

FREQUENTLY ASKED QUESTIONS



What goes in the green bin?

You can place any type of food scrap, leftover, spoiled or out of date food into your organics as well as certified commercially compostable packaging. This includes:

- BioPak certified compostable products
- Fruit and vegetable peels and scraps
- Meat and seafood scraps and bones
- Egg shells
- Dairy products (cheese, yoghurt etc.)
- Bread, pasta, rice, cereal
- Coffee grounds and chaff
- Tea bags
- Out of date food (processed or fresh)
- Confectionery
- Processed food
- Only use BioPak compostable bin liners



What will happen if I put the wrong things in my organics bin?

The wrong materials in your organics bin could contaminate a whole truckload of organics. Contaminated bins will not be collected and you could be charged a futile or contaminated bin fee. Contaminated bins will need to be collected by your general waste collection provider. Your organics bin should only contain food scraps and BioPak compostable packaging. Please place only the correct materials in your organics bin and IF IN DOUBT – LEAVE IT OUT!

Can I put plastic bags in the organics bin?

NO. Plastic bags are not accepted and are classed as contamination in an organics bin. Any bins with plastic bags in them will be rejected and must be sent to landfill.

BioPak compostable bin liners are accepted and are available for purchase. They are however not required.

Do I need to use compostable bin liners?

You don't have to use compostable bin liners. They may however assist you in reducing the need to wash out your kitchen bins.

What happens if my organics bin is not emptied?

As long as you follow our advice about what can or cannot be placed in your organics bin, it will be collected on schedule. If your bin is not contaminated and/or you have removed the contamination, please contact our team on 02 8060 9000. Missed collections will be addressed within 24 hours.

Will my organics bin smell and attract pests?

Food organics can create some odour as they decompose or are over exposed to heat. Some tips include:

- Store your organics bin out of direct sunlight to stop it heating up.
- Freeze bones/scraps of fish, meat, and dairy until the night before collection to avoid odours and pests.
- Place some twigs in the bottom of your organics bin to stop food sticking and help with aeration.
- Place bi-carbonate soda in the bottom of your organics bin to absorb liquids and odours.
- Line the bottom of your bin with scrunched balls of newspaper to absorb liquids.
- Keep some grass clippings or leaves on hand. After placing food scraps in the organics bin, place some grass clippings or leaves on top which will provide cover from pests, and minimise odour.
- Natural fly deterrents include citrus and eucalyptus oils. Place a few drops onto an absorbent cloth and leave in the area where flies are a problem or even attach to bin lids. You could also experiment with citrus peels.



BioPak Compost Service

I don't have an organics bin; can you provide one?

Yes, we provide various bin types and sizes. Please refer to your area-specific contract information.

Can you provide smaller bins for use in the kitchen?

Yes, please contact BioPak for bin size options and pricing.

What happens if my bin gets damaged?

If your bin gets damaged, please contact BioPak to arrange a repair or replacement.

What happens if I required additional bins?

If you require additional bins, please contact BioPak to arrange for an additional bin to be delivered to your business.

What will happen to my food organics?

Your organic waste will be transported to a compost facility for processing. The high nitrogen content from your food scraps makes compost even more nutritious for the soil, establishing a base for trees and plants to grow bigger, faster, stronger, which in turn help to remove contaminants from soil. The compost also increases water holding capacity of soil and maintains soil structure.

As you can see, unlike landfill, this is a sustainable waste management alternative which results in more positive, long term environmental outcomes for our community and environment.

Do I have to participate in this new service?

You do not have to participate in this initiative. We are however, all responsible for generating waste and as such all businesses are encouraged to participate as this as an easy way to help reduce your environmental impact, divert waste from landfill and reduce greenhouse emissions.

Do you service residential buildings or units?

No, we do not service residential buildings at this stage but please contact us via email to discuss your options.

Do you collect food organics only?

Yes, we can collect food organics. Please contact us to discuss this further.

Do you collect from businesses?

Yes, please ask your Office Building Manager to get in contact with us.

Will you provide me with marketing collateral?

YES. We have a wide range of promotional and educational material to communicate the benefits of choosing to divert your organic waste to landfill via the BioPak Compost Service.

We will provide you signage that visually explains the do's and don't. We also provide you with a step-by-step guide on how to educate your staff and customers.

POS signage and sticker



Back of house bin signage



Social Media Toolkit



BioPak Compost Service

Will composting save me money?

YES. Organics are often the heaviest component in a general waste bin as they can contain a lot of liquid.

By removing the organics from your general waste bin and separating individual waste streams to be processed efficiently, you have the potential to reduce your overall waste expenses. Remember, by removing even a visually small amount you could make a considerable saving to your waste collection bill.

Volume vs Weight

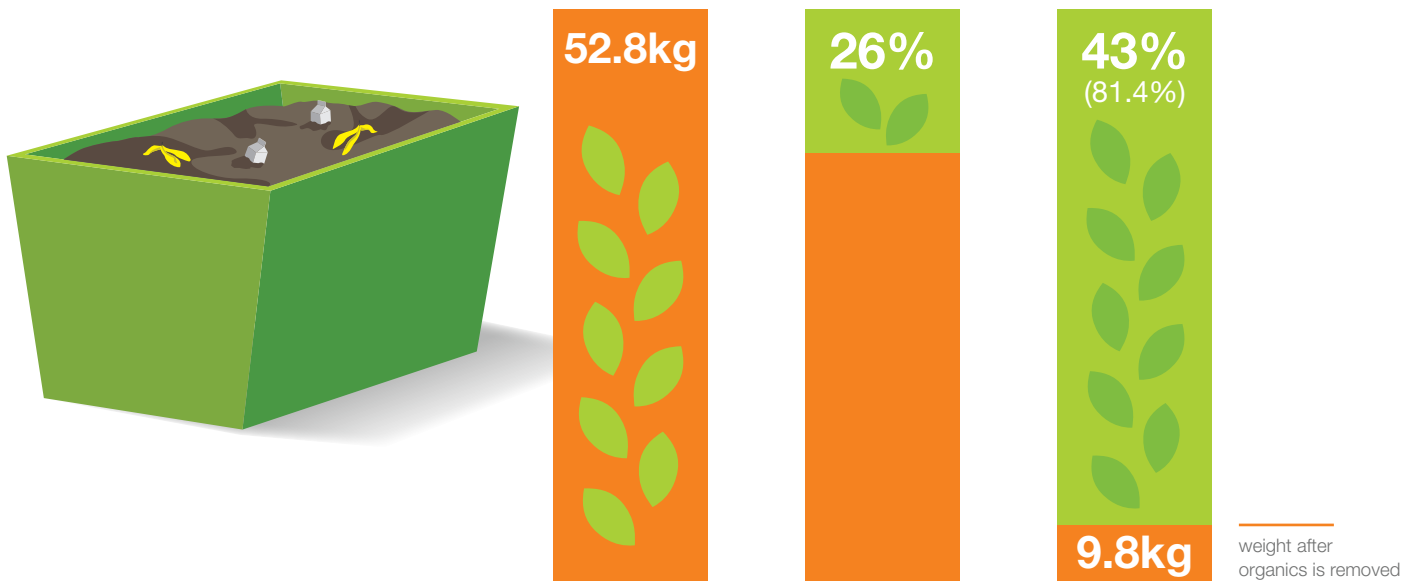
On average, organics waste is over **three times heavier** than general waste*

*general waste includes organics

Average weight of a 660 litre general waste bin

Organics component **by volume**

Same organics component **by weight**



Do you have any other questions?

Contact us:

Australia

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1300 246 725

New Zealand

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compost@biopak.co.nz

0800 246 725

Join The BioPak Compost Service, a revolution designed to close the loop, divert waste from landfill, and stop plastic pollution. We make no direct profit from this initiative. Our ultimate goal is a zero waste economy.

Choose BioPak and give back 7.5% of profits to **positive change**



1%
TO PROTECT
RAINFORESTS



2.5%
TO RENEWABLE
ENERGY PROJECTS



4%
TO SOCIAL
CHANGE

