



2017

Sustainability
Progress Report



OUR VISION

Great people, working together
to create positive change in the world.



OUR MISSION

To support everyone who cares about waste diversion
with leading edge products and services that maximize
the quantity and quality of their recycling program.



A MESSAGE FROM OUR FOUNDER **CRAIG BUSCH**

When I founded Busch Systems in the early 1980's, it was because I had a passion for the environment and the exciting developments that were occurring in the recycling industry. Over 30 years later, I still feel the same way and love designing new containers that will lead us into the future of sustainability.

For us, being 'Eco-responsible' is something that we reach for every day and we try to showcase this in our products as well as in our day-to-day office life. By consciously striving to make responsible decisions, we hope to inspire others to do the same.

As you will read in these pages, we are committed to pursuing our sustainability efforts and even though we've made some choices we're proud of over the years, we have more goals to reach and things to learn.

We firmly believe that when we all share our knowledge, it creates an enriched environment for participation and success. Like the motto for our new Resource Center states: Recycle Better, Together.

We look forward to sharing our Vision 20/20 – Journey In Sustainability with you.

~Craig Busch
Founder, President & Chief Designing Officer



THE FRESH, BRIGHT & GREEN

REFUSE MANAGEMENT SPECIALIST (RMS)

At Busch Systems, it is our priority to offer end-to-end solutions to help our customers meet their sustainability goals. From our catalogue of customized products to new reporting and analytics software, we're committed to helping create and maintain successful collection programs.

Therefore, as we continue to grow and change to meet our clients' needs, we are pleased to be adding a Refuse Management Specialist to our team in 2019.

This new role is well timed as over the last couple of year, we've been observing the following: while the general public seems to show a

desire to participate in recycling programs, the knowledge of how to implement those programs successfully is not always there. While our sales team has a wealth of knowledge on the regions they serve and our products, having a technical expert on-site will be beneficial to our company and our clients.

So what will be the role of our Refuse Management Specialist (RMS)? Well, here at our head office, the RMS will plan, implement, evaluate and coordinate our comprehensive refuse management system.

They will focus on ways to maximize our internal waste prevention, reuse

and recycling opportunities utilizing the Resource Center.

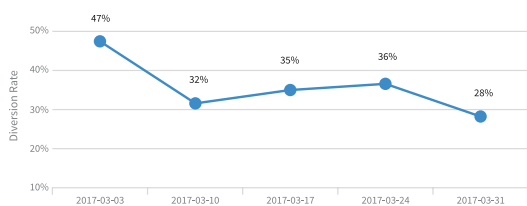
The RMS will have an educational background in Environmental Technology or similar, so they will be available to serve our clients as an initial subject-matter expert in collection strategies, sustainable development and the Resource Center. They will also be able to provide recommendations in the event that additional waste management consultation is required.

In short, the Refuse Management Specialist is here to help implement successful recycling and waste management policies so that your collection goals can be met!

YOUR RECYCLING & WASTE DASHBOARD

BILLING EXPORT DATA HISTORY INPUT DATA

Diversion Rate



New Savings

\$ 21.11

Net Cost

-\$ 7.91

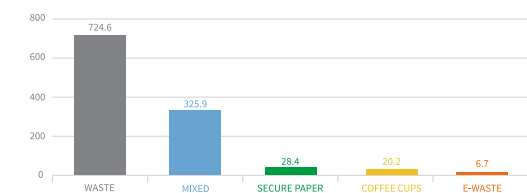
Average Diversion Rate

33%

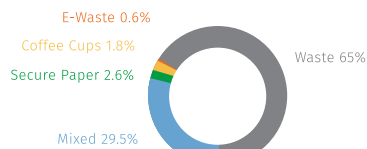
Total Diverted

381.1 lbs

Top Stream Weights



Program Composition





VIABLE & VALUABLE ROUTINES

DISPOSAL OPERATIONS

In conversation with Carl Wright, 5-Year Employee & Sustainability Team Member

Tell us about your position

here at Busch Systems. I've been with the company for six years, working for a number of years in the Warehouse, and I've recently started taking on janitorial/custodial duties and monitoring the recycling/waste program.

We recently standardized all of our bins in the building, making sure that signage, labeling, color and opening types were consistent across the board.

How has this impacted collection efforts at Busch Systems? The standardization is amazing! It's great not only for people coming in the building who don't work here every day, but it means that no matter where you go in the building, the instructions are the same. When people are confused, it is more likely that things end up in the wrong bin, and ultimately in the landfill. Awareness and education help dramatically, and standardization is a step in the right direction.

How do you find using the Resource Center every day along with your other job duties?

Tracking is so straightforward! I am able to add in collecting information about our recycling program as I empty the containers every day and so it hasn't slowed me down at all. It is a simple process to collect so much information, and at the end of the day, we have a better idea of whether or not our recycling program is successful as it is. All I have to do is write down how full the bin is when I empty it! This is an easy tool, and promotes the right thing – first becoming aware of how your program works, and then working to improve upon it.

How important is it to you to work for a company that is working towards improving their sustainability efforts and is always pushing to become more environmentally friendly?

It is 100% important to me. It's what

we do here, what we believe in. Our children down the road will pay dividends if we start doing the right thing here and now. It is amazing that each person produces 4 lbs of waste each day, and this has to change! Our improved recycling program ensures that people have somewhere to divert their waste, properly, to make sure it doesn't all end up in the landfill. I am the type of person who consistently picks up recyclables off the road and either recycles them myself or takes them to a facility that accepts them. I live in a small community, and I can often be found walking around picking up litter, trying to do the right thing.

Knowing that Busch cares about the environment and making improvements to not only our own sustainability efforts, but creating tools for other companies to do the same, makes me proud to be a part of this company. We are setting an example, and are so passionate about what we do!



THE JOURNEY IN SUSTAINABILITY

2017 ACCOMPLISHMENTS

Over the 30 plus years we've been in business, we've always kept an eye on our sustainability efforts. However, with the launch of the Resource Center, we realized it was time to be more transparent about our processes, obstacles and our goals for the future. We want our customers to know that even a company like ours which thinks about the environment every day can still have challenges on the journey to zero waste. We're confident that we're headed in the right direction and we're excited to share our successes with you!

TOP 3 THINGS WE ACCOMPLISHED! This past year, we added several employees to our existing Sustainability Team in an effort to increase our knowledge base and enthusiasm for our program. Working together to identify short-term and long-term projects, they accomplished many things including three of their top objectives:

Refuse Auditing



Using the Resource Center, we conducted a comprehensive waste audit to get an overall look at how our collection program was performing. By doing so, we were able to pinpoint a few areas of improvement. Specifically, we discovered that while all areas of our building were equipped with proper collection containers, the station types themselves were inconsistent. For example, our warehouse had a different style of bin than other places in the company. Therefore, this gave us a clear directive to proceed with container standardization.

Container Standardization



We know that when it comes to recycling, consistency is key. With this in mind, our Sustainability Team ensured all stations and bins throughout our headquarters were identical and had the proper signage, openings, and stream options. To ensure this was communicated to all employees, we held meetings, sent emails and used our CCTV (Closed Circuit Television) system to reiterate the changes. We are continuing to refresh and reinforce our messaging to encourage participation.

Energy Efficient Lighting



A top priority for our last fiscal year was to install energy efficient lighting in all areas of our building. Besides the savings in energy costs, LED lights are also fully recyclable and improve our carbon footprint. Currently, all lights in our office spaces and warehouse have been changed over to energy efficient LED lights. Sensors have also been added to a majority of the lights throughout the building to ensure lights turn off when nobody is using the space. We initially began this project in 2015 and have already seen the investment return to us in savings. Employees have also benefited from a higher quality of lighting.







THE JOURNEY IN SUSTAINABILITY

GOALS FOR 2020 VISION

You've got to have goals, right? The year 2020 is only three years away but if we don't think pro-actively about how we wish to improve it'll be here before we know it. Here are a few of our top goals for the future – stay tuned to see how we make them happen!

Rid the Office of Plastic Water Bottles



It's a much publicized fact that plastic water bottles are not good for the earth! We wish to completely ban plastic water bottles from our building and will supply each employee with their own reusable water bottle along with moving to a reverse osmosis system to eliminate the need for water coolers.

Organics Waste Stream



In a continuing effort to increase our waste diversion, we plan on implementing a compost collection program within our building, an area indicated by our audit that requires immediate improvement. While we face some challenges to do so, we will begin by creating our own on-site composter close to our Busch Community Garden.

Continuing Education



Knowledge is power and we plan on continuing to educate our staff on new ways to be more sustainable at the workplace, out in public and at home with seminars and information sessions. Anything we do at our office we plan to share through ebooks and powerpoint presentations on the Resource Center to give other organizations the tools to educate their employees as well!



What are your sustainability goals for the future?

We'd love to hear about them!

Send us an e-mail at sustainability@buschsystems.com





IN THE SPOTLIGHT CITY OF VANCOUVER

In January of 2013, we published a blog featuring Vancouver's 'Greenest City 2020', an initiative which aims to make Vancouver the Greenest City in the World by 2020.

At the time, we highlighted our work with Paul Gagnon, Vancouver's Corporate Zero Waste Officer, who championed the use of customized Zero Waste Stations from Busch Systems for the program.

At the time of the article, 15 City facilities were included in the initial roll-out and at all locations, garbage was reduced by 50% in the first week and after two months, the diversion rate was as high as 73%!

Now, four years later, we wanted to check in to see how the program is doing! Is the City of Vancouver truly on the path to Zero Waste? To find out, we again reached out to Paul Gagnon to get his take on bin design and how the program is progressing.

How are things going since you first launched the Zero Waste Stations? Are you on track?

We have launched at 120 of our buildings and will be up to 124 locations by the end of 2017. The average diversion rate at all of our buildings in 2016 was 78%, an increase over our initial launch.

How do you determine where new bins will be placed?

We work with each user group within all of our buildings to determine how the work space is used and what waste is generated there. We then propose a Zero Waste Station draft plan for the space and then have the work group determine the final layout. By soliciting input from the work group, we gain the ownership that is so very important to a successful change.

What were the major obstacles you needed to address during this project? Since all of the Zero Waste Stations were going into over 120 City of Vancouver buildings, all varying in age, the biggest challenge we had was finding space to place all of the Stations. We also had to determine exactly what waste streams we were going to collect at each Station.

At what point did you determine that you might need to design a custom bin? We knew that we wanted a lid for the organics stream as soon as we rolled out the Zero Waste Stations. Working with Busch to develop a lid that suited all of our needs and other Busch customers was an exciting process. The new lift top lids work well and have eliminated all our challenges related to organics collection.

Why do you feel bin design is crucial to your program's success? The Busch bin design has given us the flexibility to change the configuration at site depending on the waste streams that we collect in the space. We can easily add new streams by bolting on additional body units. The ease of changing posters in the placard frame allows us to make changes to the items we collect in each waste stream conveniently. Since the poster size that fits into the frame is 8.5"X11", printing new placard posters on any printer makes it easy to make alterations quickly.

For the City of Vancouver, all waste streams are weighed before they are taken from each facility. The City then receives metrics from their contractor on a monthly basis. It's evident that the path to Zero Waste and 'Greenest City 2020' is well under way and we look forward to the next exciting update.

Until then, for more information on the City of Vancouver Greenest City 2020 Action Plan, please visit:

<http://vancouver.ca/green-vancouver/greenest-city-2020-action-plan.aspx>



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