



**waste reduction**

*Working together to reduce waste*

## **2022 Solid Non-Hazardous Waste Audit**

### **Sun Life Financial Centre**

Ontario Regulation 102/94

Prepared for:

**BentallGreenOak**

50 O'Connor Street, Suite 610  
Ottawa ON, K1P 6L2

Prepared by:

**Waste Reduction Group Inc.**

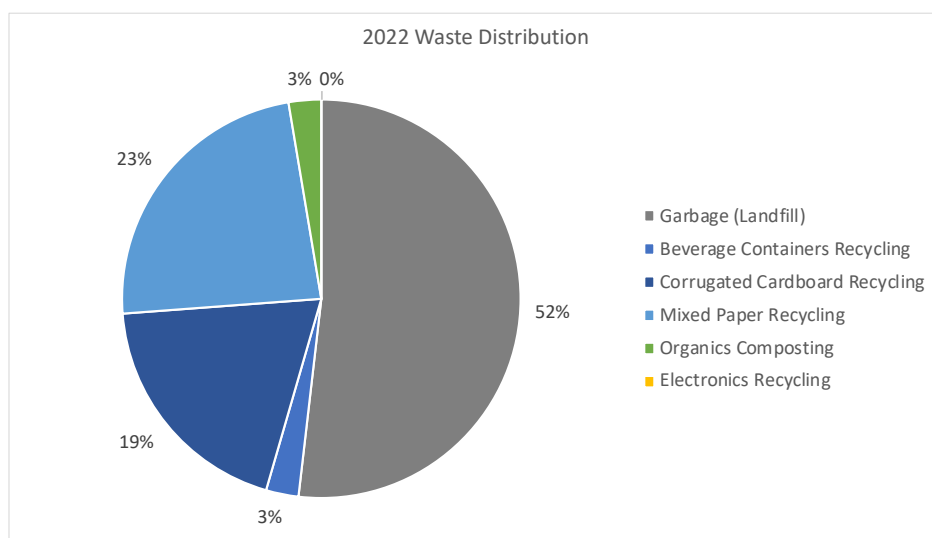
214 Merton Street, Unit 101  
Toronto, Ontario, M4S 1A6

September 2022

## Executive Summary

Waste Reduction Group Inc. (“WRG”) was retained by BentallGreenOak (“BGO”) to conduct a solid non-hazardous waste audit for the Sun Life Financial Centre (“SLFC”), located at 99 Bank Street and 50 O’Connor Street in Ottawa, ON for the 2022 calendar year.

The following figure summarizes the overall waste composition of the facility:



Waste diversion programs implemented at the facility include recycling and organic streams. Recycling programs include recycling for mixed paper, corrugated cardboard, and beverage containers, as well as other types of recycling for diverting special materials such as electronic waste.

Estimates of the annual amounts of waste materials disposed and diverted were determined for the facility, as summarized in the table below:

Waste Stream	Total (kg)	% of Total
Garbage (Landfill)	60,070	51.83%
Beverage Containers Recycling	3,060	2.64%
Corrugated Cardboard Recycling	22,410	19.34%
Mixed Paper Recycling	27,290	23.55%
Organics Composting	3,060	2.64%
Electronics Recycling	0	0.00%
<b>Total</b>	<b>115,890</b>	<b>100.00%</b>

Based on the total amount of waste generated and materials diverted, the waste diversion rate through existing programs at the facility was determined to be 48.17%. The results of the waste audit determined a capture rate of 54.26% for recyclable materials.

An analysis of the garbage (landfill) stream found that the stream is primarily composed of divertible materials including organics that account for 57.62% of the entire stream, recyclable paper and paper products that account for 21.38% of the stream, and recyclable containers that account for 15.64% of the stream. Electronic and operational wastes were also observed in small quantities. The most common material categories were also identified.

An analysis of the recycling stream (including the Mixed Papers and Beverage Containers recycling programs) revealed that the stream is composed of accepted recyclable materials including recyclable paper and paper products (86.91% of the entire stream) and recyclable containers (10.76% of the entire stream). Organic materials, which are not accepted into the recycling stream were also observed to be present at 8.36%, whereas non-divertible garbage was present at 4.71% of the entire stream. Operational wastes were present at 0.01%. The most common material categories were also identified.

BentallGreenOak and the Sun Life Financial Centre are interested in improving this result and continuing to reduce the amount of waste materials disposed to landfill.

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## 1 Introduction

Waste Reduction Group Inc. (“WRG”) was retained by BentallGreenOak (“BGO”) to conduct a solid non-hazardous waste audit for the Sun Life Financial Centre (“SLFC”), located at 99 Bank Street and 50 O’Connor Street in Ottawa, ON for the 2022 calendar year.

### 1.1. Objectives

The solid non-hazardous waste audit of the Sun Life Financial Centre was conducted to meet the following objectives:

- Comply with the Ontario Ministry of Environment, Conservation and Parks (MECP) Regulation 102/94 – Waste Audits and Waste Reduction Work Plans Part VI, which requires large office environments to conduct a waste audit covering the waste generated by the establishment operating at the site, and prepare and implement a waste reduction work plan on an annual basis if the building or group of buildings has at least 10,000 square meters of floor area used as offices;
- Confirm compliance with Ontario Regulation 103/94 – IC&I Source Separation Programs;
- Determine the annual waste diversion rate for the facility resulting from existing waste reduction, reuse, and recycling programs;
- Identify and quantify the composition and point of generation of waste at the facility;
- Identify any additional opportunities for waste reduction and diversion that may exist at the facility; and
- Address any specific concerns or opportunities identified during the study.

### 1.2. Scope of Work

To satisfy the purpose of the waste audit, the following scope of work was completed:

- Collected data in 2022 pertaining to waste composition, according to waste stream and building for 99 Bank Street and 50 O’Connor Street on June 20, 2022;
- Determined the total quantity of waste diverted from landfill through current reduction, reuse, and recycling programs implemented at the facility;
- Completed a Waste Audit Report (per MECP protocol) that addressed the amount, nature, and composition of the waste; how the waste was generated including

management decisions and policies that relate to the production of waste; and the way in which the waste is managed at the facility; and

- Completed a Waste Reduction Work Plan (per MECP protocol) regarding plans to reduce, reuse, and recycle waste at the facility. The report will set out who will implement each part of the plan, when each part will be implemented, and the expected results.

## 2 Methodology

In coordination with BentallGreenOak, samples of waste from the garbage (landfill) and recycling (mixed containers and paper) waste streams were collected and audited to determine the quantity, distribution, and composition of waste materials generated from each building in 2022.

In 2022, a 24-hour waste audit sample size was collected and sorted. Staff at the buildings were involved in waste sample collection and labelling, with samples labelled from June 20-21, 2022. Waste materials were sorted by qualified Waste Reduction Group staff on June 21, 2022, using containers to keep materials separate as well as a portable certified scale and relevant safety gear. Refer to Appendix A for a copy of the scale calibration certificate.

Waste was then unloaded, sorted into individual material categories, weighed, bagged, and disposed of in the appropriate waste container. Annual generation rates of materials during the 24-hour waste audit were evaluated based on 50 working weeks.

Waste material categories were established prior to the audit, based on the O. Reg. 103/94 requirements for source separation in office buildings, including:

- Aluminum
- Cardboard (corrugated)
- Fine paper
- Newsprint
- Steel food or beverage cans
- Glass bottles and jars for food or beverages

Additional material categories were also included in the 2022 waste audit. All material categories used are described in Appendix A.

2022 waste generation data was provided by the waste hauler and used in the data analysis to calculate the diversion rate and overall waste generation.

### 3 Waste Audit Results

#### 3.1. Overall Waste Generation

The following table presents the estimated annual weights of diverted and landfilled material generated at SLFC. The values for the months of January to July are based on hauling records for the 2022 calendar year, whereas the values for the months of August to December are projections based on the 2021 hauling records.

*Table 1 Distribution of waste streams based on hauling records*

<b>Waste Stream</b>	<b>Total (kg)</b>	<b>% of Total</b>
Garbage (Landfill)	60,070	51.83%
Beverage Containers Recycling	3,060	2.64%
Corrugated Cardboard Recycling	22,410	19.34%
Mixed Paper Recycling	27,290	23.55%
Organics Composting	3,060	2.64%
Electronics Recycling	0	0.00%
<b>Total</b>	<b>115,890</b>	<b>100.00%</b>

In 2022, SLFC is projected to generate a total of 115,890 kg of waste. Of this amount, 55,820 kg is projected to be diverted from landfill and 60,070 kg will be landfilled.

Landfilled waste comprises 51.83% of all waste material generated. A large percentage of the total is comprised of Mixed Paper Recycling (27,290 kg or 23.55% of the total) and Corrugated Cardboard Recycling (22,410 kg or 19.34% of the total).

In terms of other diverted materials, Beverage Containers Recycling (3,060 kg) and Organics Composting (3,060 kg) both comprised 2.64% each. The hauling records indicate that 0 kg was generated for the Electronics Recycling waste stream.

Figure 1 below graphically presents the waste stream composition based on hauling records.

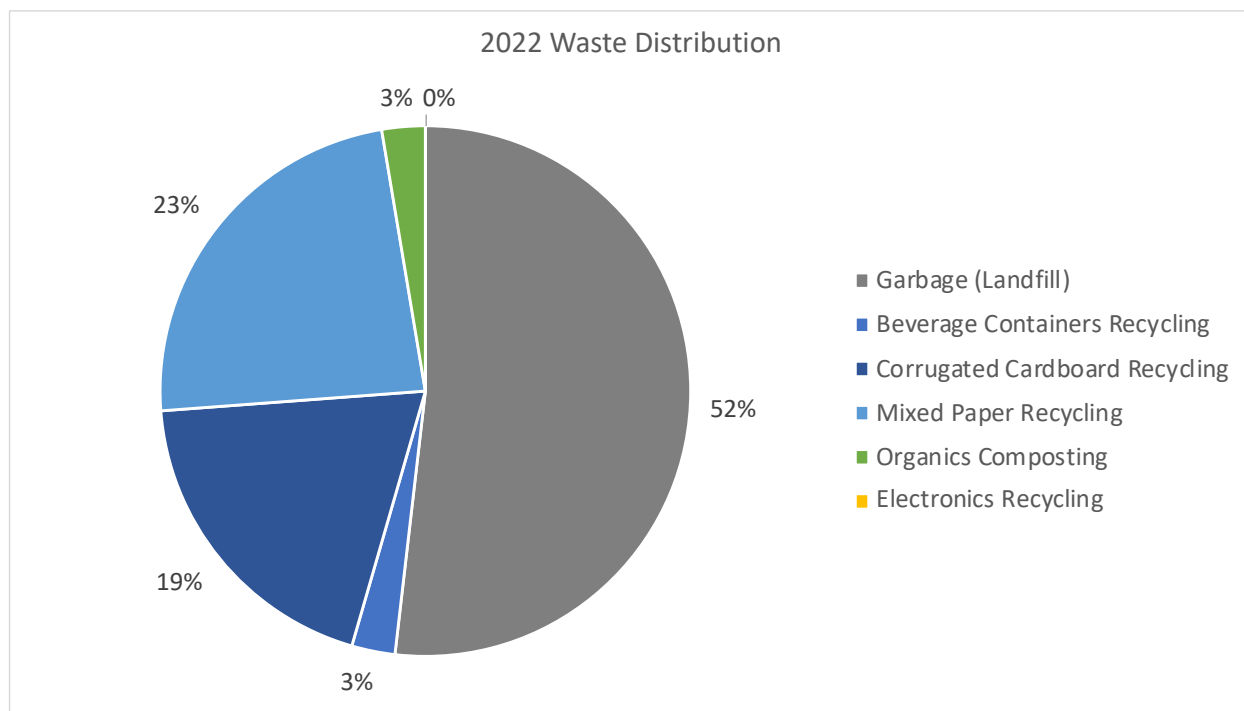


Figure 1 Distribution of waste streams based on hauling records.

### 3.2. Landfill Stream

The material composition of the garbage (landfill) stream was estimated from the waste audit sample sorted on June 21, 2022, and adjusted based on hauling records. Results are presented in Table 2, below.

It was determined that 94.74% of the garbage (landfill) stream is composed of divertible materials. The following material categories were observed to be present in the greatest quantities (based on weight):

- Compostable Fibres/Tissues (30.86%)
- Organic Food Waste (18.74%)
- Fine Paper (5.55%)
- Boxboard (5.46%)
- #1 Plastic PET (5.29%)

In contrast, non-recyclable waste that is accepted into the garbage (landfill) waste stream were observed in the following percentages:

- Non-Recyclable/Other Landfill Waste (4.09%)
- Personal Protective Equipment (0.47%)
- Textiles (0.53%)
- Styrofoam (0.17%)



Table 2 Composition of the garbage (landfill) waste stream (adjusted).

Composition of Waste	Garbage (Landfill) Stream	
	Quantity (kg)	Composition (%)
<b>Paper</b>		
Fine Paper	3,331.50	5.55%
Newsprint	25.17	0.04%
Boxboard	3,278.88	5.46%
Kraft Paper	3,169.05	5.28%
Corrugated Cardboard	2,766.34	4.61%
Gable Top Containers	258.56	0.43%
Aseptic Containers	11.44	0.02%
<b>Glass / Metal / Plastic</b>		
#1 Plastic (PET)	3,175.91	5.29%
#2 Plastic (HDPE)	503.39	0.84%
#4 Plastic (LDPE)	1,851.09	3.08%
#5 Plastic (PP)	1,267.62	2.11%
#6 Plastic (PS)	183.05	0.30%
Glass	1,507.87	2.51%
Aluminum Cans	867.20	1.44%
Steel Cans	36.61	0.06%
<b>Organics</b>		
Organic Food Waste	11,259.84	18.74%
Coffee Cups	2,631.34	4.38%
Cold Beverage Cups	2,182.87	3.63%
Compostable Fibres/Tissues	18,536.06	30.86%
<b>Electrical and Electronic Equipment (EEE)</b>		
E- Waste	22.88	0.04%
<b>Hazardous Solid Waste (HSW)</b>		
Batteries and Bulbs	4.58	0.01%
<b>Operational Waste</b>		
Metal	0.00	0.00%
Wood	11.44	0.02%
Plastic Strapping	25.17	0.04%
<b>Other / Non-Recyclable</b>		
Non-Recyclable/Other Landfill Waste	2,459.73	4.09%
Personal Protective Equipment (PPE)	283.73	0.47%
Textiles	318.05	0.53%
Styrofoam	100.68	0.17%
<b>Total</b>	<b>60,070.00</b>	<b>100.00%</b>

Organics were observed to comprise most of the stream, with 57.62%, or 34,610.09 kg of organic material. Recyclable paper and paper products (including paper, boxboard, cardboard) account for 21.38% of the total waste stream, which is equivalent to 12,840.93 kg. Recyclable containers (including glass, metals, and plastics) account for 15.64% of the total, which is equivalent to 9,392.73 kg.

Other divertible materials were present in small quantities and include Electrical and Electronic Equipment (22.88 kg or 0.04%), Hazardous Solid Waste (4.58 kg or 0.01%), and Operational Wastes (36.61 kg or 0.06%). These findings are summarized in Figure 2.

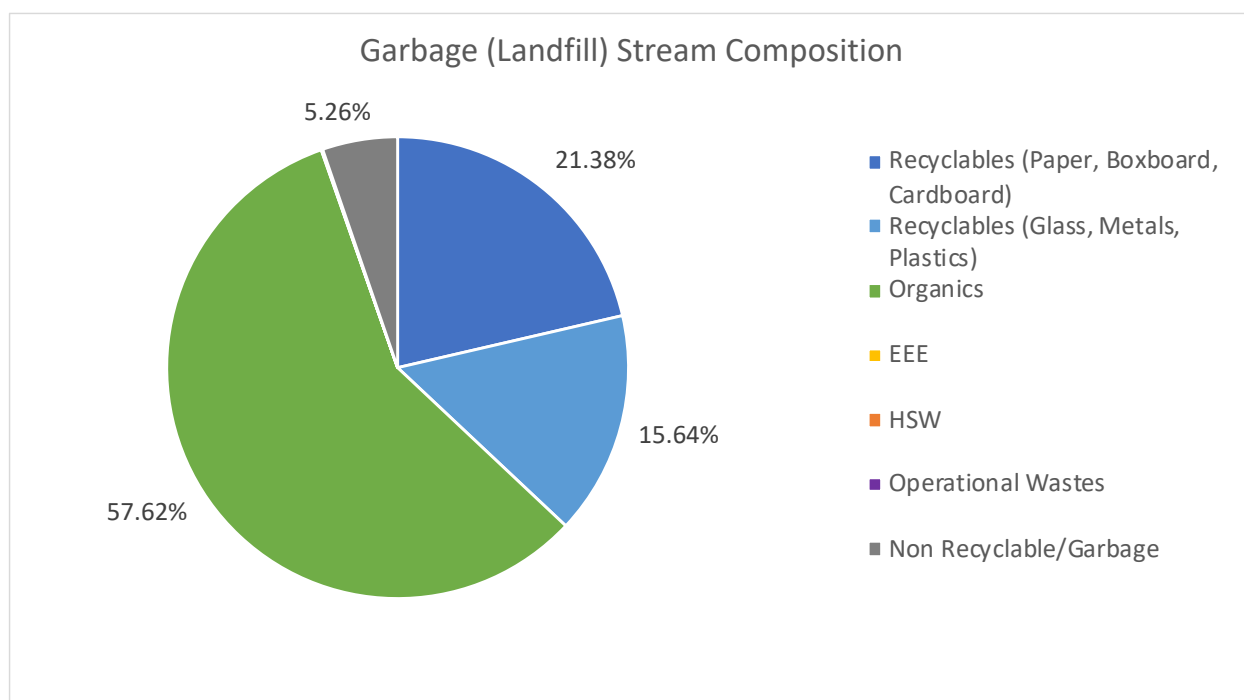


Figure 2 Composition of the garbage (landfill) waste stream.

### 3.3. Recycling Streams

The material composition of the Beverage Containers Recycling and Mixed Papers Recycling streams (together referred to as the “recycling stream”) were estimated from the waste audit sample sorted on June 21, 2022, and adjusted based on hauling records. Results are presented in Table 3, below.

It was determined that 86.91% of the recycling stream is composed of recyclable materials that are accepted into the recycling stream (including recyclable papers, paper products, glass, metals, and plastics). The following material categories were observed to be present in the greatest quantities (based on weight):

- Corrugated Cardboard (37.70%)
- Fine Paper (14.43%)
- Newsprint (10.09%)
- Boxboard (8.44%)
- Aluminum Cans (6.36%)

In contrast, non-recyclable waste that is not accepted into the recycling waste stream were observed in the following percentages:

- Compostable Fibres/Tissues (6.11%)
- Non-Recyclable/Other Landfill Waste (3.76%)
- Coffee Cups (1.32%)
- Styrofoam (0.95%)
- Cold Beverage Cups (0.92%)

Table 3 Composition of the recycling stream (adjusted).

Composition of Waste	Recycling Stream	
	Quantity (kg)	Composition (%)
<b>Paper</b>		
Fine Paper	4,380.54	14.43%
Newsprint	3,062.61	10.09%
Boxboard	2,560.55	8.44%
Kraft Paper	1,297.01	4.27%
Corrugated Cardboard	11,442.96	37.70%
Gable Top Containers	368.18	1.21%
Aseptic Containers	0.00	0.00%
<b>Glass / Metal / Plastic</b>		
#1 Plastic (PET)	612.94	2.02%
#2 Plastic (HDPE)	299.15	0.99%
#4 Plastic (LDPE)	8.37	0.03%
#5 Plastic (PP)	280.32	0.92%
#6 Plastic (PS)	135.98	0.45%
Glass	0.00	0.00%
Aluminum Cans	1,928.78	6.36%
Steel Cans	0.00	0.00%
<b>Organics</b>		
Organic Food Waste	0.00	0.00%
Coffee Cups	401.65	1.32%
Cold Beverage Cups	280.32	0.92%
Compostable Fibres/Tissues	1,855.56	6.11%
<b>Electrical and Electronic Equipment (EEE)</b>		
E- Waste	0.00	0.00%
<b>Hazardous Solid Waste (HSW)</b>		
Batteries and Bulbs	0.00	0.00%
<b>Operational Waste</b>		
Metal	0.00	0.00%
Wood	4.18	0.01%
Plastic Strapping	0.00	0.00%
<b>Other / Non-Recyclable</b>		
Non-Recyclable/Other Landfill Waste	1,142.20	3.76%
Personal Protective Equipment (PPE)	0.00	0.00%
Textiles	0.00	0.00%
Styrofoam	288.69	0.95%
<b>Total</b>	<b>30,350.00</b>	<b>100.00%</b>

Of the total amount of waste generated in the recycling stream, acceptable materials comprised 86.91%: recyclable paper and paper products (including paper, boxboard, and cardboard) were observed to account for 23,111.86 kg or 76.15% of the total waste stream, and recyclable containers (including glass, metals, and plastics) accounted for 3,265.53 kg or 10.76%.

Other divertible materials were also observed in the recycling stream: organic materials, which are not accepted into the recycling stream were observed to be present at 8.36% of the total waste stream, or 2,537.53 kg. Operational wastes were observed to be present at 0.01%, or 4.18 kg. Materials falling under the categories of Electronic and Electrical Equipment and Hazardous Solid Wastes were not observed in the waste audit.

Non-recyclable garbage, which is not accepted into the recycling stream, was found to be present at 4.71% of the total, which is equivalent to 1,430.89 kg. These findings are summarized in Figure 3.

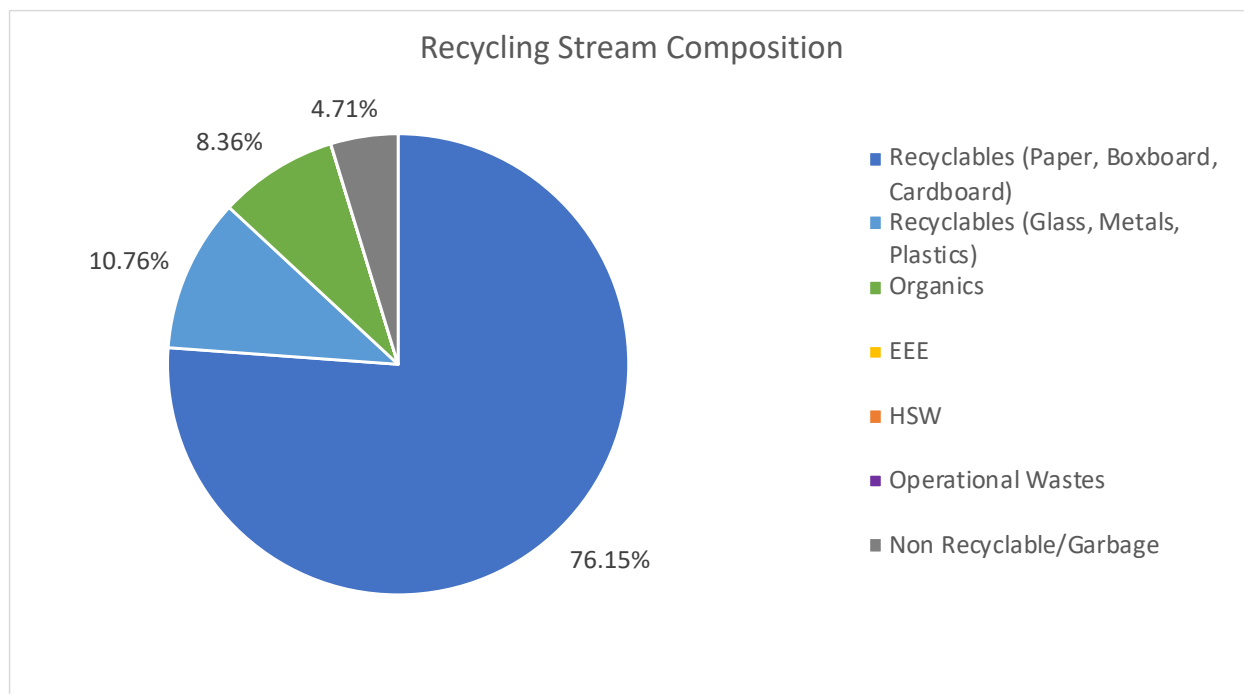


Figure 3 Composition of the recycling stream.

## 4 Performance Metrics

### 4.1. Waste Diversion Rate

The waste diversion rate is the percentage of waste materials that are diverted away from landfill through diversion programs such as recycling or organics composting programs. The MECP and the Resource Productivity and Recovery Authority as the oversight body for Ontario waste diversion programs recognizes the Generally Accepted Principles (GAP) for calculation of municipal diversion rates.<sup>1</sup> For the purposes of this waste audit, the diversion rate was calculated using the following formula:

$$\text{Waste Diversion Rate} = \frac{\text{Total Waste Diverted (3 Rs)}}{\text{Total Waste Generated}} * 100$$

Amounts for the Total Waste Diverted and Total Waste Generated were determined using on hauling records where amounts for January – July were based on actual values and amounts for August – December were projected using 2021 hauling records. Totals are summarized in Table 4.

Based on this available information, the SLFC 2022 waste diversion rate was determined to be 48.17%.

Table 4 Diverted and landfilled waste.

Destination	Total (kg)	% of Total
Diverted	55,820	48.17%
Landfilled	60,070	51.83%
<b>Total</b>	<b>115,890</b>	<b>100.00%</b>

### 4.2. Capture Rate

The capture rate refers to the proportion of divertible waste materials which are successfully diverted from disposal compared to the total amount of the divertible waste materials generated. Thus, the capture rate indicates the effectiveness of diversion programs. According to the Recycling Council of Ontario, the capture rate is calculated as follows:

$$\text{Capture Rate} = \frac{\text{Total Divertible Material Captured}}{\text{Total Divertible Material Generated}} * 100$$

<sup>1</sup> Corporations Supporting Recycling, *Residential GAP – Manual on Generally Accepted Principles (GAP) for Calculating Municipal Solid Waste System Flow*, 2003.

Based on the results of the waste audit, a total quantity of 48,611.05 kg of divertible recyclables was generated in the 2022 calendar year, whereas only 26,377.39 kg of that amount was appropriately diverted through the recycling stream. Therefore, the SLFC capture rate for recyclables is 54.26%.

Note that no samples from the organics stream was provided at the time of the audit, and thus no capture rate can be calculated for the organics stream.

## 5 Conclusions & Recommendations

Based on the estimated waste generated at the Sun Life Financial Centre buildings, the following conclusions can be made:

- It is estimated that the SLFC generated approximately 115,890 kg of waste materials, disposing of approximately 60,070 kg in landfills and diverting approximately 55,820 kg through existing diversion programs. This represents a waste diversion rate of 48.17%.
- Based on hauling records, the largest waste stream at the SLFC is the garbage (landfill) waste stream. The next largest waste stream is Mixed Paper Recycling which accounts for 23.55% of the total waste generated, closely followed by Corrugated Cardboard Recycling (19.34%). Beverage Containers Recycling and Organics Composting each account for 2.64% of the total waste generated. No data was provided for Electronics Recycling.
- The waste audit revealed that the garbage (landfill) waste stream is composed primarily of divertible materials: 21.38% of recyclable paper and paper products (including paper, boxboard, and cardboard), 15.64% of recyclable containers (including glass, metals, plastics), and 57.62% of organic materials (including organic food waste, compostable fibres/tissues, etc.).
- The waste audit also revealed that the Beverage Containers Recycling and Mixed Paper Recycling programs (together referred to as the recycling stream) is primarily composed of accepted recyclable materials: 76.15% of recyclable paper and paper products and 10.76% of recyclable containers. Another 8.36% is composed of divertible organic materials that are not accepted into the recycling stream, while 4.71% is composed of non-divertible garbage (landfill) waste that is also not accepted into the recycling stream.
- The capture rate for recyclable materials in the recycling stream was determined to be 54.26%.

The following recommendations presented below are intended to assist BentallGreenOak in maximizing their waste diversion potential:

- BentallGreenOak is recommended to continue to monitor and track waste generation data at SLFC, including the amount of waste generated, landfilled, and diverted. This allows for direct comparison of data from year to year, which may assist in gaining an understanding the effectiveness of the existing diversion programs.
- It is recommended that SLFC continue to increase awareness of its current recycling, reuse, and diversion programs through employee and cleaner education initiatives. Such initiatives can include addressing best waste management practices during new employee orientation sessions, regular reminders to existing staff, and strategic placement of informative posters around the buildings. It is recommended that staff are included in the development and continuous improvement of waste reduction and diversion programs. Management is suggested to actively seek out opinions and ideas from staff on issues relating to the waste management systems, as staff involvement may generate enthusiasm and cooperation.
- Continue to make use of multi-compartment containers (i.e., recycling depots) for waste collection and recycling as much as possible. Remove all “solitary” waste bins in the facility. We recommend only having waste bins that are attached to or close to multi-compartment recycling containers.
- Continue to add/improve signs at recycling depots to assist employees/cleaners in sorting wastes easily and correctly. Signs should be easily visible and instructive, such as those having pictograms. The following is an example of pictogram signs that have significantly helped to improve recycling rates at many facilities.

Such signs are inexpensive (costing approximately \$5-8 per sign), can be custom made depending on what can and what can't be recycled. Signs are a very effective method of increasing participation, reducing contamination and increasing material capture rates.

- All waste materials should be collected in clear plastic garbage bags instead of black plastic garbage bags. This allows maintenance staff to monitor waste collection, as well as to ensure that separated waste streams are disposed of in the correct containers.
- Provide easy access to contact information for help with questions regarding the recycling programs. The recycling program should have as much consistency as possible across the entire facility.



- Conduct a full review of other possible reduction/reuse/recycle programs that may be implemented on-site that are not documented in this report. Such programs may include wood pallet reuse (no pallets observed during audit, but could potentially be generated in the future), double sided printing policy, laboratory waste recycling, sharing/donation program for seasonal decorations, clothing, dishes and kitchen items, etc.
- Ensure an Environmental Policy is clearly visible in common areas throughout the building and continue to emphasize the facility's commitment to environmental stewardship through its training program, green intranet page, Green Team email and Green Committee initiatives.
- Support and encourage the purchase and use of "environmentally friendly", reusable, recyclable or compostable materials and packaging, and/or those that contain recycled content.
- According to O. Reg. 102/94, the Waste Reduction Work Plan (Appendix C) or a summary of the plan must be posted at the facility in a place where employees can review it. If a summary is posted, the entire Waste Reduction Work Plan should also be made available for review by any of Sun Life Financial Centre employees upon request.
- According to O. Reg. 102/94, the waste audit and waste reduction work plan must be updated on an annual basis.
- According to O. Reg. 102/94, a report of the waste audit and waste reduction work plan must be retained on file for a minimum of five years.
- Ensure that the waste diversion program has the full support of the management team at Sun Life Financial Centre.

## Appendix A: Supporting Documentation

### Scale Calibration Certificate



## CALIBRATION CERTIFICATE

DATE: May 05 2022

SR # 50821

**CUSTOMER:**

Waste Reduction Group  
214 Merton St. Unit 101  
Toronto, ON

**REMARKS**

This is to certify that the following scale has been tested and calibrated in relation to the Standards maintained by **CANADIAN SCALE COMPANY LIMITED**, with test weights traceable to the Legal Metrology Laboratories of, Industry Canada and National Research Council, Canada.

Western Bench scale model EWH-150  
Capacity - 150 kg  
S/N - 202104114

**CANADIAN SCALE COMPANY LIMITED** is accredited with Measurement Canada

\_\_\_\_\_  
Technician's signature



**CANADIAN SCALE COMPANY LIMITED**

305 Horner Avenue, Toronto, ON M8W 1Z4  
1-800-461-0634 [www.canscale.com](http://www.canscale.com)

## Material Category Descriptions

Material Category	Description
<b>1. Paper and Paper Products</b>	
Fine Paper	Includes mixed fine papers, writing paper, office paper, copy paper, bills and statements, ad mail, lottery tickets, receipts, envelopes, promotional cards, promotional calendars, printed information found within packaged products, etc. Also includes soft cover books, booklets, magazines, catalogues, calendars, flyers, and inserts.
Newsprint	Major daily and weekly newspapers and community newspapers. Does not include flyers and inserts.
Boxboard	Single layered paperboard and fibre board with no corrugation. Includes cereal boxes, shoe boxes, cores from toilet paper / paper towels / gift wrap, etc.
Kraft Paper	Kraft paper bags and wrap, grocery or retail bags, potato bags, some pet food bags, etc. Includes brown, white, and coloured kraft paper and bags. No bags with bonded plastic or foil lining.
Corrugated Cardboard	Waxed or unwaxed corrugated cardboard containers. Includes molded pulp materials such as egg cartons, drink trays, other trays, etc.
Gable Top Containers	Polycoat containers with a gable shaped top used for milk, juice, some foods, etc.
Aseptic Containers	Tetra-pak type polycoat packaging containers used for juice, milk, some soups & broths, alternative milk beverages, alcoholic beverages, etc.
<b>2. Glass / Metal / Plastic</b>	
#1 Polyethylene Terephthalate (PET)	All PET #1 plastics. Includes clear or coloured thermoform packaging, beverage bottles, non-beverage bottles used for food items and non-food items such as dish soap, shampoo, mouthwash, window cleaner, floor cleaner, etc. Does not include Black Plastics.
#2 High-Density Polyethylene (HDPE)	All HDPE #2 plastics. Includes natural and coloured bottles, jugs, and containers for beverages, food items, and non-food items such as laundry soap, shampoo, bleach, vinegar, pill bottles, etc. Does not include Black Plastics.

#4 Low-Density Polyethylene (LDPE) Films	All #4 LDPE plastic films. Includes soft "stretchy" PE plastic used for items such as produce bags, overwrap for water bottles, garbage bags, kitchen liners, blue or clear recycling bags, sandwich and freezer bags, etc. Does not include Black Plastics.
#5 Polypropylene (PP)	All #5 PP plastics. Includes clear and coloured food containers, jugs, and jars, take-out beverage cups, bottles, and jars for food items, etc. Does not include Black Plastics.
#6 Non-Expanded Polystyrene (PS)	All Non-Expanded (rigid) #6 PS plastics. Includes clear or coloured rigid food trays, clamshells, cup lids, yogurt cups, CD and DVD cases only (no disk), etc. Does not include Black Plastics.
Glass	All clear and coloured glass. Includes bottles and containers for food, beverage, cosmetics, toiletries, household pharmaceutical products, candle jars etc. Does not include non-recyclable glass such as windowpane glass, plates, drinking glasses, figures, incandescent light bulbs.
Aluminum	All aluminum containers and foils. Includes food and beverage containers, rigid aluminum trays (pie plates, baking trays, etc.), empty aerosol containers, and containers for hair products, tubes, etc. Does not include full or partially full pressurized cans.
Steel	All steel containers. Includes food and beverage containers, empty spray cans (for cooking oil, whipped cream, etc.), empty paint cans. Does not include full or partially full pressurized cans.
<b>3. Organics</b>	
Organic Food Waste	All edible and non-edible organic wastes that results from food items. Includes untouched and leftover bakery, meat & fish, dried food, fruits & vegetables, dairy, and other foods.
Coffee Cups	All cups and containers used for hot/cold beverages and food with a plastic or wax lining. Multiple layered, primarily fibre, hot/cold food and beverage containers common in fast food industry.

	Includes paper-based cups with a plastic lining, water cooler cups, freezer boxes, etc.
Cold Beverage Cups	All cups and containers used for cold beverages with a plastic or wax lining.
Compostable Fibres/Tissues	Paper towels, paper napkins, toilet papers, facial tissues, etc.
<b>4. Electronic and Electrical Equipment (EEE)</b>	
E- Waste	All Waste from Electrical and Electronic Equipment (WEEE). Anything that is battery operated and/or can be plugged in to an electrical outlet. Includes computer / IT equipment, telecom equipment, TV & audio equipment, small kitchen appliances, wires / chargers / adapters, cocks, gadgets, etc.
<b>5. Hazardous Solid Waste (HSW)</b>	
Batteries and Bulbs	Includes all single-use and rechargeable batteries as well as all fluorescent tubes. Includes Alkaline-Manganese, Lithium, Silver Oxide, Zinc Air, Zinc-Carbon, etc.
<b>6. Operational Wastes</b>	
Metals	Scrap metals, copper pipes, hardware, etc. Includes multi-material items that are mainly metal.
Wood	Non-treated wood materials. Includes skids/pallets, wooden furniture, etc. Does not include branches, brush, or wood chips.
Plastic Strapping	All Plastic Strapping material. This material is used to bundle products together for retail sales and can come in a variety of colours and plastic materials.
<b>6. Other / Non-Recyclable Waste</b>	
Non-Recyclable / Other Landfill Waste	All other non-recyclable waste materials not classified elsewhere. Includes hazardous waste, coffee cups, black plastics, expanded polystyrene, all described below. Includes chip bags, furnace filters, laminated papers, rigid or durable plastics, non-recyclable glass, dust, single-use cleaning wipes, single-use coffee pods, plastic straws and cutlery, materials too small to process, etc.

PPE	All personal protective equipment including single-use face masks and gloves, safety glasses, hard hats, etc.
Textiles	All reusable textiles including cloth and fabrics from clothing, accessories, towels, rags, etc.
Expanded Polystyrene / Styrofoam	Includes white, coloured, and black polystyrene foam packaging. Includes food trays, clamshells, etc. Also includes foam packaging "peanuts" and foam blocks used to protect boxed products.

## Appendix B: Waste Audit Data

Audit data collected on June 21, 2022

Area Description	99 Bank		50 O'Connor	
	Garbage (kg)	Recycle (kg)	Garbage (kg)	Recycle (kg)
<b>Composition of Waste</b>				
<b>1. Paper</b>				
Fine Paper	5.75	12.50	8.81	8.44
Newsprint	0.11	11.00	0.00	3.64
Boxboard	6.81	3.30	7.52	8.94
Kraft Paper	5.70	3.81	8.15	2.39
Corrugated Cardboard	4.57	39.45	7.52	15.25
Gable Top Containers	0.38	1.25	0.75	0.51
Aseptic Containers	0.01	0.00	0.04	0.00
<b>2. Glass / Metal / Plastic</b>				
#1 Polyethylene Terephthalate (PET)	6.06	1.04	7.82	1.89
#2 High-Density Polyethylene (HDPE)	0.93	1.43	1.27	0.00
#4 Low-Density Polyethylene (LDPE) Films	3.60	0.04	4.49	0.00
#5 Polypropylene (PP)	2.31	0.28	3.23	1.06
#6 Non-Expanded Polystyrene (PS)	0.39	0.07	0.41	0.58
Glass	2.78	0.00	3.81	0.00
Aluminum Cans	1.44	9.10	2.35	0.12
Steel Cans	0.05	0.00	0.11	0.00
<b>3. Organics</b>				
Organic Food Waste	23.16	0.00	26.05	0.00
Coffee Cups	5.44	1.19	6.06	0.73
Cold Beverage Cups	4.01	1.34	5.53	0.00
Compostable Fibres/Tissues	43.10	5.50	37.91	3.37
<b>4. Electrical and Electronic Equipment (EEE)</b>				
E- Waste	0.10	0.00	0.00	0.00
<b>5. Hazardous Solid Waste (HSW)</b>				
Batteries and Bulbs	0.02	0.00	0.00	0.00
<b>6. Operational Waste</b>				
Metal	0.00	0.00	0.00	0.00
Wood	0.02	0.02	0.03	0.00
Plastic Strapping	0.11	0.00	0.00	0.00
<b>7. Other / Non-Recyclable</b>				
Non-Recyclable / Other Landfill Waste	5.70	5.46	5.05	0.00
PPE	0.55	0.00	0.69	0.00
Textiles	1.39	0.00	0.00	0.00
Styrofoam	0.23	0.92	0.21	0.46
<b>Total</b>	<b>124.72</b>	<b>97.70</b>	<b>137.81</b>	<b>47.38</b>

Adjusted composition data based on haulage records.

Area Description	Garbage		Recycling	
Sample	Quantity	Composition	Quantity	Composition
Composition of Waste	(kg/yr)	(%)	(kg/yr)	(%)
<b>1. Paper</b>				
Fine Paper	3,331.50	5.55%	4,380.54	14.43%
Newsprint	25.17	0.04%	3,062.61	10.09%
Boxboard	3,278.88	5.46%	2,560.55	8.44%
Kraft Paper	3,169.05	5.28%	1,297.01	4.27%
Corrugated Cardboard	2,766.34	4.61%	11,442.96	37.70%
Gable Top Containers	258.56	0.43%	368.18	1.21%
Aseptic Containers	11.44	0.02%	0.00	0.00%
<b>2. Glass / Metal / Plastic</b>				
#1 Polyethylene Terephthalate (PET)	3,175.91	5.29%	612.94	2.02%
#2 High-Density Polyethylene (HDPE)	503.39	0.84%	299.15	0.99%
#4 Low-Density Polyethylene (LDPE) Films	1,851.09	3.08%	8.37	0.03%
#5 Polypropylene (PP)	1,267.62	2.11%	280.32	0.92%
#6 Non-Expanded Polystyrene (PS)	183.05	0.30%	135.98	0.45%
Glass	1,507.87	2.51%	0.00	0.00%
Aluminum Cans	867.20	1.44%	1,928.78	6.36%
Steel Cans	36.61	0.06%	0.00	0.00%
<b>3. Organics</b>				
Organic Food Waste	11,259.84	18.74%	0.00	0.00%
Coffee Cups	2,631.34	4.38%	401.65	1.32%
Cold Beverage Cups	2,182.87	3.63%	280.32	0.92%
Compostable Fibres/Tissues	18,536.06	30.86%	1,855.56	6.11%
<b>4. Electrical and Electronic Equipment (EEE)</b>				
E- Waste	22.88	0.04%	0.00	0.00%
<b>5. Hazardous Solid Waste (HSW)</b>				
Batteries and Bulbs	4.58	0.01%	0.00	0.00%
<b>6. Operational Waste</b>				
Metal	0.00	0.00%	0.00	0.00%
Wood	11.44	0.02%	4.18	0.01%
Plastic Strapping	25.17	0.04%	0.00	0.00%
<b>7. Other / Non-Recyclable</b>				
Non-Recyclable / Other Landfill Waste	2,459.73	4.09%	1,142.20	3.76%
PPE	283.73	0.47%	0.00	0.00%
Textiles	318.05	0.53%	0.00	0.00%
Styrofoam	100.68	0.17%	288.69	0.95%
<b>Total</b>	<b>60,070.00</b>	<b>100.00%</b>	<b>30,350.00</b>	<b>100.00%</b>



Material Categories	Garbage (kg/yr)	Recycling (kg/yr)	Total (kg/yr)	Total (%)
Recyclables (Paper, Boxboard, Cardboard)	12,840.93	23,111.86	35,952.78	39.76%
Recyclables (Glass, Metals, Plastics)	9,392.73	3,265.53	12,658.26	14.00%
Organics	34,610.09	2,537.53	37,147.63	41.08%
EEE	22.88	0.00	22.88	0.03%
HSW	4.58	0.00	4.58	0.01%
Operational Wastes	36.61	4.18	40.79	0.05%
Non-Recyclable/Garbage	3,162.18	1,430.89	4,593.07	5.08%
<b>Total</b>	<b>60,070.00</b>	<b>30,350.00</b>	<b>90,420.00</b>	<b>100.00%</b>

Material Categories	Garbage (kg/yr)	Composition (%)	Recycling (kg/yr)	Composition (%)
Recyclables (Paper, Boxboard, Cardboard)	12,840.93	21.38%	23,111.86	76.15%
Recyclables (Glass, Metals, Plastics)	9,392.73	15.64%	3,265.53	10.76%
Organics	34,610.09	57.62%	2,537.53	8.36%
EEE	22.88	0.04%	0.00	0.00%
HSW	4.58	0.01%	0.00	0.00%
Operational Wastes	36.61	0.06%	4.18	0.01%
Non-Recyclable /Garbage	3,162.18	5.26%	1,430.89	4.71%
<b>Total</b>	<b>60,070.00</b>	<b>100.00%</b>	<b>30,350.00</b>	<b>100.00%</b>
Total Divertible Materials	56,907.82	94.74%	28,919.11	95.29%
Recycling	22,233.66	37.01%	26,377.39	86.91%
Organics	34,610.09	57.62%	2,537.53	8.36%
Other Diversion Programs	64.07	0.11%	4.18	0.01%
Total Non-Divertible Waste Materials	3,162.18	5.26%	1,430.89	4.71%
<b>Total</b>	<b>60,070.00</b>	<b>100.00%</b>	<b>30,350.00</b>	<b>100.00%</b>

	Garbage (kg/yr)	Recycling (kg/yr)	Organics (kg/yr)	Total (kg/yr)
Total Divertible Materials	56,907.82	28,919.11	0.00	85,826.93
Recycling	22,233.66	26,377.39	0.00	48,611.05
Organics	34,610.09	2,537.53	0.00	37,147.63
Other Diversion Programs	64.07	4.18	0.00	68.25
Total Non-Divertible Waste Materials	3,162.18	1,430.89	0.00	4,593.07
<b>Total</b>	<b>60,070.00</b>	<b>30,350.00</b>	<b>0.00</b>	<b>90,420.00</b>

## Appendix C: Waste Audit Summary

### Ministry of the Environment Waste Form Report of a Waste Audit Industrial, Commercial and Institutional Establishments As required by O. Reg. 102/94

- This report must be prepared 6 months after becoming subject to O. Reg. 102/94 and a copy retained on file for at least five years after it is prepared, and be made available to the ministry upon request.
- For large construction and demolition projects, please refer to the forms included with "A Guide to Waste Audits and Waste Reduction Work Plans for Construction and Demolition Projects as Required Under Ontario Regulation 102/94" (revised July 2008)

#### I. GENERAL INFORMATION

<b>Name of Owner and/or Operator of Entity(ies) and Company Name:</b> Sun Life Assurance Company of Canada & ONTARIO Holdings Ltd. – Sun Life Financial Centre			
<b>Name of Contact Person:</b> Lynn Heaston		<b>Telephone #:</b> (613) 782-3873	<b>Email address:</b> Lynn.Heaston@bentallgreenoak.com
<b>Street Address(es) of Entity(ies):</b> 50 O'Connor Street			
<b>Municipality:</b> Ottawa			
<b>Type of Entity (check one)</b>			
Retail Shopping Establishments	<input type="checkbox"/>	Hotels and Motels	<input type="checkbox"/>
Retail Shopping Complexes	<input type="checkbox"/>	Hospitals	<input type="checkbox"/>
Office Buildings	<input checked="" type="checkbox"/>	Educational Institutions	<input type="checkbox"/>
Restaurants	<input type="checkbox"/>	Large Manufacturing Establishments	<input type="checkbox"/>

**Note:** O. Reg. 102/94 does not apply to multi-unit residential buildings.

#### II. DESCRIPTION OF ENTITY

<p>Provide a brief overview of the entity(ties):</p> <p>Sun Life Financial Centre is located at 99 Bank Street and 50 O'Connor Street in Ottawa, Ontario. The facility includes two towers of office space, retail space and an atrium. The 99 Bank Street tower has 15 storeys while 50 O'Connor has 17 storeys. The building areas for 99 Bank Street and 50 O'Connor Street are 41,827 m<sup>2</sup> and 52,771 m<sup>2</sup> respectively. The SLFC is owned by Sun Life Assurance Company of Canada &amp; ONTARIO Holdings Ltd. and managed by BentallGreenOak.</p>
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### III. HOW WASTE IS PRODUCED AND DECISIONS AFFECTING THE PRODUCTION OF WASTE

For each category of waste that is produced at the entity(ies), explain how the waste will be produced and how management decisions and policies will affect the production of the waste.

Categories of Waste	How Is The Waste Produced and What Management Decisions/Policies Affect Its Production?
Fine Paper	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Newsprint	Brought in by staff and visitors. A diversion program is in place for recyclables.
Boxboard	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Kraft Paper	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Corrugated Cardboard	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Gable Top Containers	Brought in by staff and visitors. A diversion program is in place for recyclables.
Aseptic Containers	Brought in by staff and visitors. A diversion program is in place for recyclables.
#1 Plastic (PET)	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
#2 Plastic (HDPE)	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
#4 Plastic (LDPE)	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
#5 Plastic (PP)	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
#6 Plastic (PS)	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Glass	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Aluminum Cans	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.
Steel Cans	Generated in the facility or brought in by staff and visitors. A diversion program is in place for recyclables.

Organic Food Waste	Generated in the facility or brought in by staff and visitors. A diversion program is in place for organics.
Coffee Cups	Generated in the facility or brought in by staff and visitors. A diversion program is in place for organics.
Cold Beverage Cups	Generated in the facility or brought in by staff and visitors. A diversion program is in place for organics.
Compostable Fibres/Tissues	Generated in the facility or brought in by staff and visitors. A diversion program is in place for organics.
E-Waste	Generated in the facility. A diversion program is in place for electronics.
Batteries and Bulbs	Generated in the facility. A diversion program is in place for batteries and other hazardous solid waste.
Metal	Generated in the facility. A diversion program is in place for scrap metals.
Wood	Generated in the facility. No diversion program is identified.
Plastic Strapping	Generated in the facility. No diversion program is identified.
Non-Recyclable/Other Landfill Waste	Generated in the facility. No diversion program is identified.
Personal Protective Equipment (PPE)	Generated in the facility. No diversion program is identified.
Textiles	Generated in the facility. No diversion program is identified.
Styrofoam	Generated in the facility. No diversion program is identified.

**Note:** When completing this form, write “n/a” in the columns where the entity will not produce any waste for a category of waste.

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#### IV. MANAGEMENT OF WASTE

For each category of waste listed below, indicate which waste items will be disposed or reused/recycled and how each item will be managed at the entity(ies).

Category	Waste to be Disposed	Reused or Recycled Waste
Fine Paper	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Newsprint	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Boxboard	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Kraft Paper	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Corrugated Cardboard	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Gable Top Containers	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Aseptic Containers	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
#1 Plastic (PET)	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
#2 Plastic (HDPE)	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
#4 Plastic (LDPE)	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
#5 Plastic (PP)	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
#6 Plastic (PS)	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Glass	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Aluminum Cans	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.
Steel Cans	May be placed in error in a garbage receptacle.	Placed in sorting stations or mixed paper receptacles by staff and visitors to be recycled.

Organic Food Waste	May be placed in error in a garbage receptacle.	Placed in organics composting receptacles.
Coffee Cups	May be placed in error in a garbage receptacle.	Placed in organics composting receptacles.
Cold Beverage Cups	May be placed in error in a garbage receptacle.	Placed in organics composting receptacles.
Compostable Fibres/Tissues	May be placed in error in a garbage receptacle.	Placed in organics composting receptacles.
E-Waste	May be placed in error in a garbage receptacle.	Placed in electronics recycling container.
Batteries and Bulbs	May be placed in error in a garbage receptacle.	Placed in hazardous solid waste container.
Metal	May be placed in error in a garbage receptacle.	Placed in scrap metals recycling container.
Wood	Placed in a garbage receptacle to be disposed in landfill.	N/A
Plastic Strapping	Placed in a garbage receptacle to be disposed in landfill.	N/A
Non-Recyclable/Other Landfill Waste	Placed in a garbage receptacle to be disposed in landfill.	N/A
Personal Protective Equipment (PPE)	Placed in a garbage receptacle to be disposed in landfill.	N/A
Textiles	Placed in a garbage receptacle to be disposed in landfill.	N/A
Styrofoam	Placed in a garbage receptacle to be disposed in landfill.	N/A

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## V. ESTIMATED QUANTITY OF WASTE PRODUCED ANNUALLY

Estimated Amount of Waste Produced (tonnes)												
Categories of Waste	Generated			Reused			Recycled			Disposed		
	"A" Base Year	"B" Current Year	"C" Change (A-B)	"A" Base Year	"B" Current Year	"C" Change (A-B)	"A" Base Year	"B" Current Year	"C" Change (A-B)	"A" Base Year	"B" Current Year	"C" Change (A-B)
Fine Paper	29,311.08	7,712.04	21,599.04	0.00	0.00	0.00	24,476.12	4,380.54	20,095.58	4,834.96	3,331.50	1,503.46
Newsprint	140.18	3,087.78	-2,947.60	0.00	0.00	0.00	46.50	3,062.61	-3,016.11	93.68	25.17	68.51
Boxboard	3,141.47	5,839.42	-2,697.95	0.00	0.00	0.00	1,756.47	2,560.55	-804.08	1,330.25	3,278.88	-1,948.62
Kraft Paper	1,066.36	4,466.05	-3,399.70	0.00	0.00	0.00	574.53	1,297.01	-722.48	429.77	3,169.05	-2,739.27
Corrugated Cardboard	32,464.88	36,619.30	-4,154.42	0.00	0.00	0.00	32,394.62	11,442.96	20,951.66	70.26	2,766.34	-2,696.08
Gable Top Containers	54.68	626.74	-572.07	0.00	0.00	0.00	36.43	368.18	-331.76	18.25	258.56	-240.31
Aseptic Containers	208.45	11.44	197.01	0.00	0.00	0.00	40.55	0.00	40.55	167.90	11.44	156.46
#1 Plastic (PET)	1,026.07	3,788.85	-2,762.78	0.00	0.00	0.00	422.38	612.94	-190.56	603.69	3,175.91	-2,572.22
#2 Plastic (HDPE)	137.66	802.54	-664.88	0.00	0.00	0.00	112.66	299.15	-186.49	25.00	503.39	-478.38
#4 Plastic (LDPE)	2,398.06	1,859.46	538.60	0.00	0.00	0.00	465.43	8.37	457.06	1,855.98	1,851.09	4.89
#5 Plastic (PP)	450.50	1,547.94	-1,097.44	0.00	0.00	0.00	137.95	280.32	-142.37	312.55	1,267.62	-955.07
#6 Plastic (PS)	2,881.60	319.03	2,562.58	0.00	0.00	0.00	2,782.63	135.98	2,646.66	62.47	183.05	-120.58
Glass	1,178.33	1,507.87	-329.54	0.00	0.00	0.00	641.25	0.00	641.25	537.08	1,507.87	-970.79
Aluminum Cans	355.29	2,795.97	-2,440.69	0.00	0.00	0.00	145.84	1,928.78	-1,782.93	209.44	867.20	-657.75
Steel Cans	40.15	36.61	3.54	0.00	0.00	0.00	0.00	0.00	0.00	40.15	36.61	3.54
Organic Food Waste	29,767.08	14,319.84	15,447.25	0.00	0.00	0.00	381.83	0.00	381.83	9,565.75	11,259.84	-1,694.09
Coffee Cups	1,163.57	3,032.99	-1,869.42	0.00	0.00	0.00	300.25	401.65	-101.41	845.07	2,631.34	-1,786.26
Cold Beverage Cups	0.00	2,463.19	-2,463.19	0.00	0.00	0.00	0.00	280.32	-280.32	0.00	2,182.87	-2,182.87
Compostable Fibres/Tissues	3,328.44	20,391.61	-17,063.18	0.00	0.00	0.00	983.52	1,855.56	-872.04	2,235.42	18,536.06	-16,300.64
E-Waste	1,511.39	22.88	1,488.50	0.00	0.00	0.00	1,467.59	0.00	1,467.59	43.80	22.88	20.92
Batteries and Bulbs	4,377.53	4.58	4,372.95	0.00	0.00	0.00	4,377.53	0.00	4,377.53	0.00	4.58	-4.58

Metal	255.50	0.00	255.50	0.00	0.00	0.00	0.00	0.00	0.00	255.50	0.00	255.50
Wood	431.56	15.62	415.94	0.00	0.00	0.00	423.22	4.18	419.04	8.33	11.44	-3.11
Plastic Strapping	35.40	25.17	10.23	0.00	0.00	0.00	3.10	0.00	3.10	32.30	25.17	7.13
Non-Recyclable/Other Landfill Waste	10,514.36	3,601.93	6,912.43	0.00	0.00	0.00	4,358.27	1,142.20	3,216.06	4,433.29	2,459.73	1,973.56
Personal Protective Equipment (PPE)	321.00	283.73	37.27	0.00	0.00	0.00	36.43	0.00	36.43	284.57	283.73	0.85
Textiles	0.00	318.05	-318.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	318.05	-318.05
Styrofoam	0.00	389.37	-389.37	0.00	0.00	0.00	0.00	288.69	-288.69	0.00	100.68	-100.68



## VI. EXTENT TO WHICH MATERIALS OR PRODUCTS USED OR SOLD BY THE ENTITY CONSIST OF RECYCLED OR REUSED MATERIALS OR PRODUCTS

Please answer the following questions:

1. Do you have a management policy in place that promotes the purchasing and/or use of materials or products that consist of recycled and/or reused materials or products? If yes, please describe.
2. Do you have plans to increase the extent to which materials or products used or sold\* consist of recycled or reused materials or products? If yes, please describe.

\*Information regarding materials or products “sold” that consist of recycled or reused materials or products is only required from owner(s) of retail shopping establishments and the owner(s) or operator(s) of large manufacturing establishments.

Please attach any additional page(s) as required to answer the above questions.

<b>I hereby certify that the information provided in this Report of Waste Audit is complete and correct.</b>		
<b>Signature of authorized official:</b>	<b>Title:</b>	<b>Date:</b>

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## Appendix D: Waste Reduction Work Plan

### Ministry of the Environment Waste Form Report of a Waste Audit Industrial, Commercial and Institutional Establishments As required by O. Reg. 102/94

- This report must be prepared 6 months after becoming subject to O. Reg. 102/94 and a copy retained on file for at least five years after it is prepared, and be made available to the ministry upon request.
- For large construction and demolition projects, please refer to the forms included with "A Guide to Waste Audits and Waste Reduction Work Plans for Construction and Demolition Projects as Required Under Ontario Regulation 102/94" (revised July 2008)

#### I. GENERAL INFORMATION

<b>Name of Owner and/or Operator of Entity(ies) and Company Name:</b> Sun Life Assurance Company of Canada & ONTARIO Holdings Ltd. – Sun Life Financial Centre			
<b>Name of Contact Person:</b> Lynn Heaston		<b>Telephone #:</b> (613) 782-3873	<b>Email address:</b> Lynn.Heaston@bentallgreenoak.com
<b>Street Address(es) of Entity(ies):</b> 50 O'Connor Street			
<b>Municipality:</b> Ottawa			
<b>Type of Entity (check one)</b>			
Retail Shopping Establishments		Hotels and Motels	
Retail Shopping Complexes		Hospitals	
Office Buildings	X	Educational Institutions	
Restaurants		Large Manufacturing Establishments	

**Note:** O. Reg. 102/94 does not apply to multi-unit residential buildings.

#### II. DESCRIPTION OF ENTITY

<p>Provide a brief overview of the entity(ties):</p> <p>Sun Life Financial Centre is located at 99 Bank Street and 50 O'Connor Street in Ottawa, Ontario. The facility includes two towers of office space, retail space and an atrium. The 99 Bank Street tower has 15 storeys while 50 O'Connor has 17 storeys. The building areas for 99 Bank Street and 50 O'Connor Street are 41,827 m<sup>2</sup> and 52,771 m<sup>2</sup> respectively. The SLFC is owned by Sun Life Assurance Company of Canada &amp; ONTARIO Holdings Ltd. and managed by BentallGreenOak.</p>
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### III. PLANS TO REDUCE, REUSE AND RECYCLE WASTE

For each category of waste described in Part V of “Report of a Waste Audit” (on which this plan is based), explain what your plans are to Reduce, Reuse, and Recycle the waste, including: 1) how the waste will be source separated at the establishment, and 2) the programs to reduce, reuse, and recycle all source separated waste.

Waste Category (as stated in Part V of your ‘Report of a Waste Audit’)	Source Separation and 3Rs Program
Fine Paper	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage occupants to print on both sides of each sheet and only print when necessary. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Newsprint	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage occupants to print on both sides of each sheet and only print when necessary. <u>Recycle:</u> Occupants are able to recycle. Post feedback posters to reduce contamination and increase capture rates.
Boxboard	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage suppliers to use reusable packaging or choose suppliers that already do so. <u>Recycle:</u> Occupants are able to recycle.
Kraft Paper	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage suppliers to use reusable packaging or choose suppliers that already do so. <u>Recycle:</u> Occupants are able to recycle.
Corrugated Cardboard	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage suppliers to use reusable packaging or choose suppliers that already do so. Encourage occupants to reuse cardboard boxes when possible. <u>Recycle:</u> Occupants are able to recycle.
Gable Top Containers	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage suppliers to use reusable packaging or choose suppliers that already do so. <u>Recycle:</u> Occupants are able to recycle.
Aseptic Containers	<u>Mixed Paper Recycling Program</u> <u>Reduce:</u> Encourage suppliers to use reusable packaging or choose suppliers that already do so. <u>Recycle:</u> Occupants are able to recycle.
#1 Plastic (PET)	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
#2 Plastic (HDPE)	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.

#4 Plastic (LDPE)	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage bags to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
#5 Plastic (PP)	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
#6 Plastic (PS)	<u>Containers Recycling Program</u> <u>Reduce:</u> Negotiate with suppliers to have the polystyrene packaging removed or reused as part of shipping materials. Explore the option of using compostable packaging for food take-out rather than polystyrene. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
Glass	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
Aluminum Cans	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
Steel Cans	<u>Containers Recycling Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Occupants are able to recycle. Post guides to reduce contamination and increase capture rates.
Organic Food Waste	<u>Organic Composting Program</u> <u>Recycle:</u> Maintain and enhance the existing organics composting program through review of signage, container placement, and tenant engagement.
Coffee Cups	<u>Organic Composting Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Maintain and enhance the existing organics composting program through review of signage, container placement, and tenant engagement.
Cold Beverage Cups	<u>Organic Composting Program</u> <u>Reduce:</u> Encourage occupants to bring reusable food and beverage containers to work. <u>Recycle:</u> Maintain and enhance the existing organics composting program through review of signage, container placement, and tenant engagement.
Compostable Fibres/Tissues	<u>Organic Composting Program</u> <u>Recycle:</u> Maintain and enhance the existing organics composting program through review of signage, container placement, and tenant engagement.
E-Waste	<u>Electronics Recycling Program</u> <u>Recycle:</u> Electronic waste is collected by a third party hauler and sent to a facility for recycling.

Batteries and Bulbs	<u>Batteries and Fluorescent Tubes Recycling Program</u> <u>Recycle:</u> Hazardous solid waste is collected by a third party hauler and sent to a facility for recycling.
Metal	<u>Scrap Metals Recycling Program</u> <u>Recycle:</u> Scrap metal is collected by a third party hauler and sent to a facility for recycling.
Wood	No program identified.
Plastic Strapping	No program identified.
Non-Recyclable/Other Landfill Waste	No program identified.
Personal Protective Equipment (PPE)	No program identified.
Textiles	No program identified.
Styrofoam	No program identified.

**Note:** When completing this form, write "n/a" in the columns where the entity will not produce any waste for a category of waste.

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#### IV. RESPONSIBILITY FOR IMPLEMENTING THE WASTE REDUCTION WORK PLAN

Identify who is responsible for implementing the Waste Reduction Work Plan at your entity(ies). If more than one person is responsible for implementation, identify each person who is responsible and indicate the part of the Waste Reduction Work Plan that each person is responsible for implementing.		
Name of Person	Responsibility	Telephone #
Lynn Heaston	Property Manager – SLFC BentallGreenOak	(613) 782-3873
Allison Schmidtke	Senior Property Administrator – SLFC BentallGreenOak	(613) 782-3876

#### V. TIMETABLE FOR IMPLEMENTING THE WASTE REDUCTION WORK PLAN

Provide a timetable indicating when each Source Separation and 3Rs program of the Waste Reduction Work Plan will be implemented.	
Source Separation and 3Rs Program	Schedule for Completion
Mixed Paper Recycling	<u>On An Ongoing Basis</u> Use education sessions and messaging to make staff and occupants aware of: (1) the importance of reducing paper use, specifically non-recyclable paper, and (2) the elements of the current recycling program (i.e., acceptable materials)
Containers Recycling	<u>On An Ongoing Basis</u> Use education sessions and messaging to make staff and occupants aware of the importance of reducing plastic use, specifically polystyrene and other non-recyclable plastics. Remind tenants of what materials are accepted in the recycling program and what materials are contaminants.
Organics Composting	<u>On An Ongoing Basis</u> Use education sessions and messaging to encourage occupants to use the Organics Composting program.

## VI. COMMUNICATION TO STAFF, CUSTOMERS, GUESTS AND VISITORS

Explain how the Waste Reduction Work Plan will be communicated to employees, customers, tenants, guests/visitors and students:

Posting the results of the audit as feedback posters in the kitchenettes or front lobbies and including the information in general emails or tenant/public accessible websites would enhance the exposure of the program. This step is left to facility management to complete.

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## VII. ESTIMATED WASTE PRODUCED BY MATERIAL TYPE AND THE PROJECTED AMOUNT

Material Categories (as stated in Part III)	Estimated Annual Waste Produced* (tonnes)	Name of Proposed 3Rs Program (as stated in Part III)	Projections to Reduce, Reuse, or Recycle Waste (tonnes)			Estimated Annual Amount to be Diverted ** (%)
			Reduce	Reuse	Recycle	
Fine Paper	7,712.04	Mixed Paper Recycling			5,012.83	65.00%
Newsprint	3,087.78	Mixed Paper Recycling			2,007.06	65.00%
Boxboard	5,839.42	Mixed Paper Recycling			3,795.62	65.00%
Kraft Paper	4,466.05	Mixed Paper Recycling			2,902.94	65.00%
Corrugated Cardboard	36,619.30	Mixed Paper Recycling			23,802.54	65.00%
Gable Top Containers	626.74	Mixed Paper Recycling			407.38	65.00%
Aseptic Containers	11.44	Mixed Paper Recycling			7.44	65.00%
#1 Plastic (PET)	3,788.85	Containers Recycling			2,462.75	65.00%
#2 Plastic (HDPE)	802.54	Containers Recycling			521.65	65.00%
#4 Plastic (LDPE)	1,859.46	Containers Recycling			1,208.65	65.00%
#5 Plastic (PP)	1,547.94	Containers Recycling			1,006.16	65.00%
#6 Plastic (PS)	319.03	Containers Recycling			207.37	65.00%
Glass	1,507.87	Containers Recycling			980.12	65.00%
Aluminum Cans	2,795.97	Containers Recycling			1,817.38	65.00%

Steel Cans	36.61	Containers Recycling			23.80	65.00%
Organic Food Waste	11,259.84	Organic Composting			7,318.89	65.00%
Coffee Cups	3,032.99	Organic Composting			1,971.44	65.00%
Cold Beverage Cups	2,463.19	Organic Composting			1,601.07	65.00%
Compostable Fibres/Tissues	20,391.61	Organic Composting			13,254.55	65.00%
E-Waste	22.88	Electronics Recycling			14.87	65.00%
Batteries and Bulbs	4.58	Batteries and Fluorescent Tubes Recycling			2.97	65.00%
Metal	0.00	Scrap Metals Recycling			0.00	65.00%
Wood	15.62	No program identified		9.37		60.00%
Plastic Strapping	25.17	No program identified		15.10		60.00%
Non-Recyclable/Other Landfill Waste	3,601.93	No program identified	2,161.16			60.00%
Personal Protective Equipment (PPE)	283.73	No program identified	170.24			60.00%
Textiles	318.05	No program identified	190.83			60.00%
Styrofoam	389.37	No program identified	233.62			60.00%

\*Estimated Waste Produced = Waste Diverted (3Rs) + Waste Disposed

\*\* Estimated Waste Diversion Rate = Amount of Waste Diverted (3Rs) / Estimated Waste Produced x 100%

<b>I hereby certify that the information provided in this Waste Reduction Work Plan is complete and correct.</b>		
<b>Signature of authorized official:</b>	<b>Title:</b>	<b>Date:</b>

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