

# 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You can place any type of food scrap, leftover, spoiled or out of date food into your organics as well as certified commercially compostable packaging.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- Out of date food (processed or fresh)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
- 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.

## 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.

## 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 and minimise odour.

## 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 your collection partner with all bin concerns directly.

## Will my organics bin smell and attract pests?

Food organics can create some odour as they decompose or are over exposed to heat. This can be minimised by lining your kitchen bin with compostable bin liners and having the bin emptied into your back-of-house wheelie bin regularly. The back-of-house wheelie bin should be kept out of direct sunlight.

## BioPak Compost Service

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

Yes, your collection partner will provide you with a wheeled bin to rent.

### What happens if my bin gets damaged?

If your bin gets damaged, please contact your collection partner directly to arrange a replacement.

### What happens if I required additional bins?

If you require additional bins, please contact your collection partner directly to arrange a replacement.

### 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.

### 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.

### 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'ts to educate staff.

### POS signage and sticker



### Back of house bin signage



## Do you have any other questions?

### Contact us:

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