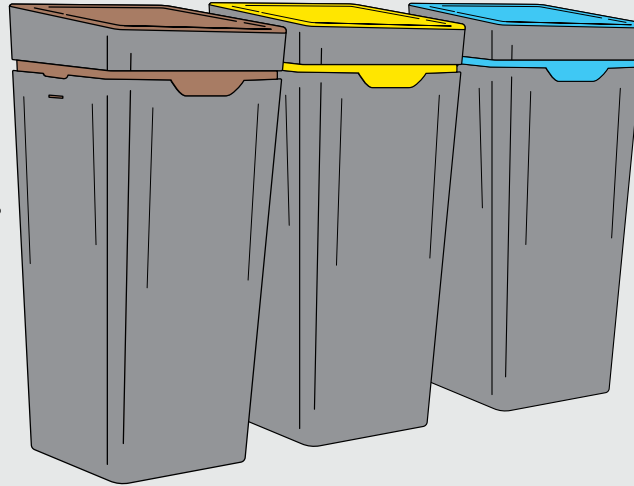
Bin Infrastructure: Supplier List

Method Bins, Commercial 60L bins

Customer Support: +61 499 890 455

Sales: 1800 523 723

methodrecycling.com

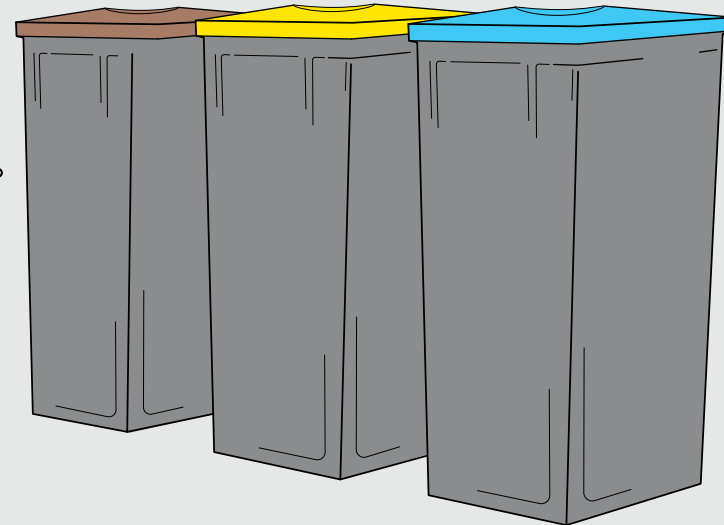


Source Separation Systems, 60L Multisort bins

Customer Support: 1300 739 913

info@sourceseparationsystems.com.au

sourceseparationsystems.com.au



Tenant Support: What Support Is Available?

The waste processes at International Towers Sydney are unique. They are designed to create a precinct that is set up to achieve unprecedented sustainability outcomes. As waste streams and processes may be new to many tenants, the following resources and support are offered to assist our tenants to gain a greater understanding and achieve best practice outcomes:

- Best practice precinct waste signage
- Tenant waste management handbook
- Tenant specific waste management workshops and information sessions
- Basement waste tours
- Waste facility tours
- Lobby activations and competitions
- Review of tenancy fit out design, bin placement and signage
- Information, fact sheets, training on a range of waste management topics
- Supplier information for procurement of packaging, bins, and any other waste management needs.

If there is anything else that we can do to assist, please contact your CRM.

Monthly Sustainability Waste Tours



We are proud of what we've managed to achieve at International Towers Sydney, and would love show you how we've done it.

Please refer to the [contact list](#) (page 27) to book your spot on a tour.



Tenant Support: Special Events and Site Contacts

When hosting events and functions it is typical for tenancies to generate more waste than usual.

Prior to hosting an event/function in your tenancy, we ask that you raise a TSR to request additional bins to accommodate the increased waste and maximise recycling outcomes.

Please refer to the below contacts for all waste-related queries at International Towers Sydney.

Cleaning Manager	Mario Sotomayor	0416 065 739
Cleaning Executive Manager	Roberto Machado	0481 221 041
Customer Relationship Manager Tower 2 & 3	John-Paul Malkoun	0431 485 594
Customer Relationship Manager Tower 1	Sian Fry	0401 869 755