

## WASTE MANAGEMENT: Part 1

### Waste Tracking/Segregation/Reduction Questions:



These questions ask contractors to disclose how much tracking they offer in order to assist facilities measure results and/or meet regulatory requirements.

Question	Type of Answer	Preferred Answer	Rationale
1. What are your target percentages for generation and diversion from landfill for each waste category: municipal solid waste (MSW), regulated medical waste (RMW), hazardous waste, universal waste, recyclables, and compostables?*	Percentages of MSW, RMW, hazardous waste, universal waste, recyclables, compostables	*Best practices should lead to: 36% recycling diversion rate, RMW at 7% or less, No more than 1% hazardous waste. If percentages differ significantly, they are not accomplishing what they could with clients	Some jurisdiction, compostables collection is required of all homes, businesses (i.e., San Francisco)
2. What are your target percentages for waste prevention, source reduction, donation and/or reuse?	Percentages of waste prevention, source reduction, donation and/or reuse.		
3. Do you assist hospitals in benchmarking their existing or target waste generation and waste diversion rates against other facilities?	Yes/No	Yes	By benchmarking, facilities can measure how successful they are compared to others.
4. Do you provide tools or direct assistance to hospitals to keep track of all waste data, or send your data to waste tracking database company at the site's request?	Yes/No	Yes	If vendor is able to track data or send data to a tracker tool directly, this saves the site time. Site manger will still need to spot check data against invoices, manifests, receipts. bills of lading, etc.
5. Do you provide ongoing review of percentages in each waste category on monthly or bimonthly basis?	Yes/No	Yes	
6. Will you partner with hospitals to reduce waste at their facilities by 10% the first year, 20% the second year, and 30% the third year?	Yes/No	Yes	These are aggressive numbers.
7. Do you provide monthly, consolidated reporting broken out by each site/location to meet the expectations of the local EVS and site managers?	Yes/No	Yes	EVS/site managers need support from the vendor tracking the data to generate customized reports for files, reporting out at meetings and in monthly or quarterly reports.
8. Do you offer environmental purchasing/source reduction consultation as part of services? If No, do you offer at additional cost?	Yes/No	Yes	
9. Do you offer initial audit assistance or waste characterization studies of solid waste to determine baseline percentages by weight in each waste category?	Yes/No	Yes	Here are sample categories to consider: Metal (to include Aluminum Containers/Foil and Steel/Tin Cans); Glass Bottles and Jars: all pieces larger than 2" in size and up to whole bottles; Plastic Containers/Bottles/Jars: #1 PET and #2 HDPE; Plastic #3-7; Unknown Plastic (to include unidentifiable plastic material and/or containers); Plastic Film (to include packaging plastic); Plastic bags; Paper: All mixed paper and cardboard;

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## WASTE MANAGEMENT: Part 2

### Waste Training Questions:



Question	Type of Answer	Preferred Answer	Rationale
1. Do you offer assistance in establishing and/or participating in internal "green teams" at facilities to support and promote all sustainability initiatives defined by the facilities?	Yes/No	Yes	
2. Do you offer periodic on-site waste audits to insure proper segregation of waste streams and assess success of/barriers to program implementation?	Yes/No	Yes, on a regularly scheduled basis with reports and recommendations.	Waste audits will uncover potential problems in segregation. Regularly scheduled audits are preferred to identify problems and implement corrective actions more quickly to increase diversion and decrease service costs.
3. Do you offer training tools and PowerPoint modules to managers and train-the-trainer programs at the time of program implementation and provide updates as regulations and needs change?	Yes/No/Explain	Yes, at program startup and when programs and regulations change.	Providing training modules and tools (PowerPoints, posters, sample bins) that are current and customizable by the site managers helps keep the site compliant and saves the site time.
4. Do you offer required and site and function-specific training for DOT compliance, RCRA Hazardous Waste and RMW Waste Handling in-person or online?	Yes/No/Explain	Yes, at program startup, on a regularly scheduled basis and when programs and regulations change.	Providing required training helps keep the site compliant and saves the site time. Many sites may already have their own required training program.
5. Do you offer operational, function-specific training for waste reduction and segregation in-person or online?	Yes/No/Explain	Yes, at program startup, on a regularly scheduled basis and when programs and regulations change.	Providing operational training helps keep the site compliant and saves the site time. Many sites like to do their own training, but often need the vendor to assist with generating PowerPoints and at new program rollout
6. Do you offer environmental purchasing/source reduction consultation as part of services? If No, do you offer at additional cost?	Yes/No	Depends	Sometimes it is preferred to have an outside consultant provide these services, instead of the waste vendor for accountability and to minimize conflict of interest.
7. At the time of preparing a proposal for waste services, do you conduct an initial audit or waste characterization to determine baseline percentages by weight in each waste category?	Yes/No	Yes	Here are sample categories to consider: Metal (to include Aluminum Containers/Foil and Steel/Tin Cans); Glass Bottles and Jars: all pieces larger than 2" in size and up to whole bottles; Plastic Containers/Bottles/Jars: #1 PET and #2 HDPE; Plastic #3-7; Unknown Plastic (to include unidentifiable plastic material and/or containers); Plastic Film (to include packaging plastic); Plastic bags; Paper: All mixed paper and cardboard; Organics: all food waste, certified compostable foodservice ware, soiled paper/cardboard; Universal waste: batteries, light bulbs, Technoscrap: diskettes, CDs, cables, wires/wiring; Textiles: linens, shoes

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## WASTE MANAGEMENT: Part 3



### Waste Hauling/Treatment Questions:

Question	Type of Answer	Preferred Answer	Rationale
1. Do you offer non-incineration treatment technologies and providers for RMW? (please cite client examples using non-incineration treatment)	Yes/No/Names of Clients	Yes	Reduces airborne emissions of heavy metals
2. Do you subcontract with haulers/treatment providers and negotiate and manage contracts entered into with treatment/disposal facilities directly? (please list)	Yes/No/List	Yes	Understanding the supplier's expertise and responsibilities. <i>Note to hospital: be aware of any waste hauler franchise agreements that may affect who can provide services in your market area</i>
2.a. If yes, do you receive a share of the contract savings when cost is lowered? (Yes/No)	Yes/No		Understanding the supplier's financial incentives compared to the hospital's interests
3. Do you offer on-site treatment/waste handling technologies for leasing (i.e. compactors, balers, autoclaves)?	Yes/No/NA/list options	Depends (see rationale)	Offers onsite handling or treatment options. <i>Note: You will want to compare on-site operational costs (labor, utilities, space) with off-site options.</i>
3.a. If yes, do you have an equipment preventative maintenance (PM) program?	Yes/No/NA	Yes	Provides leased equipment PM services
3.b. If yes, do you provide in-person training and O&M manuals for hospital staff on the use and regular maintenance of the leased equipment?	Yes/No/NA	Yes	Provides leased equipment operator training

### WASTE MANAGEMENT: Part 3

3.c. If yes, do you provide emergency repair service/maintenance within four (4) hours from the time the call is placed on your equipment?	Yes/No/NA	Yes	Provides leased equipment repair services
4. Do you insure that in-house or dock containers that you provide are clean, well-kept, leak-free and in good working condition?	Yes/No	Yes	Service reliability. Health and safety.
5. Can you insure clean up of waste material that spills out of the containers during your service event and incur any resulting cleanup costs?	Yes/No	Yes	Service reliability. Health and safety.
6. Do you have back up treatment facilities, in the event that the primary is down or otherwise out of commission?	Yes/No/NA	Yes	Back up Plan
7. Do you provide emergency services, emergency contact name and 24/7 call center for spills and waste clean-up services?	Yes/No	Yes	24/7 Emergency Services Provision. <i>Note: you will want 2-3 preferred emergency response vendors .</i>
8. <i>For Solid Waste and Recycling:</i> Do you have a fleet of collection trucks that can service both front-load and roll-off services?	Yes/No/NA	Yes	Flexibility in level of service for varying site needs
9. <i>For Recycling, Hazardous, Universal and RMW:</i> Do you have a fleet of collection trucks that can service both dock-level and street-level (with lift gate) services?	Yes/No/NA	Yes	Flexibility in level of service for varying site needs
10. Do you insure that your drivers and other waste handling personal are adequately trained in DOT, RCRA Waste and RMW for proper segregation, handling and transportation?	Yes/No	Yes	Flexibility in level of service for varying site needs, Regulatory Compliance and Safety.
11. Do you provide a single-point-of-contact Project Manager/Contract Manager for all or each of your waste services?	Yes/No	Yes	Understanding Customer Service availability

### WASTE MANAGEMENT: Part 3

11.a. If yes, is the single-point-of-contact Project Manager/Contract Manager available via cell phone and email?	Yes/No	Yes	Understanding Customer Service availability
11.b. If yes, is the response time from the single-point-of-contact within 24 hours?	Yes/No	Yes	Understanding Customer Service availability

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## WASTE MANAGEMENT: Part 4

### Corporate Sustainability Initiatives



Questions	Type of Answer	Preferred Answer	Rationale
1. Do you have a Corporate Sustainability policy, guidelines or goals?	Yes/No	Yes	Supports sustainability and waste reduction
2. Do you use alternative fueled collection vehicles?	Yes/No	Yes	Reduces carbon emissions; required in some jurisdictions for waste/recycling collection vehicles
3. Do you use re-refined motor oil in collection vehicles?	Yes/No	Yes	Supports recycled content products; may cost less; required in some jurisdictions/states
4. Do you use recycled engine coolants in collection vehicles?	Yes/No	Yes	Supports recycled content products; may cost less
5. Do you use diesel particulate matter filters on vehicles?	Yes/No	Yes	Filters out more pollutants
6. Do you utilize air quality emissions trading credits to offset or mitigate greenhouse gas emissions impacts?	Yes/No	Yes	Mitigate greenhouse gas emissions
7. Do you use lead-free wheel weights on collection vehicles?	Yes/No	Yes	Reduces the release of lead into the environment
8. Do you use retread tires on collection vehicles?	Yes/No	Yes	Supports recycled content products
9. Are you an EPA SmartWay Partner?	Yes/No	Yes	SmartWay Partners commit to reduce fuel use
10. Have you been in compliance with all regulations for waste treatment technologies in the last three (3) years?	Yes/No	Yes	Regulatory Compliance and Responsible Vendor
10.a. If no, please provide details.	NA/Explain	Explain	
11. Do you subcontract to local and/or minority owned businesses?	Yes/No	Yes	Reduces carbon emissions and supports sustainability and local economy
12. Do you provide incentives to or encourage your employees to use alternative means to get to work (public transportation passes, biking, walking, ride-share)?	Yes/No/Explain	Yes	Reduces carbon emissions and improves employee health

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## WASTE MANAGEMENT: Part 4

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## WASTE MANAGEMENT: Part 5



### Fee Structure Questions:

After this pre-qualification phase and when you are ready to ask for pricing, you will want to create a Bid Pricing Sheet for each waste category with current locations and level of service at each location. The vendor would then need to conduct assessments at each location to verify level of service needed or offer new services. The vendor would then use the Bid Pricing Sheet to offer pricing by location, by waste category.

<b>Questions:</b>	<b>Type of Answer</b>	<b>Preferred Answer</b>	<b>Rationale</b>
1. Do you work on a fee for service or a shared savings, revenue share or performance contracting basis?	Fee/ Shared Savings/ Revenue Share/ Performance Contracting	Depends (see rationale)	Which is best? Depends on their proposal. If "fee for service," need to make sure it's efficient service, i.e. the proper number / size of containers and number of pickups per week and you will pay for what you get. If "shared savings", need to make sure that overall you will pay less and they have incentives to meet other objectives for service, diversion, environmental compliance, etc. If "revenue share" (vendor shares a percent of the revenue they receive from the end market, typically 50%) make sure the % share is clear for each material. If "performance contracting" (a results-oriented contracting method that focuses on outcomes that may tie at least a portion of a contractor's payment) need to make sure the contract states measurable performance standards (i.e. % diversion). Ask potential suppliers to provide 2-3 scenarios of services/costs under each option.
1.a. If shared savings or revenue share basis:			
* How is the percentage calculated?	Sentence		
* What fixed costs are paid by the facility before the shared savings or rebate is assessed?	Number		
* Do you receive payments from haulers or other service providers you contract with for hospital services?	Yes/No		
2. Do you charge a variable fuel surcharge when diesel fuel prices hit a certain threshold?	Yes/No	No; If yes, provide an index	A surcharge is discouraged, but as long as it is not a fixed fee and based on an agreed-upon variable index, it may be acceptable.



### WASTE MANAGEMENT: Part 5

3. Do you pass on environmental fees that the treatment/disposal facilities charge you?	Yes/No	No; If yes, provide an index	Environmental fees vary and it is preferred if the waste vendor not pass these costs on.
4. For MSW, do you offer a “price per pull” or “per ton”	Per pull/per ton	Per ton	If they charge by pull (each time they collect a container), you will want them to pick up containers only when full. If they charge by ton, it doesn't matter one way or the other since the fee will be based on the tip fee that is charged by the disposal facility plus haul costs, but you will still want to reduce number of pick ups to minimize haul costs. One advantage for charging by ton is an incentive for the hospital to reduce waste and therefore, waste collection service.
5. For Recycling, do you offer a “price per container” or “per lb”	Per pull/per month	Depends (see rationale)	If they charge by pull, you may only be charged by what containers need emptying, whereas if you pay by the month, you are paying for so many dumps per week up front and the frequency may not be optimized. Be sure to negotiate rebates on material such as cardboard, office paper and metal.
6. For Confidential Recycling, do you offer a “price per container” or “per lb”	Per container/per pound	Per pound	If they charge by container (each time they collect and shred a container), they will want to pick up containers as often as possible. If they charge by pound, then they can empty or swap partially full containers and only charge you for what you are recycling and shredding.
7. For Universal or Hazardous Pharmaceuticals, do you offer a “per container” or “per lb”	Per container/per pound	Depends (see rationale)	If you are consolidating pharmaceutical waste into drums and filling the drums, then per container is best. If the vendor collects separate bins and they are not completely full, then per pound is best.

## WASTE MANAGEMENT: Part 5

8. Do you provide customized pricing for each site based on local/regional markets?	Yes/No	Yes	Pricing of waste and recycling services are based on local markets and disposal fees - one size does not fit all. This can save the site money.
9. Do you conduct internal audits of your invoices to check for errors in charges to sites?	Yes/No	Yes	Holds vendor accountable for mistakes in their invoicing
10. Can you provide internal waste bins and containers with compliant and customized (content, pictures and site logo as provided by the EVS/site manager) labels? Other waste supplies (liners, lids, trolleys, etc.)?	Yes/No	Yes	Saves site time by not having to create, print and apply their own labels. Keep vendor accountable to provide compliant containers, customized to the site manager's needs.
11. Do you provide DOT-compliant shipping containers and other supplies as part of your service?	Yes/No	Yes	Site may save money by ordering from manufacturer directly through the GPO-preferred pricing, but it is good to know that the vendor has a relationship with the container manufacturers and offers competitive pricing as needed.
12. If supplies are ordered from you, is there a local warehouse and/or are supplies available within 48 hours of ordering?	Yes/No	Yes	Supplies are available on a quick turn-around.

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## WASTE MANAGEMENT: Part 6

### Supplier Questions by Waste Type Category:



These could be baseline requirements that the contractor must demonstrate that s/he will provide and/or require of subs, or (if you decide to separate out the waste categories and contract for them individually) each specific type of contractor could be asked whether his/her program provides the following:

Municipal Solid Waste (MSW)	Type of Answer	Preferred Answer	Rationale
1. Do you offer non-incineration capacity for disposal of solid waste?	Yes/No	Yes	Reduces airborne emissions of heavy metals
2. Do you ensure that the number and size of containers and the number and frequency of pulls occurs at lowest frequency/cost that meets the needs of the facility?	Yes/No	Yes	Optimum service at least cost
2.a. If yes, how do you ensure this? (Sentence)	Sentence		One option would be driver visually inspects percentage full on a scheduled basis.
3. Do you offer source reduction consulting on ways to decrease MSW generation (nondisposables, composting, reprocessing etc)?	Yes/No	Yes	Reduces waste removal service and cost; <i>Note: Sometimes it is preferred to have an outside consultant provide these services, instead of the waste vendor for accountability and to minimize conflict of interest.</i>

Recycling and Composting			
4. Do you assist with placement of interior collection containers, signage, education?	Yes/No	Yes	
5. Can you meet a 25% diversion target for cardboard recycling and paper recycling?	Yes/No	Yes	Reduces waste disposed
6. Do you offer bottle and can recycling (water and soda PET bottles, aluminum cans, rinsed lab or kitchen HDPE/PP bottles)?	Yes/No	Yes; List Items	Reduces waste disposed
7. Do you offer mixed rigid plastics recycling (plastic trays, tubs, bottles, basins, etc.)?	Yes/No	Yes; List Items	Reduces waste disposed
8. Do you offer other recycling - such as Blue Wrap, Construction and Demolition (scrap metal, stainless steel, wood debris, drywall), Shrink/Stretch Wrap?	Yes/No	Yes; List Items	Reduces waste disposed

## WASTE MANAGEMENT: Part 6

9. Do you offer composting services? Please explain	Yes/No/ Explain		Reduces waste disposed; meets zero waste goals; gets closer to a 36% or higher diversion rate
9.a. If yes, do you accept fruit and vegetable prep waste only, or post-consumer/prepared food waste? (Sentence)	Sentence		Contamination and education levels vary
9.b. If yes, do you accept certified compostable foodservice ware and what type(s)? (Sentence)	Sentence		Increases participation and eases implementation; costs of compostable foodservice ware are high
9.c. If yes, do you accept certified compostable bin liners? (Sentence)	Sentence		Increases participation and keeps bins clean; costs are higher than traditional plastic bin liners
10. Do you offer commingled paper recycling with safeguards as a HIPAA compliance method (see Practice Greenhealth HIPAA guide)?	Yes/No	Yes	Meets HIPAA compliance
11. Do you offer single-stream recycling of all recyclables in one container? Please list acceptable materials.	Yes/No	Depends	Single-stream recycling makes recycling easier for the consumer and recycling facilities are more efficient at sorting than in the past; however, mixed recyclables have a lower market value (i.e. glass mixed with paper).
12. Do you provide regular tracking of recyclables volume/cost/income by product category?	Yes/No	Yes	This helps measure diversion goals.
13. Do you provide compliance reporting for facilities in cities with recycling laws/targets?	Yes/No	Yes	California requires 50% diversion for cities or assesses penalties.
14. Do you provide cost avoidance calculations to assess real cost of recycling by category?	Yes/No	Yes	Calculating the avoided cost of disposal in addition to collection costs and revenues from sale of recyclables
15. Do you ensure that number and size of containers and number and frequency of pulls meets the needs of facility in terms of storage, vector control and other issues?	Yes/No	Yes	Optimum service at least cost

## WASTE MANAGEMENT: Part 6

<b>Regulated Medical Waste (RMW)</b>			
16. Do you offer assistance on the development of RMW segregation training programs?	Yes/No	Yes	Providing operational training helps keep the site compliant and saves the site time. Many sites like to do their own training, but often need the vendor to assist with generating PowerPoints and at new program rollout
17. Do you offer assistance with signage, education, interior container placement, etc?	Yes/No	Yes	EVS/site managers and educators often need support from the vendor to generate customized signage.
19. Do you provide state-specific compliance information/interpretations?	Yes/No	Yes	Understanding the vendor's knowledge of local regulations
20. Do you offer non-incineration capacity for all but pathology and chemo waste?	Yes/No	Yes	Reduces airborne emissions and often reduces costs
21. Do you assist hospitals in lowering RMW generation to 7% or less of total waste stream (describe how they will approach this)?	Yes/No	Yes	Helps to meet greening initiatives. <i>Note: Sometimes it is preferred to have an outside consultant provide these services, instead of the waste vendor for accountability and to minimize conflict of interest.</i>
22. Do you provide regular accounting of pounds of RMW generated per adjusted patient day (common benchmarking standard)?	Yes/No	Yes	Accounting per APD is common; target should be 2-3 pounds per bed.
23. Do you provide/contract for reusable sharps container programs as an option for hospitals?	Yes/No	Depends	Helps to meet greening initiatives. <i>Note: This may be a separate contract.</i>
24. Do you use reusable shipping containers for removal of RMW?	Yes/No	Yes	Helps to meet greening initiatives. May require corrugated for path waste. Insure containers are in good condition when returned to you.
<b>Hazardous Waste and Non-Hazardous Liquid Industrial Waste</b>			
25. Do you offer assistance to hospitals in developing hazardous waste management plans?	Yes/No	Yes	Meets regulatory requirements for some large hospitals

## WASTE MANAGEMENT: Part 6

26. Do you assist with hazardous chemical inventories in labs, pharmacy and other departments?	Yes/No	Yes	Provides technical expertise to the site manager. <i>Note: Sometimes it is preferred to have an outside consultant provide these services, instead of the waste vendor for accountability and to minimize conflict of interest.</i>
27. Do you provide an regular pharmaceutical formulary review for proper management of pharmaceutical waste?	Yes/No	Yes	Insures that the segregation of waste and education of waste segregation remains in compliance
28. Do you provide pharmaceutical waste prevention consulting services?	Yes/No	Yes	Provides technical expertise to the site manager. <i>Note: Sometimes it is preferred to have an outside consultant provide these services, instead of the waste vendor for accountability and to minimize conflict of interest.</i>
29. Do you provide staff training on proper pharmaceutical segregation and handling?	Yes/No	Yes	Insures that the segregation and handling of waste remains in compliance.
30. Do you provide U.S. Department of Transportation (DOT) approved containers for pharmaceutical waste?	Yes/No	No	Insures that the segregation and handling of waste remains in compliance.
31. Do you offer hazardous waste compliance assessments?	Yes/No	Yes	Insures that the segregation and handling of waste remains in compliance.
32. Do you provide waste characterizations and generation waste profiles for disposal?	Yes/No	Yes	
33. Do you offer segregation and packaging services for hazardous and nonhazardous waste?	Yes/No	Yes	
34. Do you provide compliance information on state-specific hazardous waste rules that impact healthcare?	Yes/No	Yes	Understanding the vendor's knowledge of local regulations
35. Do you offer to subcontract or collaborate with a reverse distributor for unused pharmaceuticals?	Yes/No	Yes	

## WASTE MANAGEMENT: Part 6

36. Do you provide consulting on source reduction methods (alternatives purchasing, solvent recovery, etc)?	Yes/No	Yes	Helps to meet waste minimization and greening initiatives. <i>Note: Sometimes it is preferred to have an outside consultant provide these services, instead of the waste vendor for accountability and to minimize conflict of interest.</i>
37. Are you a licensed hazardous waste hauler? List Locations.	Yes/No; List of locations	Yes; list of locations	
38. Do you provide regular accounting on amounts, cost, types of hazardous waste generated?	Yes/No	Yes	Reporting amounts would be essential to tracking and measuring any waste reductions.

<b>Universal waste</b>			
39. Do you provide assessment of universal waste streams?	Yes/No	Yes	
40. Do you provide state-specific compliance information on universal waste?	Yes/No	Yes	Understanding the vendor's knowledge of local regulations
41. Do you provide consulting on donation and reuse options for electronics?	Yes/No	Yes	
42. Do you provide and help place containers for collection of lamps & batteries?	Yes/No	Depends if this is needed	
43. Do you insure HIPAA-compliant disposal of electronics (hard drive destruction)?	Yes/No	Yes	
44. Do you provide regular accounting of amounts (in pounds) of universal wastes recycled/diverted and certificates of recycling/destruction?	Yes/No	Yes	
45. Are you licensed to haul universal waste? List Locations.	Yes/No; List of locations	Yes; list of locations	
46. Are you or your subcontractors for electronic wastes certified or compliant as E-Stewards?	Yes/No	Yes	E-Stewards certified organizations do not landfill, incinerate or send to third-world countries. See <a href="http://www.e-stewards.org">www.e-stewards.org</a> .

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