



Department of Administration Division of Facility Management Recycling and Waste Program Frequently Asked Questions

**Direct all questions to the Division of Facility Management Recycling
Coordinator via email at Recycling.Coordinator@doa.nc.gov
or call (919) 733-3855**

I. Recycling Program and Services

What Items are recycled in State Agency Buildings?

Answer: Recycling Markets are expanding daily. As a general resource for State Agencies, the following items are recycled on behalf of State Agencies by the Divisions of Facility Management under the Waste Management Program, State Surplus Retail Sales and Specific Term Contracts, or Purchase and Contracts through Approved Statewide Contracts:

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|-------------------------------|---------------------------------|
| * White Office Paper | * Hardback Books |
| * Mixed Office Paper | * Shredded Paper |
| * Plastic Containers | * Aluminum Foil, Cans and Tin |
| * Newspaper | * Magazines |
| * Glossy Materials | * Glass Bottles |
| * Telephone Books/Directories | * Training Manuals |
| * Batteries | * Electronic/Computer Equipment |
| * Fluorescent Lights/Ballasts | * Mercury Products |
| * Wood Pallets | * Cardboard |
| * Used Oil | * Metal |
| * Used Office Furniture | * Printer Cartridges |
| * Scrap Metal | * Office Supplies |
| * Tires | * Automobiles |
| * Office Supplies | * Batteries |

Continuous improvements are ongoing with the Divisions to expand recycling opportunities. For updates on current recycling trends and resources, feel free to send an email to Recycling Coordinator at Recycling.Coordinator@doa.nc.gov

What items are collected by Division of Facility Management for recycling?

Answer: Yes, currently the following items are approved for collection and recycling under the Waste Management Program:

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|-------------------------------|---------------------------------|
| * White Office Paper | * Books (Hardback or Telephone) |
| * Mixed Office Paper | * Shredded Paper |
| * Plastic Bottles | * Aluminum Foil, Cans and Tin |
| * Newspaper | * Magazines |
| * Glossy Materials | * Glass Bottles |
| * Training Manuals | * Batteries |
| * Fluorescent Lights/Ballasts | * Mercury Products |
| * Wood Pallets | * Cardboard |

Additional recycling information is available online at the NC Facility Management Website, www.ncfacilitymanagement.net regarding recycling services and resources for State Agencies. Contact the Recycling Coordinator at Recycling.Coordinator@doa.nc.gov for additional recycling service questions

What other items should we consider for recycling in State Agencies?

Answer: Recycling Markets are continuously growing. For a current listing of recyclable items or to locate a vendor to service agency specific recycling needs, visit the Department of Environmental and Natural Resources (DENR) Pollution Prevention Website at <http://p2pays.com>. Check with your Agency Recycling Coordinator for additional assistance with the recycling program

What are the Environmental Statues and Executive Orders for State Agencies regarding Recycling?

Answer: Several Environmental Statues and Executive Orders have been issued regarding the Recycling Program for the State of North Carolina and its agencies. They are:

[Executive Order 156](#) State Government Environmental Sustainability, Reduction of Solid Waste, and Procurement of Environmentally Preferable Products

[Executive Order 26](#) Water System Protection

[§ 130A-309.09A](#) Local government solid waste responsibilities

[§ 130A-309.14](#) Duties of State agencies (establishment of recycling program)

[§ 143-58.2](#) State policy; bid procedures and specifications; identification of products (purchase products with recycled content)

[§ 143-58.3](#) Purchase of recycled paper and paper products; goals

[HB 1465](#). **October 1, 2009** prohibits the disposal of motor vehicle, oil filters, rigid plastic containers, wooden pallets and oyster shells in landfills.

How is recycling information distributed to State Offices located in Wake County/Raleigh Area?

Answer: Updated information is sent to Building and Recycling Coordinators as it occurs. The Division of Facility Management will post updates to their website at www.ncfacilitymanagement.net as an additional form of communication. If your office is not receiving communication or the Recycling Coordinator is no longer at the location, send an email to the Facility Management Recycling Coordinator at Recycling.Coordinator@doa.nc.net and include the Contact Name, Agency Name, Physical Building Address, Building Name, and an office phone number. Contact information will be updated immediately

Are recycling signs available for State Agencies to post in the Office regarding the recycling program?

Answer: Yes, recycling signs are available online at the Facility Management website at www.ncfacilitymanagement.net for posting on recycling containers or in general areas for employees

II. Recycling of Plastic

How are we to dispose of Binders?

Answer: Binders may be re-used by State Agencies for alternate projects, declared surplus property and recycled by State Surplus Property Agency to make them available to other state agencies, the general public or non-profit agencies, or discarded as waste where the product life of the binder has been met. Agencies are encouraged to visit the State Surplus Property website at <http://www.doa.state.nc.us/ssp> for additional information on the recycling of state property.

Do you recycle those yogurt containers as part of plastic?

Answer: No, they are not a part of the recycling program for the Division of Facility Management. They are #6 plastic, and there is no current market for the material

Do we recycle the tops of yogurt containers?

Answer: Yes, the metal tops are made of aluminum and can be placed in the aluminum recycling container after they are rinsed.

Are there any special instructions before I can recycle plastic items?

Answer: Yes, plastic items are to be rinsed and dried prior to disposal in a plastic recycling container to prevent contamination and unwanted pests

What is a “plastic bottle” defined as for recycling purposes?

Answer: Plastic Bottles shall be described as all Containers 2 liter or less in size with a neck smaller in diameter than the body made up of any one of the following plastics: #1 (PETE) and #2 (HDPE) , #3 (PVS), #4 (LDPE), #5 (PP), #6 (PS) and #7 (Other)

Does the Facility Management Contract make provisions for the recycling of all Plastic Container Types?

Answer: Unfortunately, no. Facility Management makes provisions for the recycling of PETE #1 Water and Soft Drink Bottles and #2 HDPE items such as Milk, Juice and Water Bottles. For additional assistance with recycling needs for other plastic items, contact the Recycling Coordinator at Recycling.Coordinator@doa.nc.gov

Can Plastic items be thrown into the Trash?

Answer: No. Under House Bill 1465, effective October 1, 2009, Recyclable rigid plastic containers that have a neck smaller than the body of the container, and that accept a screw top, snap cap, or other closure. The prohibition on disposal of recyclable rigid plastic containers in landfills does not apply to rigid plastic containers that are intended for use in the sale or distribution of motor oil or pesticides. To view the Bill in entirety, visit the link <http://www.p2pays.org/ref/38/37984.pdf>

III. Recycling of Beverage Cans, Tin and Aluminum

Do they recycle steel cans like the ones soup or beans come in?

Answer: They may be recycled with aluminum cans.

What is T2-T4?

Answer: T2 and T4 refer to the tin can grading that is located on the bottom of aluminum cans usually containing food items from kitchens.

Is Aluminum Foil Recyclable?

Answer: Clean foil can be recycled with beverage cans and is free from food remnants

IV. Recycling Glossy Materials/Magazines

What items are accepted for Recycling in this category under the State Contract?

Answer: Items appearing with a plastic coating are accepted, for example posters, magazines, airline tickets, training manuals. For additional information, contact the Recycling Coordinator at Recycling.Coordinator@doa.nc.gov

Do we need separate container for the Magazines and Glossy Materials?

Answer: Not at this time. Processing of Magazines and Glossy Materials are similar and the Vendor does accept these items when combined into one container.

V. Recycling Newspaper

Is newspaper accepted for Recycling?

Answer: Yes, Newspaper is accepted under the Facility Management Office Recycling Contract for recycling purposes

Can Newspaper be combined with Magazines, Glossy Material for recycling?

Answer: Comingling of products is not an item that was included in the State Recycling contract. And currently with the struggles of the recycling market, they are not accepted by the Vendor as a combined item. This is the reason for the separate containers

We have current space limitations that prevent us from having multiple containers in our office, what should we do to continue to recycle in our Office?

Answer: Contact the Recycling Coordinator for Facility Management for assistance with spacing. Each Agency is encouraged to recycle products to reduce waste streams in their respective office.

VI. Recycling Paper

What is the “Mixed Office Paper” that is mentioned in the State Recycling Program?

Answer: Mixed Office Paper: “Mixed Office Paper” shall mean printed or un-printed sheets, shavings and cuttings of colored or white paper with colored or black inks, including ledger, copy paper, computer paper, letterhead, white envelopes with or without windows, non-thermal fax paper, post-it notes, notebook paper, non-glossy pamphlets/brochures, manuals, greeting card, non-glossy posters, manila folders and paper ream wrappers. This grade does not include magazines, newspapers, newspapers, ground-wood papers, kraft envelopes, tissue, napkins/paper towels, waxed paper, carbon paper, plastic bags, magazine wrappings, soiled or dirty paper, detergent boxes or paper soiled with food waste

Our Office generates White Paper and Mixed Office Paper. Should we separate the White Paper and Mixed Office Paper for Recycling?

Answer: No, mixed office paper and white paper can be combined for recycling

The copy paper ream wrappers are listed under the mixed paper section but one side is often glossy. What happens then?

Answer: Place the wrappers in with mixed paper. The glossy magazine containers are for a different grade of paper that is coated. Non brown-colored wrappers are made of a higher grade of paper, and can thus be placed in the mixed bin.

Are Training Manuals recyclable?

Answer: Most Manuals and Training Guides are recyclable. The Agency will be required to prepare the material prior to receiving recycling services. For special assistance and instructions for recycling manuals, contact the Recycling Coordinator at Recycling.Coordinator@doa.nc.gov

VII. Recycling Cardboard

Is Cardboard Recycled?

Answer: Yes. Cardboard Boxes are collected by Housekeeping Services and placed into Cardboard Collection Bins provided by Facility Management for recycling. Visit www.ncfacilitymanagement.net for location of containers

Can the chipboard boxes from cereal, etc. be recycled with the cardboard? And can the chipboard be the cereal box kind or the white chip board kind like toothpaste boxes.

Answer: Yes, to both items. Plastic must be removed from the box prior to recycling

VIII. Recycling Telephone Books

Are Telephone Books Recyclable?

Answer: Yes, Telephone Books are recyclable in the current Market. The Division of Facility Management provides recycling resources and assistance to ensure State Agencies in Raleigh/Wake County are recycling Telephone Books. Current information can be located on the Facility Management Website at www.ncfacilitymanagement.net under the Telephone Book Recycling Program Section

I am in a location that is not serviced by the State Recycling Program, where can I find resources for Recycling Old Telephone Books?

Answer: Various Counties and Municipalities provide Recycling Collection Bins for Recycling Telephone Books. Recycling Services for the collection of old telephone books are made available by the City of Raleigh for a limited time period and are available on their website at www.raleighnc.gov. Wake County Landfill accepts Old Telephone Books year round and provides information to Citizens on their website at www.wakegov.com

Each year, duplicate or triplicate copies of Telephone Books are left on the Loading Dock of our Building. What should we do with extra copies sent to our Agency location?

Answer: State Agencies are asked to contact the Issuing Telephone Book Company to remove excess copies of New Telephone Books Delivered to their location. Telephone Book Companies will “re-distribute” excess telephone books thereby reducing future recycling costs to the State and saves on printing of additional copies by the Issuing Vendor.

As a State Agency, what can we do to reduce the number of telephone books ordered?

Answer: Employees are encouraged to use electronic versions of the AT&T Telephone Book which is available at <http://www.realpageslive.com> instead of ordering hard copies of telephone directories to reduce future recycling costs to the State

I receive several versions of the Telephone Book at my home. What can I do to reduce the type and quantity of books that are delivered?

Answer: Consumers have access to Telephone Books delivered to their residences. To exercise “Opt Out” options, visit <http://www.ypassociation.org/AM/Template.cfm?Section=Environmental1> and select the “Consumer Choice” Section. Enter a residential zip code to receive contact phone numbers and/or email addresses to reduce the number of telephone books delivered by Telephone Book Companies.

IX. RECYCLING SERVICES

Who collects the Recyclables from the State Buildings on behalf of the Division of Facility Management?

Answer: Currently, Orange Recycling Services, Inc located in Durham, NC provides recycling services to the Division of Facility Management for the collection of recyclable items in the Raleigh/Wake County Area.

Is there a Schedule Available for Recycling Pickup Dates?

Answer: Yes, the Division of Facility Management provides State Agency access to the Recycling Schedule available online at www.ncfacilitymanagement.net under the Recycling Program, Schedule Section

Our State Agency location is not listed on the recycling schedule, what should we do?

Answer: Contact Division of Facility Management Recycling Coordinator at Recycling.coordinator@doa.nc.gov and include the name of the recycling coordinator, the physical address of the building and a phone number at the location. Many agencies have physically moved their office location and may not have been included in the Division of Facility Management Office Recycling Services Contract, if located in state owned and maintained buildings.

Our State Agency is located in a leased building, are recycling provisions provided?

Answer: Questions regarding Recycling Services for State Agency located in Leased Property Sites are to be directed to the Department of Administration State Property Office for assistance with recycling service questions.

Our Department/Division is conducting an Office Clean Up and we will need additional Recycling Bins and an Additional Recycling Pickup, what should we do?

Answer: Recycling Coordinators are requested to complete a Recycling Request Form available on the Division of Facility Management website located at www.ncfacilitymanagement.net to request the delivery of recycling bins are to be completed in entirety. Completed forms are sent electronically to the Recycling Coordinator at Recycling.Coordinator@doa.nc.gov.

What should I do if I have questions regarding recycling?

Answer: Contact Patricia Scurlock, Division of Facility Management Recycling Coordinator via email at Recycling.coordinator@doa.nc.gov or call (919) 733-3855

X. Miscellaneous Recycling Questions

Are Printer Cartridges Recyclable?

Answer: Yes, Printer Cartridges are recyclable. Printer Cartridges purchased with State Funds are recycled and funds received from the return of the cartridges are managed in accordance to State Budget Fiscal Policies. For additional assistance, contact the Recycling Coordinator at recycling.coordinator@doa.nc.gov or the Purchasing Office for the respective agency for assistance

How do we discard of Fluorescent Lights?

Answer: Visit the North Carolina Department of Environmental and Natural Resources website at <http://www.p2pays.org/stateagencies.asp> for view the Statewide Contract approved by Purchase and Contracts for the recycling of spent fluorescent lights and products containing mercury.

Buildings maintained by the Division of Facility Management are to contact the Recycling Coordinator at Recycling.Coordinator@doa.nc.gov for instructions to recycling spent fluorescent light bulbs and mercury products

What are the other Recycling Provisions are there for State Maintained Buildings?

Answer: The Division of Facility Management makes provisions for the collection of Cardboard, Wood Pallets and Fluorescent Lights waste used in State Maintained Facilities in the Raleigh/Wake County Area. For additional information on recycling these items, contact Recycling.Coordinator@doa.nc.gov

Our Employees are required to wear a Uniform in their line of work. The Vendor provides Metal Hangers when delivering clean uniforms. Are the Metal Hangers recyclable?

Answer: Yes, metal clothes hangers are recyclable. Agencies are encouraged to contact their Purchasing Department or see their Contract Administrator to arrange for recycling services with the Vendor. Most Uniform Companies will accept the Metal Hangers for recycling at **no cost** to the Agency.

Where can a State Agency locate additional information on recycling resources and programs?

Answer: The Division of Facility Management Recycling Coordinator is available to assist with Recycling Questions and can be sent to recycling.coordinator@doa.nc.gov.

North Carolina Department of Administration State Surplus Division provides assistance to Agencies with recycling needs. Visit the State Surplus website at www.doa.state.nc.us/ssp for additional information on your recycling needs

Additional recycling resources can be found online at www.p2pays.org which is maintained by the NC Department of Environmental and Natural Resources, Division of Pollution Prevention and Environmental Assistance

What are alternatives for Recycling Office Products that have not exhausted their usefulness?

Answer: Property or Supplies that have not exhausted their **useful purpose** may be eligible for Recycling with the NC State Surplus Office. Visit the NC State Surplus Agency website at <http://www.doa.state.nc.us/ssp/> for additional information on the State Surplus Recycling Program

Our Office generates items that cannot be recycled and are not reusable, how do we dispose of the items?

Answer: Recycling Markets are continuously growing. For a current listing of Recycling Markets and Vendors, visit the Department of Environmental and Natural Resources (DENR) website at <http://p2pays.com>.

Also, contact the Division of Facility Management Recycling Coordinator for assistance with recycling services.

Does Facility Management provide Confidential Shredding Services on behalf of State Agencies?

Answer: With the complexity of Confidential File Management and Destruction, the Division of Facility Management does not make provisions for Confidential File Destruction Services. State Agencies should work with their Purchasing Department to secure these services, in accordance to the Agency File Destruction Guidelines