

\$MART BUSINESS PARTNER GUIDE

\$MART BUSINESS PARTNER GUIDE



FOR BUSINESSES AND INSTITUTIONS IN
THE WALLA WALLA REGION

*Sustainable Living Center
Downtown Walla Walla Foundation
Walla Walla Valley Chamber of Commerce
Walla Walla Area Resource Conservation Committee*

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January 2010

The \$mart Business Partner Program began in 1992 with the name of Green Seal Business Program. The name was changed in 2007 to avoid confusion with a national third-party certification organization with the same name.

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Resources Used to Create the Original Guide

Hazardous Waste Disposal - A Guide for Businesses in Spokane County- prepared by the Spokane Regional Solid Waste Disposal Project with assistance from Parametrix, Inc., an environmental consulting firm. Revised January 1992.

Waste Reduction in Your Business - prepared by the Washington Department of Ecology Waste Reduction, Recycling and Litter Control Program. February 1991.

Technical information obtained from the Washington State Department of Ecology and the U. S. Environmental Protection Agency.

DISCLAIMER

The \$mart Business Partner Recognition Program is not an endorsement of a company's hazardous waste activities. There may be areas of non-compliance that we cannot observe during site visits. It is the company's responsibility to review the waste it generates to meet all state and federal hazardous waste regulations.

By entering this program, your company agrees to indemnify and hold harmless the sponsors of this program from all legal actions, accidents or casualties contemplated under this program by the company, its servants or agents, or by any third person who may be in any manner injured or damaged due to his or her own negligence in the performance of the program .

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TABLE OF CONTENTS

INTRODUCTION	1
\$SMART BUSINESS PARTNER PROCESS	3
HELPFUL TIPS TO BEGIN THE PROCESS	4
FORMAL POLICY EXAMPLE	6
EMPLOYEE SURVEY EXAMPLE	7
WASTE REDUCTION AND RECYCLING PLAN EXAMPLE	8
\$SMART BUSINESS PARTNER APPLICATION FORM	11
\$SMART BUSINESS PARTNER RENEWAL REVIEW FORM	17
SUSTAINABLE BUSINESS PRACTICES	19
Reducing Waste	19
Incorporating Waste Prevention Methods into Your Business	19
Waste Prevention Ideas That Save Money	20
Reducing Energy Costs	29
Reducing Water Costs	30
POLLUTION PREVENTION PRACTICES	31
Why Be Concerned about Human Health?	31
Why Be Concerned about the Environment?	31
HAZARDOUS WASTE	33
Characteristics and Criteria of Hazardous Waste	34
Determine Your Hazardous Waste Regulatory Status	36
Conversion Chart for Hazardous Waste	37
HAZARDOUS WASTE DOCUMENTATION	39
APPENDIX	41
Glossary	43
Hazardous Waste Guide	47
Directory of Helpful Agencies	57
Suppliers of Environmentally Preferable Products	63
Materials Exchange Websites	65
Recycling Vendors	66
Helpful Websites	67
Useful Publications	68

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INTRODUCTION

The \$mart Business Partner Program is a free advisory service that

- provides a guide and assistance in setting and achieving goals to reduce energy, water, waste, and purchasing costs
- offers on-site visits and tools to achieve goals
- publicly recognizes businesses for their efforts to become sustainable by setting environmental goals
- awards decals to \$mart Business Partners so that local consumers can shop green

The \$mart Business Partner Program is designed to encourage, guide, and recognize any size or type of business that formally works toward sustainability in the workplace.

“Sustainability” means meeting the needs of the present while ensuring that future generations have the same opportunities through stewardship of resources: economical, ecological, and socially equitable.

Conservation of Resources

The focus of The \$mart Business Partner Program is conservation of resources; the program helps businesses reduce costs by

- Encouraging \$mart purchasing up front to reduce waste disposal and health costs
- Conserving energy and water
- Encouraging networking between businesses to use one business’ waste as a resource for another business.
- Encouraging networking between businesses to combine shipments of recyclable materials.
- Helping businesses identify their regulated waste status and cost effective ways for managing hazardous waste.

Reduce and Save – Inland Dentistry

- Sterilizes and reuses metal dental cassettes and pouches
- Reduces cost of purchasing 30 cassettes and pouches each day
- Cost of sterilization is less than the cost of the cassettes and pouches

Businesses that take the extra steps to incorporate any of these activities into your daily practices and meet the program’s requirements will be awarded the official \$mart Business Partner seal to display in your front window, publicly announcing your dedication to protecting health and the environment. In addition, your business will be recognized with other \$mart Business Partner recipients yearly in a large newspaper display advertisement.

Benefits

Businesses of all kinds and sizes throughout Washington are finding that sustainable practices and operations are wise business decisions, offering many benefits. These benefits include, but are not limited to,

- improved environmental compliance
- reduced regulatory liabilities
- promotion of worker health
- increased profits

The \$mart Business Partner guide promotes the reduction of waste through reducing, reusing, and recycling materials, and making other wise choices for your business operations. Taking these steps saves energy, creates jobs, supplies valuable raw materials to industry, reduces the need for new landfills, decreases the emissions of many greenhouse gases and water pollutants, stimulates the development of environmentally friendly technologies, and conserves resources for future generations. The guide also will introduce you to basic hazardous waste management concepts.

\$MART BUSINESS PARTNER PROCESS

To be a \$mart Business Partner your business or organization should:

- 1. Discuss your intent to become a \$mart Business Partner with your employees and elicit their ideas**
- 2. Schedule an appointment with a \$mart Business Partner representative to:**
 - Review the application process and the \$mart Business Partner Guide
 - Discuss potential changes based on your business needs, such as:
 - ◆ Waste reduction
 - ◆ Pollution prevention strategies
 - ◆ Energy and water conservation
 - ◆ Environmentally preferred (\$mart) purchasing
 - ◆ Recycling opportunities
- 3. Complete the application**
 - Create a Formal Policy (see Sample Policy on p 6) and Sustainable Business Plan (your \$mart Business Partner representative can help with this).
 - Identify goals that you and your employees believe are “do-able” and begin working toward them
 - Receive your \$mart Business Partner decal to display at your business
- 4. Schedule a yearly review to continue as a \$mart Business Partner**

HELPFUL TIPS TO BEGIN THE PROCESS

I. Review the Definitions

A glossary of pertinent definitions are in the Appendix.

II. Establish Leadership

Who will lead the program and how will it be organized? The larger the office or business, the more leaders/volunteers are necessary. A representative from management must be involved.

III. Establish a Policy

Having a policy tells your employees and your customers your intent to conserve resources...yours and theirs. A sample policy is on p. 6 .

IV. Organize

- A. Consider your staff and how your office or business operates. Employee input and involvement from the beginning is essential to a successful introduction of the \$mart Business Partner Program. How can your employees get involved in the creation of the program. Would an education/training campaign be helpful? See p. 7 for an example employee survey.
- B. Using the application form (see p. 11), list
 - The reduction, pollution prevention, or reuse strategies already in place
 - The energy and water conservation measures already in place
 - The environmentally preferable products already being purchased
 - The materials already being recycled
- C. Tour your facility to
 - Double-check your accomplishments.
 - Look for waste and pollution prevention measures that can be easily done.
 - Look for potential long-term waste and pollution prevention goals.
 - Determine if less-toxic alternative products can be substituted for use.
 - Look for energy and water conservation practices that can be adopted.

D. Examine your budget

- What were the major expenditures last year?
- What were the energy costs?
- What were the costs of garbage disposal last year?
- What were the water costs?
- What were materials/product costs?

E. Track your successes

- F. Review your Sustainable Business Plan periodically and amend it as necessary. Your \$mart Business Partnership will need to be reviewed one year after initial recognition and every two years after that. You will need to contact the \$mart Business Partner representative for a renewal meeting (see p. 17 for \$mart Business Partner Renewal Review form).

FORMAL POLICY EXAMPLE

(Company or Organization Name)

ENVIRONMENTAL POLICY

Company or Organization Name is committed to operating in a way that is sustainable ("meeting the needs of the present without compromising the ability of future generations to meet their own needs."). This is a management responsibility as well as the responsibility of every employee.

In keeping with this policy, our objective as a company is to conserve resources and achieve minimal adverse impact on the air, water and land through control of our business environment.

The Environmental Guidelines include the following points:

- Minimizing or eliminating waste is a prime consideration in all business activities.
- Reuse and recycling will be given first consideration when classifying materials for disposal.
- Selecting less-toxic alternative products for use will be a priority.
- Energy and water conservation will be a norm for all business activities.
- Environment protection is a measure of employee performance.

Modify this example policy to suit your business. Distribute it to employees and post it in a public area of your business for your customers to see.

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You might want to consider surveying your employees. They will buy into the program if they are involved early on in the process. Here is an example to help you create your own survey.

EMPLOYEE SURVEY

1. We are considering becoming a \$mart Business Partner and we need your input and involvement. Please fill out this survey and return it to the Operations Manager, _____, by _____. We look forward to your comments.
2. What ideas do you have on how we can reduce waste, purchase greener at comparable costs, save energy and water costs or other environmentally friendly practices? (*Please use the back of this sheet for more space, if necessary*).

3. Will you participate in waste reduction activities like: copying on both sides of paper, using durable instead of disposable kitchenware and others?

Yes _____ No _____ Why not? _____

4. Are there any reuse or recycling efforts currently conducted in your office or section?

Yes _____ What materials? _____

What office or section? _____

No _____

5. Would you participate in a recycling program here in the building?

Yes _____ No _____ Why not? _____

If yes, what materials would you recycle?

_____ White paper _____ Colored paper _____ Mixed paper

_____ Cardboard _____ Newsprint _____ Aluminum

_____ Plastic _____ Batteries _____ Other

6. Interested in helping to coordinate the \$mart Business Program?

Name and Tel. Number _____

We appreciate your time and interest. You will be receiving information on the program details in the future. Thank you.

The Management

\$ M A R T B U S I N E S S P A R T N E R G U I D E

Consider creating a formal Waste Reduction and Recycling Plan as a guideline for your business to follow.

WASTE REDUCTION AND RECYCLING PLAN

Company: ABC Insurance Agency

Contact Person: John Doe, Manager

Address: 1401 Daisy Road, Walla Walla, WA 99362

Phone: 533-1111

Initial Smart Business Partner Visit: June 2009

Type of business: Insurance office

Number of Employees: 5 **Maximum Capacity:** 360

Sewer and Septic: City of Walla Walla

Garbage Hauler: Walla Walla Sanitation Department

Waste Disposal: The business shares a 10-cubic yard dumpster with other businesses who lease space in this complex. ABC Insurance does not keep track of what percentage of the dumpster we use, however, a visual inspection revealed that we use approximately one-fourth of the dumpster (or 2.5 cubic yards) per week. The three top items constituting ABC Insurance's waste stream are: used office paper, cardboard, used beverage containers and waste paper. The monthly cost to dispose of garbage is \$226.20 or \$1,357.20 per year.

Future Goals: Identify sustainability opportunities and incorporate them into business practices where possible.

Past Practices and New Strategies Chart:		
	Past Practices	New Strategies
Waste Prevention Strategies	None	<ul style="list-style-type: none">• Whenever possible, keep correspondence and financial files electronically• Circulate employee information via e-mail rather than hardcopy memos.

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	Past Practices	New Strategies
Waste Reduction Strategies	none	<ul style="list-style-type: none"> • Set printers to print double-sided • Copy double-sided • Request electronic files rather than paper files whenever possible • Use durable dishware
Sustainable Purchases	None	<ul style="list-style-type: none"> • Purchase <ul style="list-style-type: none"> → EnergyStar labeled products → WaterSense labeled products → EPEAT computer equipment → Office supplies with recycled content → Re-manufactured printer and toner cartridges
Pollution Prevention	Cleaning supplies are stored in the break and custodial areas only	<ul style="list-style-type: none"> • Purchase less-toxic biobased cleaning supplies
Energy Conservation	None	<ul style="list-style-type: none"> • Turn lights off when leaving an office • Turn off all electronic equipment overnight • Install an electronic thermostat
Water Conservation	None	<ul style="list-style-type: none"> • Install low flow toilets and flow restrictors on faucets
Recycling Strategies	None	<ul style="list-style-type: none"> • Recycle <ul style="list-style-type: none"> ◆ Mixed paper (newspaper, magazines, office paper) ◆ Cardboard ◆ Aluminum, tin ◆ Numbered plastics (except Styrofoam) ◆ Printer and toner cartridges ◆ Rechargeable batteries ◆ Electronics (computers, monitors, cell phones, etc.)

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\$ MART BUSINESS PARTNER GUIDE



Smart Business Partner Program

Jerry Owens, Technical Representative
 (509) 525-0850 ext. 105
 Geraldowens2@gmail.com

\$ MART BUSINESS PARTNER APPLICATION

DIRECTIONS: Please complete this form. Write "NA" if the question does not apply to your organization. When finished, keep a copy for yourself and return a copy to **29 E. Sumach St., Walla Walla, WA 99362.**

Business Name _____ **Contact** _____

Address _____

Tel _____ **Fax** _____ **e-Mail** _____

TYPE OF BUSINESS ORGANIZATION (Check one)							
<input type="checkbox"/>	Construction	<input type="checkbox"/>	Hotel/Motel	<input type="checkbox"/>	Restaurant/Bar	<input type="checkbox"/>	School/College
<input type="checkbox"/>	Government	<input type="checkbox"/>	Industrial	<input type="checkbox"/>	Retail	<input type="checkbox"/>	Winery
<input type="checkbox"/>	Health Care	<input type="checkbox"/>	Office/Bank	<input type="checkbox"/>	Service	<input type="checkbox"/>	Other
Describe products/service:							

BASELINE	
What is the average monthly cost of all business supplies?	\$
What is the average monthly energy cost?	\$
What is the average monthly water cost?	\$
How much solid waste (by weight) does your business generate monthly?	tons
What is the monthly cost to dispose of solid waste that is not recycled?	\$
What is the monthly cost to recycle?	\$
Describe any purchases that might be reduced or are of concern.	
Describe potential energy conservation measures that might be implemented.	
Describe potential water conservation measures that might be implemented.	
Describe any waste streams or material of special concern (such as hazardous waste, cardboard, paper, food waste).	
Describe any specific disposal restrictions affecting your business.	
Describe your biggest barriers to waste, energy, and water reduction and recycling.	

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ENERGY CONSERVATION STRATEGIES <i>In your business operations, do you... (check yes or no for current practices and then the last box if it is a practice you could begin doing).</i>	Y E S	NO	A D D
Use T5 or as a minimum T8 fluorescent lights instead of incandescent light bulbs?			
Turn off lights, appliances, computers, and/or HVAC systems when not in use?			
Insulate around windows and doors, ducting, penetrations, walls, floors, attic space?			
Purchase fuel-efficient vehicles?			
Optimize vehicle maintenance?			
Check tire pressure monthly?			
Reduce idling by turning engine off if idling will be longer than 30 seconds?			
Combine trips?			
Promote employee carpooling or using alternate forms of transportation?			
Use telephone or internet conferencing instead of travel?			
<i>Are there any other energy conservation measures that your business has taken? Have they impacted your bottom line?</i>			
<i>Are there any innovative energy conservation measures that you might be able to institute?</i>			

WATER CONSERVATION STRATEGIES <i>In your business operations, do you... (check yes or no for current practices and then the last box if it is a practice you could begin doing).</i>	Y E S	NO	A D D
Use WaterSense labeled faucets or low-flow aerators?			
Use low flow toilets and/or dual-flush toilets?			
Use water sensors to control irrigation systems?			
Use drip irrigation whenever possible?			
Adjust sprinkler heads frequently?			
Water at night?			
Use a closed-loop water system process?			
<i>Are there any other water conservation measures that your business has taken? Have they impacted your bottom line?</i>			
<i>Are there any innovative water conservation measures that you might be able to institute?</i>			

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POLLUTION PREVENTION <i>Do you reduce the toxicity of your operation by... (check yes or no for current practices and then the last box if it is a practice you could begin doing).</i>	Y	NO	A
	E		D
	S		D
Using non-toxic cleaners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using non-toxic varnishes and paints?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using other less toxic alternative products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using a pressure washer and biodegradable cleaners instead of solvents to clean equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling and disposing of hazardous materials properly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Are there any other pollution prevention measures that your business has taken?</i>			
<i>Are there any innovative pollution prevention measures that you might be able to institute?</i>			

RECYCLING (<i>What materials do you recycle? Check all that apply.</i>)				
	Beverage/Food Containers (Aluminum, Plastic, Tin)		Organic Material/Yard or Food Waste	Construction/Demolition Waste
	Cardboard		Used Cooking Oil	Tire/Rubber Waste
	White Paper		Pallets	Used Vehicle Oil/Antifreeze
	Mixed Paper		Wood Waste	Plastic Scrap
	Toner/Printer Cartridges		Scrap Metal	Textile Scrap
	Electronic Equipment/Computers		Other _____	Other _____

DO YOU HAVE ANY OF THE FOLLOWING IN PLACE AT YOUR ORGANIZATION? <i>(Check all that apply.)</i>				
	Environmental Policy or Team		Waste Reduction Plan	Buy Sustainable Policy
	Energy Conservation Policy		Recycling Goals	Green Building Policy

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FUTURE GOALS SUMMARY *(Please LIST all future goals for your organization based on your answers in the previous sections.)*

\$MART PURCHASING STRATEGIES

WASTE REDUCTION STRATEGIES

ENERGY CONSERVATION STRATEGIES

WATER CONSERVATION STRATEGIES

POLLUTION PREVENTION STRATEGIES

RECYCLING GOALS

THANK YOU!

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Business Name _____ Contact _____

Address _____

Tel _____ Fax _____ e-Mail _____

Current Date _____ Award Date _____

Please complete this form and return it to your Smart Business Partner representative or return it to:

Jerry Owens, Technical Representative, 29 E. Sumach St., Walla Walla, WA 99362 geraldowens2@gmail.com

1. Have you implemented all of the previously identified options? Yes ___ No ___
(If not, please describe why.)

2. Does waste reduction remain a priority for workers and management? Yes ___ No ___
(Please describe.)

3. Are you purchasing sustainable supplies? Yes ___ No ___
(What type of supplies.)

(If not, why not?)

4. Have your energy and water conservation efforts reduced costs? Yes ___ No ___
Monthly energy savings \$ _____ Monthly water savings \$ _____

5. Have your waste reduction efforts reduced disposal costs? Yes ___ No ___
Approximate monthly savings \$ _____

6. Additional Comments/Other Cost Savings:

Thank you! The information you provide will be used to help other Smart Business Partners implement programs.

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SUSTAINABLE BUSINESS PRACTICES

Reducing Waste

Producing waste negatively impacts your bottom line. Purchasing excess supplies and materials can cost you money. Materials that aren't used efficiently become waste and having that excess waste hauled away costs money. The overall cost-reduction benefits of \$mart purchasing, waste reduction, reuse, and recycling may include:

1. Lower operating costs as a result of decreasing the cost of raw materials
2. Safer working conditions resulting in fewer accidents
3. Increased productivity
 - Routine maintenance reduces loss from leaks and spills
 - Employees are more productive in a safe work environment
4. Reduced future liability for cleanup costs of spills and accidents
5. Reduced compliance costs - pollution prevention programs may help eliminate regulatory fines
6. Improved public image which could increasingly translate into profits
7. Conserved resources for the region's next generation

Preventing waste conserves resources, reduces pollution and saves money. It's just good business sense!

Incorporating Waste Prevention Methods into Your Business

First, establish a plan. Planning for pollution and waste prevention is like anything else in business: work with employees to set goals, establish implementation plans, and be committed to reaching the goals.

- ◆ Decide what to accomplish
 - Evaluate what is being done already
 - Meet environmental regulations
 - Determine where costs, hazards, or waste can be reduced
 - Implement a company policy
- ◆ Involve employees
 - Involve employees in all phases
 - Implement employee training programs (change means new routines)
 - Give employees incentives for ideas and implementation initiatives
- ◆ Be persistent
 - Try different approaches
 - Seek outside technical support

Waste Prevention Ideas That Save Money

Waste prevention saves resources and money. Begin by examining the waste you generate and where it comes from. Then look for ways to improve efficiency and eliminate waste. Take the initiative! Do some research and find out what's in your garbage. Can it be reduced? Reused? Recycled?

- How am I adding to the pollution and waste problem?
- What can I do to help prevent pollution and waste?
- Can we use less or is there a more efficient use?
- What can be reused or recycled and where?
- How much will this cost or save now? In the future?

The ideas below can help you get started.

Office Management and Personnel

Progressive office management and personnel policies encourage employees to develop their knowledge and skills and can minimize accidents and losses. Well trained employees handle materials and operate equipment properly. Management policies should encourage the retention of valued employees.

Safety, material handling, process-specific classes and professional development are areas to be considered. Spills and accidents happen more often to new employees just learning the job. Train your personnel and work together to conserve and to prevent pollution and waste.

- Make pollution and waste prevention a company policy
- Give employees specific guidelines to follow
- Hold training seminars/workshops annually to keep everyone updated
- Whenever appropriate, incorporate waste reduction and recycling information into new employee orientation programs
- Give employees incentive to invigorate company policies
- When planning meetings, workshops or conferences, try to select facilities with sustainable services, reduced energy and water use, recycling, use of durable service ware instead of disposables

Inventory

Inventory represents business capital tied up in goods. Review inventory procedures. Overstocking can lead to safety problems and excess waste; a “good buy” can end up costing more money if the unused materials must be disposed.

- Excess inventory of reactive, toxic or ignitable materials increases the chances of spills, worker exposure and fires.
- Consider tracking inventory using optical scanners. They provide more details about inventory and allow more precise ordering.
- Purchase materials in containers sized to the amount to be used.
- Transferring from large containers (like 55 gallon drums) to smaller ones invites spills, evaporation and contamination. The leftover material promotes worker exposure, is a storage hazard, and is a disposal problem.
- Maintain a clean, efficient and safe storage area designed for easy cleanup and spill containment. There should be adequate fire protection and ventilation. Incompatible acids and bases (such as: ammonia and bleach) should NOT be stored next to each other. Separate storage areas may be needed for reactive materials like peroxides. (See *Recommended Practices for Handling Hazardous Waste* in the Appendix).
- Outdated inventory has to be disposed at your expense. Outdated materials, used accidentally for production, may affect your product, causing increased product returns and disposal costs.
- When a product or process is changed, raw materials already in inventory may no longer be needed. Suppliers may refuse to accept their return or may charge a restocking fee. Finding another user for the materials can be a cost-effective solution but be sure the user properly manages the materials. If the materials are hazardous, you may be liable for the user’s mismanagement and unsafe practices.

\$mart Purchasing

\$mart purchasing means acquiring products and services that have a lesser or reduced effect on human health and the environment when compared with products and services that serve the same purpose and perform as well. Environmentally preferable products are less harmful and have some or all of the following characteristics:

- Biobased
- Biodegradable
- Carcinogen-free
- Chlorofluorocarbon (CFC)- free
- Durable
- Energy efficient
- Formaldehyde-free
- Heavy metal-free
- Less hazardous
- Locally manufactured
- Low-to-no volatile organic compound (VOC) content
- Made from rapidly renewable materials
- Made of recycled content
- Take-back or minimal packaging
- Persistent, bioaccumulative toxic (PBT)-free
- PVC/vinyl-free
- Recyclable
- Reduced greenhouse gas emissions
- Reusable or with reusable parts
- Resource efficient
- Sustainable (does not reduce the ability of future generations to meet their own needs)
- Upgradeable
- Water efficient

Changes of potential benefit to your business are:

- Coordinate ordering among departments to reduce waste
- Purchase durable, concentrated, reusable, high quality products rather than disposables. If disposable, ensure it is at least recyclable.
- Complete the cycle by buying materials with recycled content. Use paper with 50% or more post-consumer recycled, chlorine-free content.
- Buy products made from readily renewable resources (biobased). Biobased
 - 1)displaces oil
 - 2) often makes a product less hazardous (think cleanup costs)
 - 3) enhances biodegradability
- Substitute less toxic materials for toxic materials wherever possible (such as vegetable-based inks, water-based glue, low-to-no VOC markers, paints, and cleaning supplies)
- Specify take-back packaging or at least minimal packaging
- Buy locally produced products whenever possible to reduce transportation (energy usage)
- Buy fuel-efficient vehicles and use re-refined or biobased oil
- Use local services that follow these same guidelines in their businesses

Receiving

All materials entering your business site go through receiving procedures. Proper procedures promote worker safety and minimize waste stream problems such as broken or leaking containers, damaged merchandise, or spills while unloading.

- Designate a receiving area. This provides control of materials as soon as they are on-site. Receiving records should be carefully maintained. Facilities should be designed to prevent and control spills and personnel should be available to handle incoming material in a professional and timely manner.
- Train employees to properly handle shipments to prevent property losses, injuries, and costly waste disposal. They should understand the hazardous potential of incoming materials and standard procedures for spills or accidents.
- Know your supplier and buy only from suppliers that deliver products that are well-packaged and in good condition.
- Inspect all incoming goods for damage, leaking containers, quality specifications, etc. Quick action when a problem is discovered can save the cost and trouble of a spill cleanup. It also relieves you of the responsibility to pay for contaminated or off-specification material.

Processing

Consider several general measures when evaluating the processing area of your business.

- Evaluate equipment and procedures to eliminate or reduce waste production at the source. Spills can be minimized through careful equipment and facility design. Institute changes that promote recycling and recovery of wastes.
- Schedule production to minimize equipment cleaning. Produce compatible products in blocks to minimize the quantity of waste water or solvent waste .
- Keep wastes separate. This increases the potential of recycling waste and may reduce the volume of hazardous waste generated. Mixing hazardous and non-hazardous wastes makes all of the waste hazardous.
- A preventive maintenance program will help reduce leaks and wastes caused by equipment breakdowns and unscheduled shutdowns. Waste reduction should be an essential part of all painting, cleaning, degreasing, and repair projects.

Packaging

Consider these methods of cutting down on one of the largest waste (cost) sources of every business:

- Eliminate unneeded packaging or layers of packaging.
- Specify post-consumer content packaging. When possible, specify that all paper packaging be unbleached.
- Ensure plastic packaging is properly coded for recyclability.
- Use reusable boxes and mailbags for shipping to branch offices, stores, and warehouses.
- Reuse packing materials (such as foam peanuts, bubble wrap and cardboard boxes) or find someone who can, like a local packaging store.
- Set up a system for returning cardboard boxes and foam peanuts to distributors for reuse. If not possible, then recycle.
- Return, reuse, or recycle wooden pallets and spools.

Delivery

Well thought out delivery procedures will protect your business and reduce waste. They are complementary to procedures for receiving materials.

- Deliver to a designated receiving area. This promotes completed paperwork, safety and efficient delivery.
- Inform your customers and their employees how to properly handle and store the product you are delivering.
- Encourage your customer to inspect your product before signing receiving papers. This greatly reduces product returns and also provides immediate feedback on shipping or quality problems with your products. Off specification or damaged products returned long after shipment tend to be harder to recycle or reuse.

Office Practices

- Save documents in computer files and electronically back them up instead of printing hard copies.
- Make double-sided copies whenever possible.
- Reuse single sided copies to make scratch pads or print drafts.
- Reuse envelopes and use two-way envelopes.
- Route or circulate memos, periodicals and reports electronically, rather than distributing individual copies.
- Use voice or electronic mail or post memos on a central bulletin board. This is far easier than physically shuffling memos. You save paper, storage space and time.
- Use outdated letterhead for in-house memos.
- Eliminate unnecessary forms. Double-side forms, redesign them to fit on a half sheet, or make all forms electronic.
- Print more words on each page (use smaller font, narrow margins).
- Seek methods to reduce production errors. Proof documents on screen and view a print preview to check formatting before printing.
- Route one copy of draft reports to several people for corrections.
- Reduce newspaper, magazine and journal subscriptions to a minimum; share publications by using a routing slip or making them available to all in a centralized location.
- Donate old magazines or journals to hospitals, clinics, or libraries.
- Keep mailing lists current - one copy per address to save printing and postage costs.
- Ask to be removed from mailing lists. Reduce advertising mail by writing to:

**Mail Preference Service
Direct Marketing Association
P.O. Box 643
Carmel, NY 10512**

<http://www.privacyrights.org/Letters/jm1.htm>

Overstocked/Surplus Items

- Use materials conservatively - don't use more than you need.
- Set up an area for employees to exchange used items that can be reused, like three-ring binders, file folders, etc. Allow employees to exchange personal items, as well.
- Network: if you can't use it, maybe someone else can. Advertise surplus and reusable waste items or donate them to a school or church.

Materials Exchange

A materials exchange is a free service that promotes the reuse of waste by offering it for sale or exchange to others. It is an informal clearinghouse for available byproducts, virgin products and other forms of unneeded business materials. It is also a means to search for less expensive or free materials that your business might use. A materials exchange identifies both producers and markets for these materials and establishes networks to make connections between the two.

Businesses may benefit from a Materials Exchange if they have:

- Surplus products or raw materials
- Manufactured by-products that may be marketable
- Off-specification or obsolete manufactured products or used equipment
- Waste that can be used in another business' process
- A desire to minimize waste disposal costs
- A desire to reduce raw material costs by using waste material in production
- An interest in finding better market outlets and prices for recyclables

Materials exchanges offer benefits:

- To the business generating the waste by reducing disposal and shipping costs, freeing up valuable storage and improving public image
- To the business receiving the materials, by obtaining less expensive feedstock and packaging

\$ MART BUSINESS PARTNER GUIDE

- To entrepreneurs, who discover new ideas and opportunities to start new businesses or product lines
- To the community, because landfill life is extended and valuable resources are conserved
- To future generations, because fewer raw materials are used and fewer pollutants are emitted

To explore the possibility of using a materials exchange, visit www.2good2toss.com, a local materials exchange service operated by the Department of Ecology.

Equipment

- Rent equipment that is used only occasionally instead of buying it
- Use remanufactured office equipment
- Invest in equipment that facilitates waste prevention, such as: high quality, durable, repairable equipment; copiers and printers that make two-sided copies, and are EcoLogo labeled
- Institute maintenance practices that prolong the life of copiers, computers, and other equipment. Reclaim reusable parts from old equipment
- Use remanufactured fax and printer cartridges and return them for remanufacturing.
- Buy high mileage tires - a 50,000 mileage minimum is not unrealistic. Consider using re-treaded tires. Consider buying “green” tires that reduce resistance and improve fuel efficiency.
- Establish a preventive maintenance program for tires that includes proper inflation and tire rotation. Rotate tires on a regular basis to prolong tire life
- Find uses for worn tires (such as, landscaping, swings) or recycle them
- Install reusable heating, ventilation and air conditioning filters
- Replace incandescent with low-mercury (below 3 mg) fluorescent lights
- Buy ENERGY STAR-labeled equipment, EPEAT registered computer equipment, WaterSense labeled faucets, and environmentally preferable (biobased/recycled content, non-hazardous, no-ozone, alternative fuels/vehicles).

Compost/Landscaping

- Use a mulching mower or retrofit your mower to leave grass clippings on the lawn (grass-cycling).
- Compost grass clippings, leaves, and vegetable food scraps or send them to the composting facility at Sudbury Landfill or mulching facility at W4 Construction.
- Use compost as a topsoil amendment or request that your landscaper use it. Be sure that compost, if purchased, is bought from permitted facilities.
- Choose a landscape design that needs low maintenance, uses less water, requires no herbicides or pesticides, and generates little waste (such as drought resistant grass, perennials, slow growing shrubs).
- Buy a chipper and turn tree and shrub clippings into mulch.

Food Services

- Use durable towels, tablecloths, napkins, dishes, flatware, cups and glasses. Wash and reuse them.
- Encourage employees to bring their own mugs, plates, and utensils. Buy company mugs; stop providing disposable cups. Buy reusable coffee filters or unbleached disposable filters.
- Encourage customers to take home their leftover food (avoid Styrofoam containers). Offer smaller portions (such as a child's menu).
- Provide condiments in bulk dispensers.
- Review menus and serving practices for waste reduction opportunities (such as eliminating unpopular menu items, use serving “bars” whenever possible).
- Sell or give vegetable food scraps to farmers who can process them for feed. (Contact Walla Walla County Environmental Health for restrictions—see *Directory of Helpful Agencies* in the Appendix).
- Purchase a worm bin for your office to convert food wastes (banana peels, coffee grounds) into high quality potting soil (vermicompost).
- Reuse trash can liners or eliminate their use where possible.
- Consider using cloth roll towels or hot air dryers in restrooms.

Consumer Choices

Teach your customers about the importance of waste prevention. Include the message in promotional campaigns, brochures and newsletters (use recycled paper), banners, newspaper ads, product displays and store signs. In addition

- Offer customers a rebate when they reuse bags, containers, mugs or cups
- Ask customers to return reusable items (such as hangers to dry cleaners)
- Offer customers waste prevention choices such as
 1. Items in bulk or concentrate
 2. Items in refillable bottles
 3. Solar-powered items, such as calculators, and flashlights
 4. Durable and repairable merchandise

Reducing Energy Costs

To reduce energy costs, identify the major source of consumption (heating/cooling costs? electricity? fuel?) and tackle that first. Some changes to consider are

- Insulate and weatherize the building. This is the most cost effective measure to reduce heating and cooling costs.
- Replace electrical equipment and lighting with the highest ENERGY STAR rated equipment and fixtures.
- Consider alternative or more fuel efficient modes of transportation.

Other effective cost-saving methods include

- Turn off lights and equipment when they are not in use. Install “occupancy sensors” where appropriate to automatically turn off lights when people leave an area and back on when someone returns (restrooms, storage rooms)
- Adjust lighting to your actual needs and use free daylight to your advantage
- Switch to energy-efficient fluorescent lamps (adaptors convert T8 fluorescent fixtures for installation of T5s)
- Keep heating and cooling to a minimum. “Tune-up” your heating, ventilating, and air-conditioning (HVAC) system twice a year. Install a programmable thermostat to automate your HVAC system. Use ceiling fans to increase air movement and comfort levels.

Reducing Water Costs

To reduce water costs, identify the major sources of consumption (materials/manufacturing, processing, irrigation, faucets, toilets) and tackle that first. Some changes to consider are

- Change to low-flow aerators on faucets
- Install WaterSense labeled faucets
- Install low flow and/or dual-flush toilets
- Install water sensors to control irrigation systems
- Use drip irrigation whenever possible
- Adjust sprinkler heads frequently
- Water at night
- For production facilities, change to a closed loop process

POLLUTION PREVENTION PRACTICES

Hazardous waste has the potential to negatively affect our health and our environment. If improperly handled, contained, or disposed, hazardous waste can cause injury, illness and/or death or can damage the environment by contaminating life supporting ecosystems, the water we drink, or the air we breathe. It is important to know, understand and use correct procedures when dealing with hazardous waste to ensure safety for human health and the environment.

Why Be Concerned about Human Health?

Occupational exposure to hazardous materials and their wastes not only have very real business consequences but can cause profound human health problems.

Some consequences of incorrectly handled hazardous waste may include:

- Contamination of workers, leading to disease, disability, or death
- Contamination of workers' family members and their homes
- Loss of time from work
- Increased employee benefit costs
- Increased liability
- Litigation -- possible criminal penalties
- Adverse publicity -- possible decrease in business and/or profits

Why Be Concerned about the Environment?

Hazardous waste that is not stored and disposed of properly can contaminate the environment. Discharging pollutants into state waters (lakes, streams, rivers, underground waters, etc.) is prohibited¹. Discharging hazardous substances into the sanitary sewers or septic systems is also prohibited². These regulations are for our safety as well as to help prevent environmental pollution.

¹Revised Code of Washington (RCW) Chapter 90.48.080.

²See County Code under water and sewer for specific substances.

Improperly handled hazardous substances can cause:

- Spills and resulting cleanup costs
- Air pollution (inside work area and outside)
- Particulate matter suspended in air, causing decreased visibility and respiratory problems
- Hazardous substances evaporated into the air making it toxic, causing headaches or more severe symptoms
- Groundwater and drinking water contamination
- Damage to surrounding ecosystems and species
- Hazardous substances to enter the food chain and eventually be ingested by humans, causing birth defects, illness, or death
- Dangerous work environment
- Fines plus the cost of reversing the damage caused
- Reduced property value

Handling materials and waste safely and efficiently can reduce costs, reduce pollution and provide safe community and work environments.

HAZARDOUS WASTE

A **hazardous waste** is a discarded substance whose chemical or biological nature makes it potentially dangerous to people or to the environment. Hazardous waste falls into two categories: household hazardous waste and industrial hazardous waste. This guide will deal solely with industrial hazardous waste.

A business generates hazardous waste if it uses any of the following:

- Pesticides or other chemicals.
- Dyes, paints, thinners, solvents, cleaning fluids, or coolants.
- Oil or other petroleum products.
- Materials that burn or itch on contact with skin.
- Flammable materials.
- Materials that bubble or fume upon contact with water.
- Products delivered with shipping papers, Material Safety Data Sheet (MSDS) or a label indicating the product is hazardous.

A summary of the characteristics and criteria of hazardous waste, as set forth in the Washington State Administrative Code in WAC 173-303-090 *Dangerous Waste Characteristics* and WAC 173-303-100 *Dangerous Waste Criteria*, follows. For more specific information, refer to the original documents. Complete text of all WACs may be found at :

<http://apps.leg.wa.gov/wac/>

Characteristics and Criteria of Hazardous Waste



IGNITABLE

A liquid with a flashpoint of less than 140 F, such as paint thinner and gasoline. A non-liquid capable of causing fire through friction, absorption of moisture, or spontaneous chemical change, such as shop rags saturated with a flammable agent. A substance that is a strong oxidizer such as peroxides or perchloric acid.



CORROSIVE

A liquid or solid that can corrode steel and is a strong acid (pH less than 2.0), such as battery acid, or a strong caustic (pH greater than 12.5), like drain cleaner.



REACTIVE

A substance that is unstable (readily undergoes violent change without detonating) or reacts violently with water and/or forms toxic gases, such as metallic sodium and cyanide. A substance capable of detonation when subjected to strong force or heat, such as explosives and picric acid crystals.



TOXIC

A substance that, when tested using The Characteristics Leaching Procedure (TCLP), is shown to contain sufficient soluble concentrations of certain heavy metals, pesticides or other organics to contaminate drinking water.



CARCINOGENIC

A substance known to contain an International Agency for Research on Cancer (IARC) positive agent, such as benzene. A substance suspected to be a human or animal carcinogen, such as formaldehyde, and carbon tetrachloride.



PERSISTENT

A substance which contains concentrations greater than the allowable amount of halogenated hydrocarbons or polycyclic aromatic hydrocarbons, such as trichloroethylene, methylene chloride and benzopyrene.



RADIOACTIVE

Radioactive (or nuclear) waste is a byproduct from nuclear reactors, fuel processing plants, and institutions such as hospitals and research facilities. It also results from nuclear reactors being decommissioned and other nuclear facilities that are permanently shut down.



LISTED WASTE

Any substance deemed hazardous by Federal and State law, as listed in **WAC 173-303-9903 and 9904** *Dangerous Waste Sources List* and *Dangerous Waste Constituents List*.

If your waste falls under any of the criteria or characteristics described above, it is hazardous and special care should be taken with storage and disposal as outlined in this guide.

If you are unsure whether your waste falls under one of these categories, it may require testing. Please refer to *Do you Need a Lab Analysis of Your Waste?* in the Appendix.

Determine Your Hazardous Waste Regulatory Status

Estimate the following amounts your business generates to see if you are a Small Quantity Generator (SQG), Medium Quantity Generator (MQG), or Large Quantity Generator (LQG).

Small Quantity Generator

Under the *Washington State Dangerous Waste Regulations WAC 173-303-070 (8)* you are considered a Small Quantity Generator (SQG) if you **always** generate

- Fewer than 220 pounds (about half a 55-gallon drum) per month or batch³ of dangerous waste or
- Fewer than 2.2 pounds of extremely hazardous waste (EHW)⁴

If your business is a Small Quantity Generator then you:

- Can accumulate up to 2,200 pounds before disposal as long as you are not generating more than 220 pounds per month or batch
- Must properly package and label waste according to the regulations (a Major Risk Label is required by the Occupational Safety and Health Administration (OSHA) / Washington Industrial Safety and Health Act (WISHA))
- Must ensure delivery of your waste to either a permitted hazardous waste management facility or Treatment, Storage and Disposal facility (TSD), a legitimate hazardous waste recycler or a facility licensed to accept municipal solid waste (your waste must satisfy the facility's requirements and/or limitations)

If the Small Quantity Generator criteria are exceeded, you are a Fully Regulated Medium or Large Quantity Generator (see **Appendix** for more information).

³A batch is any period of time in which waste is generated less frequently than once a month.

⁴Refer to *Dangerous Waste Regulations* or Department of Ecology for a definition of the classification your waste falls under.

Conversion Chart for Hazardous Waste

Estimate the following amounts your business generates to see if you are a Small Quantity Generator (SQG), Medium Quantity Generator (MQG), or Large Quantity Generator (LQG).

For each item, calculate the total lbs/month or batch using the conversion factors found below and add to get your total lbs of hazardous waste generated per month or batch.

Used Oil	7.4 lbs/gallon
Used Oil Filters	2.8 lbs each
Antifreeze	8 lbs/gallon
Auto Batteries	35 lbs each
Household Batteries	0.1 lbs each
Pesticides	7 lbs/gallon
Oil Paint	9.2 lbs/gallon
Latex Paint	9.2 lbs/gallon

Solvents	7 lbs/gallon
Liquid Flammables	7.4 lbs/gallon
Solid Flammables	8 lbs/gallon
Acids	8.3 lbs/gallon
Bases	9 lbs/gallon
Aerosols	7.4 lbs/gallon
Gasoline	5 lbs/gallon
Lead	12 lbs/gallon

Other (cloth rags, floor cleaning wastes, etc.)

_____ Total lbs/month or batch

Total lbs. generated per month or batch
(Refer to page 31 for status regulations)

NOTES

HAZARDOUS WASTE DOCUMENTATION

Complete this form and submit with \$mart Business Partner application if applicable.

Company Name _____

Date _____ Name _____

State/EPA ID# _____

Does this site have the following documents available?

			date or version
• Dangerous Waste Regulations (WAC 173-303)	Y	N	_____
• MSDS for all hazardous products	Y	N	_____
• Waste profile to TSD facility	Y	N	_____

How much hazardous waste is accumulated onsite prior to shipment? _____ lbs.

Accumulation site is: indoor outdoor

Document hazardous waste containers:

	quantity	approximate weight (lbs.)
55 gallon	_____	_____
30 gallon	_____	_____
5 gallon	_____	_____
other _____	_____	_____
other _____	_____	_____
Total approximate amount of waste currently accumulated		_____

Do containers have the following labels?

Hazardous Waste	Y	N
Accumulation Start Date	Y	N
Hazard Warning	Y	N
> 90 days (180 for MQG/LQG)	Y	N

Is there a weekly inspection log?	Y	N
Are containers stored on an impervious surface?	Y	N
Is there aisle space?	Y	N
Are the containers closed and secure?	Y	N
Is a spill kit available?	Y	N
Are emergency telephone numbers posted?	Y	N

NOTES

APPENDIX

\$ M A R T B U S I N E S S P A R T N E R G U I D E

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GLOSSARY

Accumulate - To temporarily store hazardous waste at a place of business for a limited amount of time (180 days if between 220 and 2200 pounds of waste per month is generated; 90 days if more is generated).

Batch - An amount of waste which is generated less frequently than once a month.

Biobased Products - A product that is composed, in whole or in significant part, of biological products or renewable domestic agricultural materials (including plant, animal, and marine materials) or forestry materials.

Biodegradable - A process by which large, complex organic molecules are broken down to smaller inorganic molecules through the action of microorganisms. Biodegradability is dependent on material and the soil, climate, and moisture in which it degrades.

Carcinogenic - Substances known or suspected of causing cancer in humans or animals (such as, benzene or formaldehyde).

Characteristics of Hazardous Wastes - Four characteristics that can cause a waste to be hazardous: ignitability, corrosivity, reactivity and toxicity.

Community Right-to-Know - Title III of the Superfund Amendments and Reauthorization Act (SARA) established requirements for government and industry regarding emergency response planning and everyone's right to know about hazardous chemicals in their community. Many hazardous waste generators have requirements under community right-to-know laws.

Composting - A solid waste management technique that uses natural processes to convert organic waste materials to humus through the action of microorganisms.

Corrosive - A solid or a liquid that is a strong acid (pH less than 2), such as battery acid, or a strong caustic (pH greater than 12.5), like drain cleaner.

Criteria Waste - Wastes that are hazardous in Washington State because they are toxic, persistent in the environment, or carcinogenic.

Dangerous Waste Sources - Specific and generic operations that create dangerous wastes.

Dangerous Waste - Hazardous waste and additional "Washington only" waste, such as criteria waste. Generators typically are regulated under the Dangerous Waste Regulations, **Chapter 173-303-9904 WAC** when more than 220 pounds are generated per month or accumulated on site at any one time.

Empty - Containers are legally empty when less than one inch of waste remains in the bottom or the volume remaining is less than one percent of the container's capacity.

Environmentally Preferable - Products or services that have a lesser or reduced effect on human health and the environment when compared to competing products or services that serve the same purpose.

EPA/State ID Number - A unique, 12 character number assigned to generators, transporters, treatment, storage, and disposal facilities. Required for regulated generators and recommended for Small Quantity Generators (SQG).

Extremely Hazardous Waste - Dangerous wastes that are especially dangerous to the environment and require greater control. Many solvents are EHWs. EHWs cannot be land-disposed.

Generator - The person, business or institution that actually produces a hazardous waste. Liability for proper management follows generators from point of generation to final destination.

Hazardous Waste - A solid or liquid material with certain properties that could pose dangers to human health, property, or the environment.

Land Disposal Restriction - Restrictions on extremely hazardous waste (EHW), (such as dry cleaner PERC) from land disposal in order to encourage more favorable management options such as waste reduction, recycling or treatment.

Listed Waste - Regulated hazardous waste that is listed in the Dangerous Waste Regulations, **Chapter 173-303-9903 and 9904 WAC**. Checking the list is the first step in designating waste.

Manifest - A shipping document that accompanies hazardous waste from point of generation to the final destination. Required of all but small quantity generators.

Moderate Risk Waste - Hazardous waste that is exempt from most state and federal regulations because it is generated in households or by businesses in quantities typically less than 220 pounds per month (or about half of a 55-gallon drum). Such businesses are known as Small Quantity Generators (SQG).

Material Safety Data Sheets (MSDS) - Information sheet provided by manufacturers with all chemical products they manufacture and sell (required by law). The data is useful in evaluating a waste to determine if it is hazardous.

Notify - State and federal regulations require that the Department of Ecology be notified if the amount of hazardous waste generated per month or batch or accumulated on-site at any time is more than 220 pounds (or 2.2 pounds for some extremely hazardous wastes). Satisfy this requirement by requesting and completing a **Form 2** from Ecology.

Pollution Prevention - Reducing waste generation and pollutant emissions.

Resource Conservation and Recovery Act (RCRA) - Federal legislation passed in 1976 that initiated regulation of hazardous wastes. Washington State implements parts of RCRA through its Dangerous Waste Regulations.

Recycled Content Products - Products containing either *post-consumer* or *post-industrial* recycled materials (examples: paper products, retread tires, re-refined oil)

Recycling - Collecting and manufacturing products from reclaimed waste materials (examples: aluminum cans into new aluminum cans, plastics into park benches)

Regulated Generator - A business that generates or accumulates at any one time more than 220 pounds per month of hazardous waste.

Small Quantity Generator (SQG) - A business that generates or accumulates at any one time fewer than 220 pounds per month of hazardous waste. SQGs are subject to fewer regulatory requirements.

Solid Waste - Garbage or refuse generated by households or businesses that is not regulated as a hazardous waste.

Sustainability - Meeting the needs of the present while ensuring that future generations have the same opportunities.

Treatment, Storage and Disposal (TSD) facilities - The final destination of hazardous waste. All TSDs must be permitted and have EPA/State ID numbers.

Waste Reduction - Decreasing the amount of waste at its source and using resources to their fullest.

- buying durable rather than disposable products: ceramic mugs, etc.
- reusing materials: containers, scratch paper, storage bags
- composting: landscaping materials, food scraps
- reducing the use of dangerous chemicals, using less toxic alternatives

Waste Stream - A general term used to denote the waste material output of an area, location, or facility.

Worker Right-to-Know - The rules that require all Washington State employers to inform and train employees about hazardous chemicals in the workplace. The Department of Labor and Industries administers worker's Right-to Know laws.

\$ M A R T B U S I N E S S P A R T N E R G U I D E

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HAZARDOUS WASTE GUIDE

Do You Need a Lab Analysis of Your Waste

If your firm generates a waste, it may need to be analyzed to determine whether it is designated as dangerous waste or extremely hazardous waste as defined in the *Washington State Dangerous Waste Regulations*, Chapter 173-303 WAC .

According to RCW 70.105.010, hazardous waste is divided into two categories:

Dangerous waste is any discarded, useless, unwanted, or abandoned substances (including certain pesticides), or any residue or container of such substances which are disposed of in such quantity or concentration as to pose a substantial present or potential hazard to human health, wildlife, or the environment because such wastes:

- a. Have short-lived, toxic properties that may cause death, injury, or illness or have mutagenic, teratogenic (cause birth defects), or carcinogenic properties; or
- b. Are corrosive, explosive, flammable, or may generate pressure through decomposition or other means.

Extremely hazardous waste is any dangerous waste which will persist in a hazardous form for several years or more at a disposal site and which in its persistent form presents a significant environmental hazard and may be concentrated by living organisms through a food chain or may affect the genetic make-up of humans or wildlife, and is highly toxic to humans or wildlife if disposed of in such quantities as would present an extreme hazard to humans or the environment.

Analytical costs of testing potentially hazardous waste can be significant. To avoid unnecessary testing and to ensure quality results that meet your needs, the following guidelines should be used. Cost should not be the only consideration in choosing a laboratory. Certain questions should be asked to determine if they can provide the services needed to meet the regulatory requirements.

Recommended Practices for Handling Hazardous Waste

It is important to handle hazardous waste carefully and to store, transport and dispose of it safely to prevent dangerous conditions and situations. Once you are finished with a hazardous substance, the remainder cannot be discarded into the trash, dumped somewhere, or left sitting.

Handling Guidelines

An effective and comprehensive safety and health program is essential to reduce work-related injuries and illnesses and maintain a safe and healthful work environment. If you are a small quantity generator of hazardous waste, you are not required to develop a written contingency plan. However, you are required by the Occupational Safety and Health Administration (OSHA) and Washington Industrial Safety and Health Act (WISHA) to have basic safety guidelines and a response to follow in the event of an emergency⁵. These procedures include the following:

- You must have an emergency coordinator (employee) either at the facility or on call who is responsible for coordinating all emergency response measures.
- You must post next to the telephone: (1) the name and number of the emergency coordinator; (2) the locations of the fire extinguishers and spill control material; and (3) the telephone number of the fire department.
- You must ensure that all employees are thoroughly familiar with proper waste handling and emergency procedures.

Material Safety Data Sheets (MSDS) for each hazardous chemical or trade name product must be on hand and available. Each employee should know where the MSDS are maintained and how to obtain and understand the information. Hazardous materials and waste should be handled and stored in a manner consistent with information on the label, information on the MSDS and prudent practices.

⁵ *Accident Prevention Program* workbooks and *Right to Know* booklets are available from the Washington State Department of Labor and Industries.

Storage Guidelines

Improperly stored hazardous chemicals can be a serious fire hazard. Hazardous substances must be stored according to the Uniform Fire Code (UFC) to prevent pollution and harmful spills that could be a fire hazard and jeopardize employee health and safety or the environment. Contact your local fire marshal or fire chief for specifics about the Uniform Fire Code (UFC) and how it applies to you (see p.59 for contact information).

General Fire Safety Guidelines

Following are some general precautions to avoid fires when working with hazardous chemicals :

1. Make sure your storage area meets Building and Fire Code requirements
2. Use safe containers that are free of leaks and will not degenerate from their contents
3. Be sure to accurately and noticeably label containers
4. Keep materials separate from other incompatible substances
5. If you use shelves, make sure they are accessible and can adequately support their contents
6. Consider a metal or flammable storage cabinet for small quantities of combustible/flammable liquids
7. Have an emergency plan and the proper equipment in case of a spill or fire
 - Have fire extinguishing equipment close by
 - Have drainage control to prevent discharge and endangerment to other tanks, property, and waterways
 - Have absorbent material to contain liquids
 - Call the fire department

General Storage Guidelines

1. Create one spot for storing hazardous wastes in an area that meets UFC requirements
2. Make sure storage area is contained, covered and has an impervious surface
3. Keep area around waste storage clean and easily accessible to prevent spilling and injury
4. Store hazardous waste in proper containers
5. Containers should be:
 - structurally sound and covered with fitting lids
 - convenient in size and easy to handle

SMART BUSINESS PARTNER GUIDE

6. Keep containers tightly closed except when adding or removing waste
7. Store hazardous wastes separately
 - DO NOT mix substances (mixing may cause corrosive or explosive reactions)
 - Recycle uncontaminated wastes (for example, motor oil)
8. Store the same waste in the same container every time in order to:
 - Prevent dangerous chemical reactions
 - Prevent contamination
9. Clearly label hazardous waste containers⁶ with:
 - Dangerous Waste labels
 - Risk labels
 - The date waste was first added to the container (start date)
 - National Fire Protection Association (NFPA) labeling system
10. Inspect containers and storage areas at least once a week and record inspection dates
11. Be cautious when transferring waste from one container to another
12. Know the procedure and who to contact in case of a spill
 - Be sure employees have emergency training
 - Make sure you have a fire extinguisher, first aid kit and a spill kit readily available
 - Close off floor drains to prevent toxic liquids from entering into the sewer, storm drains, dry wells, or septic systems
13. Be sure to keep organized records of everything, including:
 - What waste is accumulated and how much
 - When, where, how and by whom accumulated waste is disposed of
14. Try waste reduction and recycling practices; the less hazardous waste you generate, the less there is to be regulated. Recycle used oil, used oil filters, antifreeze, etc.

If waste accumulates on-site for long periods of time before it is recycled or shipped off site, you may need a **Dangerous Waste Storage Permit**.

Immediately report any spill or problem with hazardous waste -- don't let the problem persist and get out of hand. It will be more costly later to clean up than to take care of now. For more information, refer to p. 58, *Department of Ecology Spill Response*.

⁶See WAC's 173-303-070(8) and 173-303-200(1)(c), (1)(d) for specific labeling.

Disposal Guidelines

Plan ahead when disposing of hazardous waste. Remember, waste has to go somewhere, and where it goes concerns everyone.

DON'T:

- Pour hazardous waste down any drain that leads to the city sewer, storm drains, a septic system⁵ or any outside water sources
- Dump waste outside, even if it's on your own property
- Try to evade city and state regulations -- you will only pay greatly for it later!

To **properly** dispose of hazardous waste, help pollution prevention efforts and maintain a better working environment,

DO:

- Store waste properly
- Determine what kind of generator you are (Small Quantity Generator [SQG], Medium Quantity Generator [MQG], Large Quantity Generator [LQG])
- Determine what can be recycled or reused
- Take or ship waste to a Treatment, Storage and Disposal facility or other legitimate facility that recycles/reclaims hazardous wastes
- If you are a MQG or LQG you must have a permit to transport hazardous waste if you are hauling it yourself. SQGs do not need a transport permit
- If shipping your waste, you are still responsible for where it goes and for taking all the proper precautions before it leaves your business site
- Hire a legitimate waste transporter⁸
- Maintain detailed and organized records.

⁷It is illegal to discharge hazardous waste into a septic system because it can contaminate groundwater. Double-check sewer system requirements.

⁸Find a Hazardous Waste Service Provider through the State of Washington Department of Ecology Hazardous Waste Services Directory at <http://apps.ecy.wa.gov/hwsd/default.htm>.

Transportation Guidelines

Here are the answers to some common questions about hauling hazardous waste and some guidelines to follow.

Can I haul my own waste?

If you are an SQG, you can haul your own waste to a permitted Treatment, Storage and Disposal facility or a legitimate facility that recycles/reclaims hazardous wastes.

How do I find out if the waste or material I want to haul is regulated?

The Department of Transportation or Washington State Patrol can determine whether you need placards on your vehicle. Refer to p. 59 for more information.

If I transport my own waste, what requirements apply to me?

Self-transporters must:

- Check with your insurance company to determine if you have coverage for this activity
- Place material in containers that meet Department of Transportation (packaging requirements)
- Ensure that the waste shipping containers are properly labeled with the correct Department of Transportation shipping names
- Notify the Department of Ecology of any spills that occur during transit
- Carry a spill kit to quickly handle small spills

Other standards may apply. Contact the Department of Transportation or Washington State Patrol to find out more (see p. 59).

If you are a MQG or LQG and generate *more* hazardous waste than a SQG, you **must** hire a transport service. Be sure it is a legitimate and reliable service. Many businesses provide transportation services which are regulated by Department of Transportation (DOT) and Washington State Patrol (see p. 59 for contact information).

Choosing a Hazardous Waste Transport Service

You are ultimately responsible for the fate of your hazardous waste, so choose a transport service carefully; consider reliability as well as cost.

- Ask for and contact current customers with similar wastes for a reference
- Ask for the service's EPA/State Identification Number and contact the Department of Ecology for the service's compliance history and safety record
- Ask if the service is insured for hazardous waste spills

Manifests & Shipping Papers – What Small Businesses Need to Know

Hazardous waste produced at your business is your responsibility even after it leaves your property. This liability means you must ensure your waste goes to a permitted treatment, storage and/or disposal facility or a legitimate recycler. A uniform hazardous waste manifest is a record that helps you track your hazardous waste to its ultimate destination. Ideally, find a manufacturer who can use the hazardous waste as a resource for their product.

Who is legally required to use a manifest?

- "Regulated generators" of hazardous waste are required by law to use a manifest when shipping hazardous waste off-site. You are a regulated generator if you produce more than 220 pounds (about half a 55-gallon drum) of hazardous waste per month (or batch) or if you accumulate more than 2,200 pounds (about five 55-gallon drums) on-site (meaning you are a MQG or LQG).
- If you do not generate 220 pounds or more of hazardous waste per month and do not accumulate 2,200 pounds on-site, you are a small quantity generator (SQG). SQGs are not required to use manifests, but using them is a good idea. If you do not use manifests, obtain and keep receipts as documentation of proper disposal.
- Shipping papers (or bills of lading) are sometimes used by SQGs, but they do not necessarily provide the same tracking as a manifest. Shipping papers can also be used for shipments of non-hazardous waste.

Do SQGs ever need a manifest?

Although small quantity generators are not required by law to use hazardous waste manifests, transporters and receiving facilities often require them.

If I'm a SQG, do I need a hazardous waste ID number?

Although the dangerous waste regulations do not require small quantity generators to obtain hazardous waste ID numbers (known as "EPA Generator ID Numbers" or "RCRA Site ID Numbers"), transporters or receiving facilities may require their SQG customers to obtain and use ID numbers. If you get an ID number, you will need to submit an Annual Generator Dangerous Waste Report to the Department of Ecology. To obtain an ID number call the Department of Ecology's Eastern Regional Office at (509) 329-3400 and ask for a hazardous waste specialist. Sometimes SQGs without ID numbers use hazardous waste manifests by writing "SQG" or "conditionally exempt small quantity generator" (CESQG) in the box indicated for the ID number.

Where can I get blank manifests?

Your transporter (waste hauler) or the receiving facility for your waste can provide you with blank manifests. You can also get them from safety supply stores (though they may only sell these in bulk).

Who can help me complete a manifest?

Often transporters or receiving facilities help prepare manifests for their customers, but ultimately you are responsible for ensuring that your manifest is accurate and complete. The Department of Ecology's regional staff can help with manifests. Call the Eastern Regional Office at (509) 329-3400 and ask for a hazardous waste specialist.

Who signs the manifest? Who gets copies?

The manifest you use should have enough copies to allow for the following:

- A "generator" copy for you to keep
- An "original - return to generator" form for the receiving facility to send back to you
- A copy for each transporter
- A copy for the receiving facility

Once the manifest is completed, you and the transporter must sign it. You keep the "generator" copy and give the original and other copies to the transporter. The transporter carries these to the receiving facility. When the waste reaches its final destination, the receiving facility signs the original (already signed by you) and returns it to you. You should receive the "original—return to generator" form within 35 days after the waste leaves your site. The receiving facility also keeps a copy. (If you do not receive the original back within 35 days, contact the transporter or receiving facility. If you do not receive it back within 45 days, contact the Department of Ecology about filing an exception report.").

How long should I keep my manifests?

The dangerous waste regulations require fully regulated generators to keep manifests on-site for five years. However, it is a good idea for all businesses to keep manifests, shipping papers and receipts permanently as evidence that waste was disposed of properly.

Other tips:

Some states have created other versions of the uniform hazardous waste manifest. If you are shipping hazardous waste to another state, check to see if you must use a special form.

Some hazardous wastes are restricted from land disposal. If the waste that you ship is restricted, make sure you complete a land disposal restriction notification ("land-ban form") available from any TSD facility and include this with your manifest. Refer to WAC 173-303 for detailed requirements.

Call the Department of Ecology's Eastern Regional Office at (509) 329-3400 for more information.

Final Words of Advice on Hazardous Waste Management

- You retain liability for your hazardous waste under U.S. regulations stipulated in the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and the Resource Conservation and Recovery Act (RCRA).
- The Washington State Department of Ecology (DOE) has the final authority over hazardous wastes generated in the State of Washington.
- The 1987 *Standard Industrial Classification Manual*, published by the U.S. Office of Management and Budget, lists Standard Industrial Classification (SIC) codes, describes the types of businesses included in each code, and the types of potentially hazardous materials that may be used or generated. The SIC number is necessary to fill out the proper paperwork and help government agencies assist you.
- If your business does not meet the Small Quantity Generator criteria, you must contact your regional Department of Ecology Hazardous Waste and Toxics Reduction Program for technical support.
- If you are unsure whether a waste is classified as hazardous, store it as if it were and have it tested.
- If you mix hazardous waste with non-hazardous waste, all of it is then considered hazardous.
- “Empty” containers with hazardous waste residue may themselves be considered hazardous waste. The rules on emptying, cleaning, and handling containers can be found in the U. S. Code of Federal Regulations (CFR) 261.7 (http://edocket.access.gpo.gov/cfr_2005/julqtr/pdf/40cfr261.7.pdf). In addition, wipe rags and other materials contaminated with hazardous wastes also may qualify as hazardous waste and must be either recycled or disposed of at a permitted hazardous waste treatment and disposal facility.

DIRECTORY OF HELPFUL AGENCIES

CITY OF WALLA WALLA

For questions concerning waste reduction, recycling, and sustainability.

Sustainability Office

Melissa Warner, Sustainability Coordinator
524-4549

For questions concerning garbage (solid, non-hazardous) pick up and costs. Will direct other inquiries to the appropriate department or agency.

Sanitation Department

Richard Dudgeon, Sanitation Supervisor
P.O. Box 478
Walla Walla, WA 99362
527-4479

For questions concerning tip fees for solid waste, compost, tires, asbestos, refrigerators. Will direct other inquiries to the appropriate department or agency.

Sudbury Landfill

Dennis Rakestraw, Landfill Supervisor
P. O. Box 478
Walla Walla, WA 99362
527-4591

For questions concerning hazardous waste. The facility does not dispose of business hazardous waste but can answer questions and direct you to haulers.

Household Hazardous Waste Facility—Sudbury Landfill

Jay Yonkers, Household Hazardous Waste Facility Technician
527-4591

<http://www.ci.walla-walla.wa.us>
(Public Works Department—Landfill)

HAZARDOUS WASTE CONTACTS

Washington State Department of Ecology (ECY)

P.O. Box 47600, Olympia, WA 98504-7600

1-800-633-7585

Lisa Brown

Hazardous Waste & Toxics Reduction
Department of Ecology, Eastern Region
4601 N. Monroe, Spokane, WA 99205-1295

509-329-3409

e-mail: lbrown461@ecy.wa.gov

Jack Boller

Environmental Protection Agency Liaison
US EPA Region 10, WA Operations Office
300 Desmond Drive, Lacey, WA 98503

206-553-2953

e-mail: booller.jack@epa.gov

ECY can answer questions concerning your generator status, EPA/State ID number and manifest forms, and federal and state regulatory requirements for proper hazardous substance handling and disposal. They can also provide health, safety and management information about the hazardous substances your business uses or produces and answer questions regarding Emergency Planning and Community Right-to-Know reporting requirements.

To find a licensed hauler for your regulated waste, check the: **Hazardous Waste Services Directory** at <http://apps.ecy.wa.gov/hwsd/default.htm>.

CALL TO REPORT A SPILL

National Response Center: 1-800-424-8802

AND

Washington Emergency Management Division: 1-800-258-5990 OR 1-800-OILS-911

AND

Ecology Eastern Regional Office: 509-329-3400

To the best of your ability, please be ready with the following information:

- Where is the spill?
- What spilled?
- How much spilled?
- How concentrated is the spilled material?
- Who spilled the material?
- Is anyone cleaning up the spill?
- Are there resource damages (e.g. dead fish or oiled birds)?
- Who is reporting the spill?
- How can we get back to you?

TRANSPORTATION REGULATIONS

Washington State Patrol (WSP) Commercial Vehicle Division

406 Wellington
Walla Walla, WA 99362
527-4472
(360) 753-0350

<http://www.wsp.wa.gov/>

US Department of Transportation and WSP work with the Department of Ecology to set general regulations for the transport of hazardous substances. Call for information about placard, shipping label, and other requirements to satisfy **Chapter 173-303 WAC**.

UNIFORM FIRE CODE COMPLIANCE

In an emergency call 911

City of Walla Walla
Terry Thomas, Fire Chief
527-4429

City of College Place
John Boose, Fire Marshall
529-6506

City of Burbank
Don Perry, Fire Chief
547-8341

Walla Walla County
Tom Glover, Director of Community Development and Fire Marshall
524-2621

Fire Marshals and Fire Chiefs can assist in meeting the Uniform Fire Code (UFC) requirements and inspect hazardous waste storage areas for safety compliance.

U.S. ENVIRONMENTAL PROTECTION AGENCY

Small Business Environmental Home Page

Helping small businesses access environmental compliance and sustainable business information.

<http://www.smallbiz-enviroweb.org/>

WALLA WALLA COUNTY ENVIRONMENTAL HEALTH

Barry Jenkins, RS

Environmental Health Services
310 W. Poplar St., P. O. Box 1753
Walla Walla, WA 99362
509-524-2653

e:mail: bjenkins@co.walla-walla.wa.us

For permits for waste disposal sites, compost sites, and construction/demolition sites.

Garbage disposal must meet county and state regulations, including Chapters 70.95 RCW and 173.304 WAC. These offices can assist you in satisfying regulations of Chapter 90.48 RCW, septic and sewer systems, answer questions about nonhazardous solid waste and health requirements for your business, and direct you to other sources of information.

WASTE WATER TREATMENT PLANT REGULATIONS

Walla Walla Waste Water Treatment Plant

Tom Krebs, Water Treatment Plant Supervisor

55 Moore Street

Walla Walla, Wa 99362

522-3775

tkrebs@ci.walla-walla.wa.us

College Place Waste Water Treatment Plant

Paul Hartwig, Public Works Director

619 S. College Avenue

College Place, WA 99324

525-0510

phartwig@ci.college-place.wa.us

Waitsburg Waste Water Treatment Plant

Dan Catsel

147 Main

Waitsburg, WA 99361

337-6371

Contact your local facility to determine what substances and how much can be put down drains or into the sewer, whether drains need to be closed off, and to notify them of spills or accidents involving hazardous chemicals or waste entering the city waste water system. They also can assist in satisfying Chapter 90.48 RCW requirements.

WORKER SAFETY TECHNICAL SUPPORT

Washington State Department of Labor and Industries (L&I)

Small Business Center

1-800-987-0145

e-mail: SmallBusiness@LNI.wa.gov

<http://www.lni.wa.gov>

The Walla Walla Office was closed January 13, 2006, to save tax dollars. Counter services that were available can now be accessed using a **computer kiosk** installed at

**Port of Walla Walla, Small Business Administration
310 A Street, Walla Walla**

The kiosk has a toll-free phone to talk with a customer service representative, if needed.

The Department of Labor and Industries offers free, confidential safety and health consultations and educational services to assist employers and employees in preventing the occurrence of injuries and illness which may result from exposure to hazardous workplace conditions and from hazardous practices. Services are available to assist employers in establishing effective workplace safety and health programs to prevent the occurrence or recurrence of hazards. Safety and hygiene consultants provide information on how to prevent incidents and avoid penalties. They provide information about *Right to Know*, the Accident Prevention Program, and compliance with Labor and Industries regulations as stated in Chapters 296-24, 296-27-160 WAC and 49.17 RCW.

<http://www.lni.wa.gov/Safety/default.asp>

SUPPLIERS OF ENVIRONMENTALLY PREFERABLE PRODUCTS

Office Supplies

(paper products, packaging products, toner cartridges, office furniture, cleaning supplies etc.)

Environmentally preferable office supplies to request are paper products with 100% post-consumer recycled content and remanufactured toner cartridges from manufacturers with quality control processes.

Buell's Shaklee Products

College Place, WA 99324

525--9417

<http://www.buell.myshaklee.com>

Cartridge World

221 E. Main Street

Walla Walla, WA 99362

529-4556

<http://www.cartridgeworldusa.com/store.823>

Pontarolo's Office Products, Inc.

121 E. Main

Walla Walla, WA 99362

525-6220 (206) 623-1850

Snyder-Crecelius

328 W. Main

Walla Walla, WA 99362

525--8035

Staples

420 N. Wilbur St.

Walla Walla, WA 99362

526-4664

Total Office Concepts

401 S. 9th

Walla Walla, WA 99362

525--5600

<http://www.totalofficeconcepts.com>

When environmentally preferred office supplies are not available locally, here are other sources:

Dolphin Blue

1402 Corinth St., Suite 217

Dallas, TX 75215

(800) 932-7715

<http://www.dolphinblue.com>

Green Earth Office Supply

PO Box 719

Redwood Estates, CA 95044

(800) 327-8449

<http://www.greenearthofficesupply.com/>

Rebinder

6779 East Marginal Way S.

Seattle, WA, 98108

(206)432-8020

<http://www.rebinder.com/store/sustainable-and-green-office-products/>

Building Materials, Lighting, and Appliances

(adhesives, carpet, drywall, fiberboard, flooring, insulation, paint, shelving, water heaters)

Environmentally preferable building materials to request are those WITHOUT formaldehyde, vinyl (PVC), or volatile organic compounds and WITH biobased and recycled content, ENERGY STAR, and WaterSense labels, porous concrete or concrete with fly ash.

Columbia REA

115 E. Rees Ave.
Walla Walla, WA 99362
526-4041

Envirofficiency, Inc

Walla Walla, WA 99362
540-0094
<http://www.envirofficiencyinc.com>

Home Depot

1100 NE C Street
College Place, WA 99324
525-4758

Koncrete Industries

502 N. 13th Avenue
Walla Walla, WA 99362
525-9143

ProBuild

508 Wellington St.
Walla Walla, WA 99362
525-4000

When environmentally preferable building materials are not available locally, here are other sources.

RB Rubber Products

904 E 10th Ave.
McMinnville, OR 97218
(800) 525-5530
<http://www.rrubber.com>

Miscellaneous

(foodstuffs, décor)

Salumiere Cesario

20 N 2nd
Walla Walla, WA 99362
529-5620

Suncrafter Studio & Fine Crafts

508 N. Main (Old Town)
Milton-Freewater, OR 97862
(541) 938-6379

MATERIALS EXCHANGE WEBSITES

Materials Exchange Websites are an excellent method of disposing of usable materials, particularly building materials in a cost-effective, environmentally sound way. Visit these sites for more information and to list materials.

2good2toss, (Walla Walla and Columbia Counties Link) is a convenient way to exchange small or large quantities of used or surplus building materials and large household items.

<http://www.2good2toss.com>

IMEX, the Industrial Materials Exchange, is like classified advertisements for business industrial waste, matching up waste generators with waste users.

<http://www.govlink.org/hazwaste/business/imex/>

NW Materials Mart, a gateway to finding a materials exchange online.

<http://www.nwmaterialsmart.org/>

RECYCLING VENDORS

Concrete Waste

Konkrete Industries

502 N. 13th Avenue
Walla Walla, WA 99362
525-9143

CFL Recycling

Home Depot

1100 NE C Street
College Place, WA 99324
525-4758

Electronics Recycling

CEP Recycling

5th Avenue & Rose Street
Walla Walla, WA
509-200-1100

Walla Walla Recycling

827 North 12th Avenue
Walla Walla, WA 99362
525-1482

Hazardous Waste

Oil, Motor, Oil Filters, Antifreeze

Oil Re-Refining Company, Inc.

Contact: Parvez Durrant, (509) 435-6620
or (800)367-8894

Oil, Cooking

Baker Commodities

(800) 228-0526

Other Hazardous Waste

Phillips Services Northwest

(509) 547-8242 or (509) 542-1243

[http://www.pscnow.com/
EnvironmentalServices.aspx](http://www.pscnow.com/EnvironmentalServices.aspx)

Metal Salvage and Recycling

Muirhead Salvage

745 North 11th Avenue
Walla Walla, WA 99362
529-0529

Stubblefield Salvage & Recycling

980 NE Myra Road
Walla Walla, WA 99362
525-5572

Walla Walla Recycling

827 North 12th Avenue
Walla Walla, WA 99362
525-1482

Organic/Wood Waste

Sudbury Landfill Compost Facility

Highway 12 West to Sudbury Road
Walla Walla, WA
527-4591

W4 Construction

3155 E. Melrose Street
Walla Walla, WA 99362
529-1603

Packing Materials

Pak and Ship

208 W. main
Walla Walla, WA 99362
429-7674

Paper, Cardboard, & Plastic Recycling

Walla Walla Recycling

827 North 12th Avenue
Walla Walla, WA 99362
525-1482

HELPFUL WEBSITES

Built Green® - Criteria for sustainable construction, development, remodel

<http://www.builtgreenwashington.org/page.php?id=3>

Business and Industry Resource Venture

<http://www.resourceventure.org/>

EnviroSense Small Business Waste Reduction Guide

<http://epa.gov/p2/pubs/assist/sbq.htm>

EPEAT - Criteria for selecting computer equipment

<http://www.epeat.net>

Green Seal

<http://www.greenseal.org/>

Green Biz

<http://www.greenbiz.com/>

USEFUL PUBLICATIONS

Washington State Department of Ecology

<http://www.ecy.wa.gov>

Download a copy or order a print copy at the Publications and Forms link

PUBLICATION	NUMBER
A Guide for Photo Processors	94-138
A Guide for Radiator Shops	92-BR-9
Pathways to Sustainability: A Comprehensive Strategic Planning Model for Achieving Environmental Sustainability	02-01-008
A Guide for Auto Body Shops	92-BR-16
Free Help for Businesses	96-407
A Guide for Transmission Shops	92-BR-10
A Guide for Automotive Machine Shops	92-BR-11
A Guide for Automotive Repair Shops	92-BR-12
A Guide for Screen Printers	94-137
A Guide for Lithographic Printers	94-139
Best Management Practices for Automobile Dealerships - Auto Wastes & Containers	95-405A
Best Management Practices for Automobile Dealerships - Waste Processes	95-405B
Best Management Practices for Hospital Waste	05-04-013

Hazardous Waste Service Providers Directory

The Department of Ecology has compiled a comprehensive online directory of Washington state firms that accept various hazardous wastes for recycling and disposal.

<http://apps.ecy.wa.gov/hwsd/default.htm>

Environmental Services Directory for Washington State

The *Environmental Services Directory* is an online business-to-business directory of environmental services, products and information resources available in Washington state. The directory lists more than 600 companies. Coverage includes services and products related to air and water quality, solid and hazardous waste, recycling, remediation, and research & development.

<http://www.esdwa.com/>