

APPENDIX E: REPORT OF A WASTE AUDIT FORM

Ministry of the Environment, Conservation and Parks
Report of a Waste Audit
Industrial, Commercial and Institutional Establishments
As required by Ontario Regulation 102/94

I. General Information

Name of Owner and/or Operator of Entity(ies) and Company Name:		
Sun Life Centre care of BentallGreenOak		
Name of Contact Person:	Telephone Number:	Email Address:
Street Address of Entity(ies):		
55 O'Connor St & 99 Bank St		
Municipality:		
Ottawa, Ontario		
Type of Entity:		
Office Building		

II. Description of Entity

Provide a brief overview of the entity(ies):
The Sun Life Centre is a 947,425 ft ² , two-tower office and retail complex connected by an atrium. It is located in downtown Ottawa, Ontario, and the buildings are currently under the care of BentallGreenOak.

III. How Waste is Produced and Decisions Affecting the Production of Waste

Categories of Waste:	How is the Waste Produced and What Management Decisions/Policies Affect Its Production?
Polyethylene Terephthalate (PET #1)	Waste is generated when materials are brought to the site by visitors and employees, or when the material is purchased for daily operations onsite. Waste is commonly generated from water bottles or condiment bottles.
High-Density Polyethylene (HDPE #2)	Waste is generated when materials are brought to the site by visitors and employees, or when the material is purchased for daily operations onsite. Waste is commonly generated from cleaning bottles or soap bottles.
Low-Density Polyethylene (LDPE #4)	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite. Waste is commonly generated from shopping bags, clear food containers, squeezable bottles, and general "soft plastics".
Polypropylene (PP #5)	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite. Waste is commonly generated from yogurt containers or butter containers.

Condensed Polystyrene (PS-C #6)	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite. Waste is commonly generated from coffee cup lids, and disposable plates and cups.
Aluminum Food and Beverage Cans	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Steel Food and Beverage Cans	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Glass Bottles & Jars for Food & Beverage	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Polycoats	Waste is generated when materials are brought to the site by visitors and employees. Waste is commonly generated from juice boxes, soup boxes or gable top cartons.
Scrap Metal	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Cardboard (Corrugated)	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite. Waste is commonly generated through the packaging associated with the purchase or consumption of products.
Boxboard	Waste is generated when materials are brought to the site by visitors and employees. Waste is commonly generated through the packaging associated with the purchase or consumption of products.
Mixed Paper (Fine Paper & Newsprint)	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Fats, Oil, & Grease	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite. Waste is commonly generated during the production of food.
Tissues & Paper Towel	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite. Waste is commonly generated when product is used for cleaning purposes onsite.
Solid Food Waste	Waste is generated during the consumption of food products onsite by employees and visitors.
Other Organics	Waste is generated when organic materials are brought to the site by visitors and employees.
Scrap Wood	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Disposable Food Packaging	Waste is generated during the consumption of food products onsite by employees and visitors.
Coffee Cups	Waste is generated when single-use coffee cups are brought to the site by visitors and employees.
Clothing and Textiles	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.

Personal Protective Equipment	Waste is generated when the material is purchased for protection against hazardous conditions at the site.
Non-Recyclable Packaging	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
E-Waste, Batteries, & Toner Cartridges	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.
Other Waste	Waste is generated when materials are brought to the site by visitors and employees or when the material is purchased for daily operations onsite.

IV. Management of Waste

Category:	Waste to be Disposed:	Reused or Recycled Waste:
Polyethylene Terephthalate (PET #1)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
High-Density Polyethylene (HDPE #2)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Low-Density Polyethylene (LDPE #4)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Polypropylene (PP #5)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Condensed Polystyrene (PS-C #6)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Aluminum Food and Beverage Cans	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Steel Food and Beverage Cans	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.

Glass Bottles & Jars for Food & Beverage	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Polycoats	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Scrap Metal	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees place this material in the recycling bins to be recycled.
Cardboard (Corrugated)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Boxboard	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Mixed Paper (Fine Paper & Newsprint)	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees and visitors place this material in the recycling bins to be recycled.
Fats/Oil/Grease	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees place this material in the bins to be recycled.
Tissues & Paper Towel	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current composting program.	Employees and visitors place this material in the bins to be composted.
Solid Food Waste	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current composting program.	Employees and visitors place this material in the bins to be composted.
Other Organic Material	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current composting program.	Employees and visitors place this material in the bins to be composted.

Scrap Wood	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees place this material in the bins to be recycled.
Disposable Food Packaging	This material is handled as mixed waste and is placed in a bin for disposal.	Not applicable.
Coffee Cups	This material is handled as mixed waste and is placed in a bin for disposal.	This material cannot be recycled or reused. Occasionally, it is incorrectly disposed of in the recycling totes by employees and visitors.
Clothing and Textiles	This material is handled as mixed waste and is placed in a bin for disposal.	Not applicable.
Personal Protective Equipment	This material is handled as mixed waste and is placed in a bin for disposal.	Not applicable.
Non-Recyclable Packaging	This material is handled as mixed waste and is placed in a bin for disposal.	Not applicable.
E-Waste, Batteries, & Toners	Material is occasionally disposed of as waste by employees and visitors due to non-compliance with the current recycling program.	Employees place this material in the bins to be recycled.
Other Waste	This material is handled as mixed waste and is placed in a bin for disposal.	Not applicable.

Part V	Estimated Amount of Waste Produced in Kilograms (kg)											
	Generated			Reused			Recycled			Disposed		
Waste Categories:	"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)
Polyethylene Terephthalate (PET #1)		5,531.95						653.34			4,878.60	
High-Density Polyethylene (HDPE #2)		2,252.55						925.29			1,327.26	
Low-Density Polyethylene (LDPE #4)		177.35						92.86			84.49	
Polypropylene (PP #5)		1,577.75						89.54			1,488.21	
Condensed Polystyrene (PS-C #6)		467.61						99.49			368.12	
Aluminum Food and Beverage Cans		1,390.89						139.29			1,251.60	
Steel Food and Beverage Cans		2,334.34						464.30			1,870.04	
Glass Bottles & Jars for Food & Beverage		2,182.04						643.39			1,538.64	
Polycoats		2,466.96						9.95			2,457.01	
Scrap Metal		5,569.35						5,327.00			242.35	
Cardboard (Corrugated)		47,324.59						45,926.31			1,398.27	
Boxboard		5,969.31						4,636.41			1,332.90	
Mixed Paper (Fine Paper & Newsprint)		15,502.84						9,445.27			6,057.56	
Fats/Oil/Grease		1,561.00						1,561.00			0.00	
Tissues & Paper Towel		27,768.45						2,130.21			25,638.24	
Solid Food Waste		82,217.58						40,182.16			42,035.42	
Other Organic Materials		1,982.84						1,402.99			579.85	
Scrap Wood		4,599.00						4,599.00			0.00	
Disposable Food Packaging		25,328.19						0.00			25,328.19	
Coffee Cups		3,862.55						0.00			3,862.55	
Clothing and Textiles		339.18						0.00			339.18	
Personal Protective Equipment		313.73						0.00			313.73	
Non-Recyclable Packaging		693.79						0.00			693.79	
E-Waste, Batteries, & Toner Cartridges		1,376.00						1,376.00			0.00	
Other Waste		3,583.18						0.00			3,583.18	
Total	153,031.80	246,373.00	-93,341.20	0.00	0.00	0.00	63,784.17	119,703.83	-55,919.66	89,247.63	126,669.17	-37,421.54
Percent Change (total C/ total A x 100)			-60.99%						-87.67%			-41.93%

Please note that the values reported as base year correspond to the values retrieved from the 2023 waste audit report.

VI. Extent to which Materials or Products used or sold by the Entity Consist of Recycled or Reused Materials or Products.

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.
	Yes, the 'ForeverGreen' engagement program provides Bentall GreenOak with a consistent messaging strategy on sustainability initiatives that involve their clients, tenants, and suppliers.
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.
	No plans currently in place to increase the extent to which materials/products used consist of recycled or reused materials.

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

I hereby certify that the information provided in this Report of a Waste Audit is complete and correct.		
Signature of Authorized Official:	Title:	Date:

APPENDIX F: REPORT OF A WASTE REDUCTION WORK PLAN

Ministry of the Environment, Conservation and Parks
Report of a Waste Reduction Work Plan
Industrial, Commercial and Institutional Establishments
As required by Ontario Regulation 102/94

I. General Information

Name of Owner and/or Operator of Entity(ies) and Company Name:			
Sun Life Centre care of BentallGreenOak			
Name of Contact Person:	Telephone Number:	Email Address:	
Street Address of Entity(ies):			
55 O'Connor St & 99 Bank St			
Municipality:			
Ottawa, Ontario			
Type of Entity:			
Retail Shopping Establishment		Hotel and Motel	
Retail Shopping Complex	X	Hospital	
Office Building	X	Educational Institution	
Restaurant		Large Manufacturing Establishment	

II. Description of Entity

Provide a brief overview of the entity(ies):
The Sun Life Centre is a 947,425 ft ² , two-tower office and retail complex connected by an atrium. It is located in downtown Ottawa, Ontario, and the buildings are currently under the care of BentallGreenOak.

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.	
Polyethylene Terephthalate (PET #1)	Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream Visitors and employees will be encouraged to use recycling bins to source separate PET (#1). Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
High-Density Polyethylene (HDPE #2)	Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream Visitors and employees will be encouraged to use recycling bins to source separate HDPE (#2). Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.

Low-Density Polyethylene (LDPE #4)	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Visitors and employees will be encouraged to use recycling bins to source separate LDPE (#4). Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.</p>
Polypropylene (PP #5)	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Visitors and employees will be encouraged to use recycling bins to source separate PP (#5). Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.</p>
Condensed Polystyrene (PS-C #6)	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Visitors and employees will be encouraged to use recycling bins to source separate PS-C (#6). Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.</p>
Aluminum Food and Beverage Cans	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Visitors and employees will be encouraged to use recycling bins to source separate aluminum. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.</p>
Steel Food and Beverage Cans	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Visitors and employees will be encouraged to use recycling bins to source separate steel. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.</p>
Glass Bottles & Jars for Food & Beverage	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Visitors and employees will be encouraged to use recycling bins to source separate glass. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.</p>
Polycoats	<p>Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream</p> <p>Employees will be encouraged to use recycling bins to source separate polycoat containers. Bins have been provided in offices and staff areas for employees.</p>
Scrap Metal	<p>Reduce: No plans Reuse: No plans Recycle: Scrap metal recycling stream</p> <p>Employees will be encouraged to use recycling bins to source separate scrap metal. Bins have been provided in the appropriate areas for staff and employees.</p>

Cardboard (Corrugated)	Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream Visitors and employees will be encouraged to use recycling bins to source separate cardboard. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
Boxboard	Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream Visitors and employees will be encouraged to use recycling bins to source separate boxboard. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
Mixed Paper (Fine Paper & Newsprint)	Reduce: No plans Reuse: No plans Recycle: Mixed recycling stream Visitors and employees will be encouraged to use recycling bins to source separate paper. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
Fats, Oil, & Grease	Reduce: No plans Reuse: No plans Recycle: Fats, Oil, & Grease recycling stream Employees will be encouraged to use recycling bins to source separate fats, oil, & grease. Bins have been provided in the appropriate areas for staff and employees.
Tissues & Paper Towel	Reduce: No plans Reuse: No plans Recycle: Composting stream Visitors and employees will be encouraged to use recycling bins to source separate tissues & paper towels. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
Solid Food Waste	Reduce: No plans Reuse: No plans Recycle: Composting stream Visitors and employees will be encouraged to use recycling bins to source separate solid food waste. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
Other Organic Materials	Reduce: No plans Reuse: No plans Recycle: Composting stream Visitors and employees will be encouraged to use recycling bins to source separate other organic materials. Bins have been provided in public spaces for visitors, as well as in offices and staff areas for employees.
Scrap Wood	Reduce: No plans Reuse: No plans Recycle: Scrap wood recycling stream Employees will be encouraged to use recycling bins to source separate wood. Bins have been provided in the appropriate areas for staff and employees.
Disposable Food Packaging	No plans to reduce, reuse, or recycle disposable food packaging.
Coffee Cups	No plans to reduce, reuse, or recycle coffee cups.
Clothing and Textiles	No plans to reduce, reuse, or recycle clothing and textiles.
Personal Protective Equipment	No plans to reduce, reuse, or recycle personal protective equipment.

Non-Recyclable Packaging	No plans to reduce, reuse, or recycle non-recyclable packaging.
E-Waste, Batteries, & Toner Cartridges	Reduce: No plans Reuse: No plans Recycle: E-waste, batteries, and toner cartridge recycling streams Employees will be encouraged to use recycling bins to source separate e-waste, batteries, and toner cartridges. Bins have been provided in the appropriate areas for staff and employees.
Other Waste	No plans to reduce, reuse, or recycle other waste items.

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 Number:
	Source Separation and 3R Program Implementation	

V. Timetable for Implementing 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:
<p>Optimize the Diversion Streams: Consider optimizing diversion streams through the use of signage and engagement with stakeholders onsite.</p> <p>Reduce Waste Materials: Consider reducing the disposal of single-use products onsite through stakeholder engagement and participation in re-use programs onsite.</p>	<p>Ongoing – Sun Life Centre/BentallGreenOak will continuously work towards a more sustainable waste management strategy onsite through optimizing diversion streams, increasing stakeholder engagement in the waste management programs, and reducing waste where possible.</p>

VI. Communication to Staff and Visitors

Explain how the Waste Reduction Work Plan will be communicated to employees, visitors, tenants, and students:
The waste reduction work plan will be posted for tenants and staff to review. Tenants and staff will be briefed on new changes to diversion programs.

VII. Estimated Waste Produced by Material Type and the Projected Amount

Material Categories (as stated in Part III)	Estimated Annual Waste Produced* (kgs)	Name of Proposed 3Rs Program (as stated in Part III)	Projections to Reduce, Reuse or Recycle Waste (kgs)			Estimated Annual Amount to be Diverted** (%)
			Reduce	Reuse	Recycle	
Polyethylene Terephthalate (PET #1)	5531.95	Mixed Recycling Stream			653.34	11.81%
High-Density Polyethylene (HDPE #2)	2252.55	Mixed Recycling Stream			925.29	41.08%
Low-Density Polyethylene (LDPE #4)	177.35	Mixed Recycling Stream			92.86	52.36%
Polypropylene (PP #5)	1577.75	Mixed Recycling Stream			89.54	5.68%
Condensed Polystyrene (PS-C #6)	467.61	Mixed Recycling Stream			99.49	21.28%
Aluminum Food and Beverage Cans	1390.89	Mixed Recycling Stream			139.29	10.01%
Steel Food and Beverage Cans	2334.34	Mixed Recycling Stream			464.30	19.89%
Glass Bottles & Jars for Food & Beverage	2182.04	Mixed Recycling Stream			643.39	29.49%
Polycoats	2466.96	Mixed Recycling Stream			9.95	0.40%
Scrap Metal	5569.35	Scrap Metal Recycling Stream			5327.00	95.65%
Cardboard (Corrugated)	47324.59	Mixed Recycling Stream			45926.31	97.05%
Boxboard	5969.31	Mixed Recycling Stream			4636.41	77.67%
Mixed Paper (Fine Paper & Newsprint)	15502.84	Mixed Recycling Stream			9445.27	60.93%
Fats/Oil/Grease	1561.00	Fats/Oil/Grease Recycling Stream			1561.00	100.00%

Tissues & Paper Towel	27768.45	Organics Composting Stream			2130.21	7.67%
Solid Food Waste	82217.58	Organics Composting Stream			40182.16	48.87%
Other Organic Materials	1982.84	Organics Composting Stream			1402.99	70.76%
Scrap Wood	4599.00	Scrap Wood Recycling Stream			4599.00	100.00%
Disposable Food Packaging	25328.19	Mixed Waste Stream			0.00	0.00%
Coffee Cups	3862.55	Mixed Waste Stream			0.00	0.00%
Clothing and Textiles	339.18	Mixed Waste Stream			0.00	0.00%
Personal Protective Equipment	313.73	Mixed Waste Stream			0.00	0.00%
Non-Recyclable Packaging	693.79	Mixed Waste Stream			0.00	0.00%
E-Waste, Batteries, & Toner Cartridges	1376.00	E-Waste, Batteries, & Toner Cartridges Recycling Streams			1376.00	100.00%
Other Waste	3583.18	Mixed Waste Stream			0.00	0.00%

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

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

I hereby certify that the information provided in this Waste Reduction Work Plan is complete and correct.		
Signature of Authorized Official:	Title:	Date:

APPENDIX G: AREA WASTE TO LANDFILL BREAKDOWN

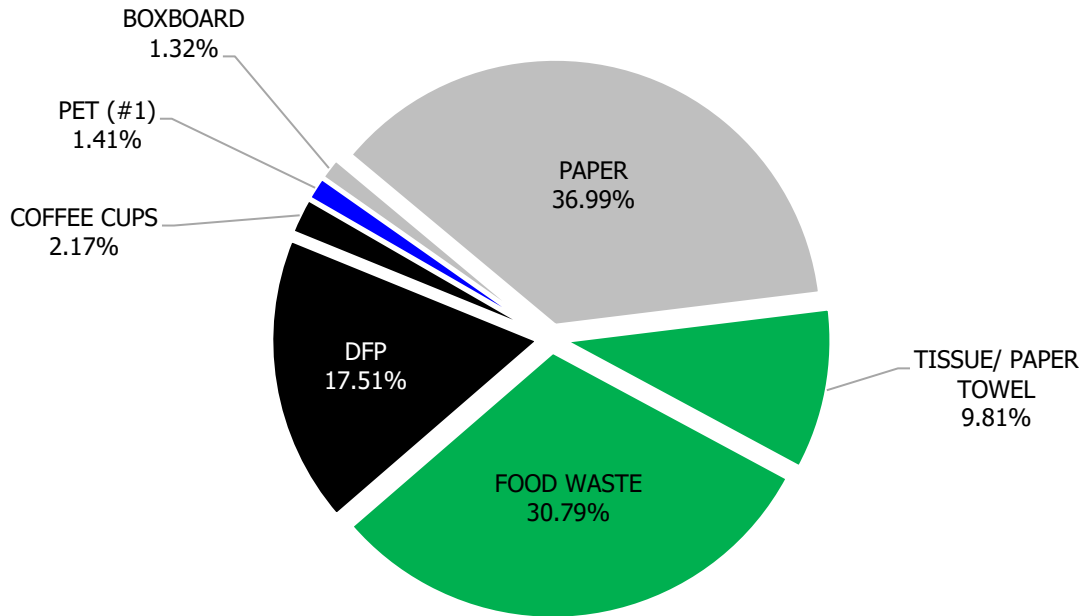


Figure G1. Rideau Club's waste to landfill stream, shown in percent.

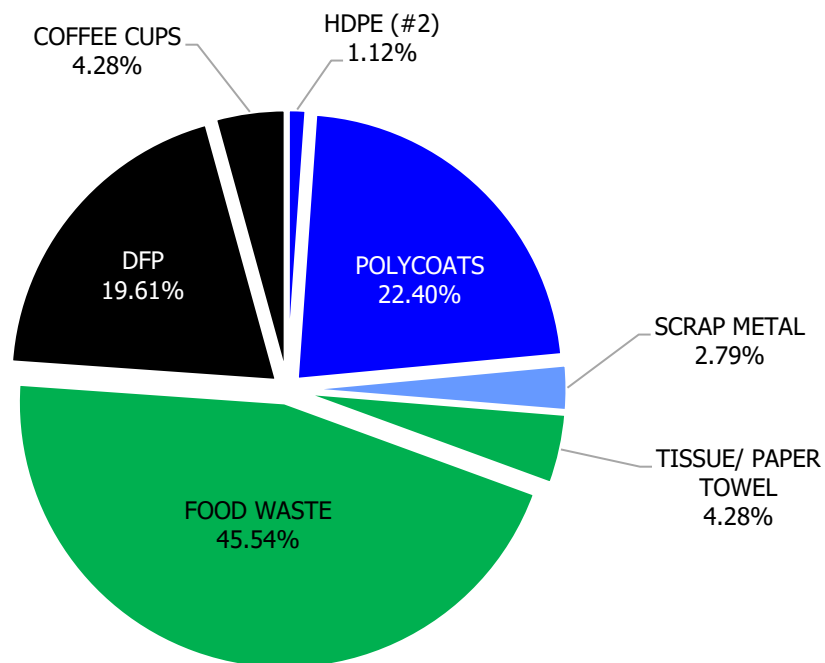


Figure G2. Starbucks' waste to landfill stream, shown in percent.

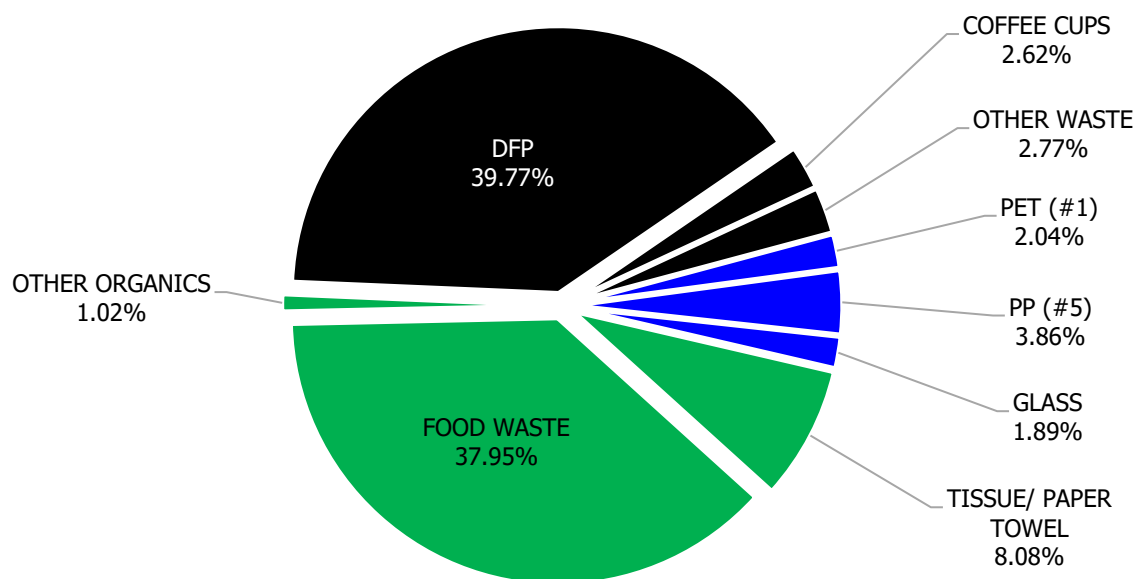


Figure G3. Food Hall's waste to landfill stream, shown in percent.

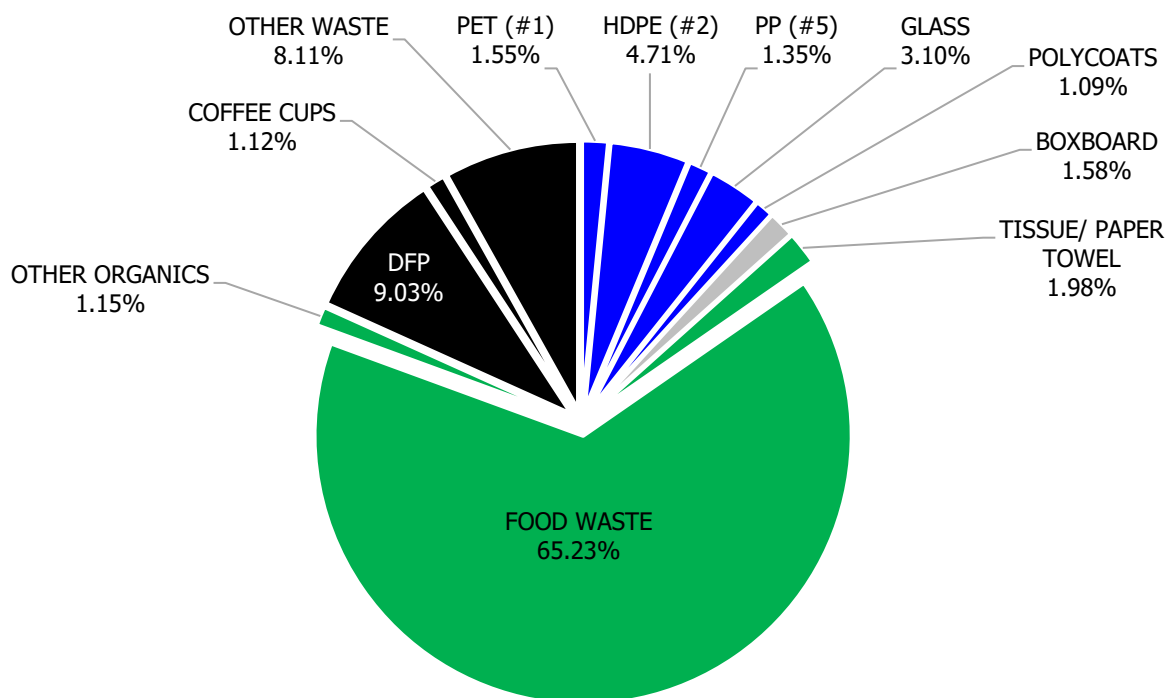


Figure G4. Aiana's waste to landfill stream, shown in percent.

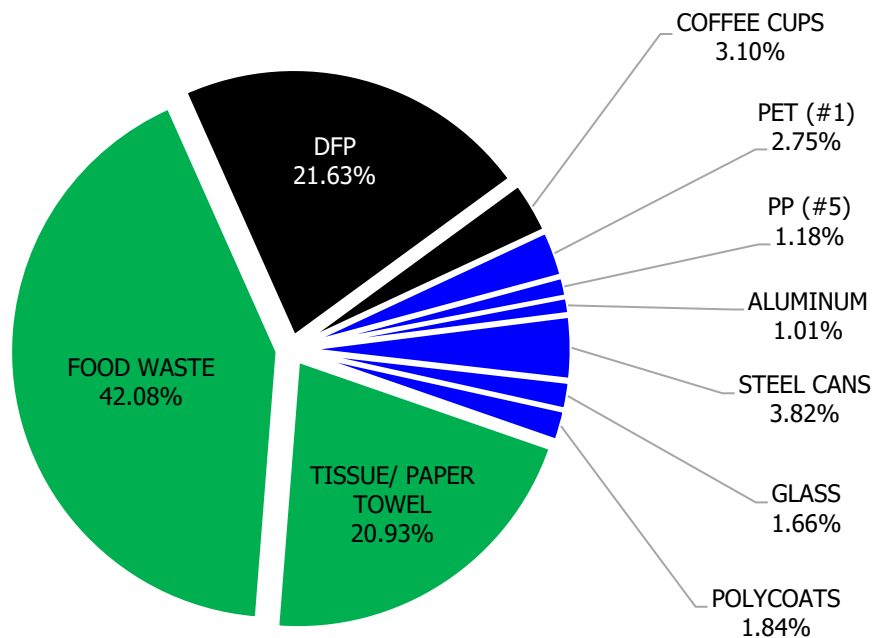


Figure G5. 55 O'Connor's waste to landfill stream, shown in percent.

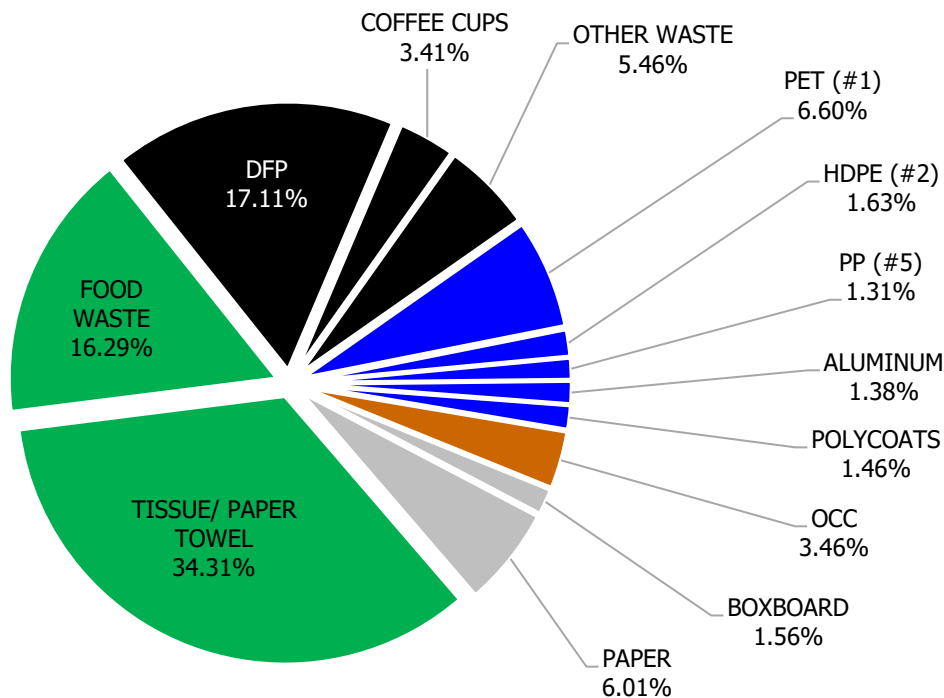


Figure G6. 99 Bank's waste to landfill stream, shown in percent.