

NASA Services, Inc.

SERVICE GUIDE

Commercial Solid Waste
and Recycling Services

Dear Valued Customer,

NASA Services is pleased to be your new Franchise Service Provider (FSP) for solid waste and recycling collection in the Downtown zone. In partnership with the City of Los Angeles, NASA Services is rolling out recycLA, the new solid resources system designed to "Make Waste History".

This system will establish efficient collection and sustainable management of solid waste and recyclables, for now and the foreseeable future. NASA Services is excited to participate in this momentous shift from disposal to Zero Waste practices. Our promise is to work diligently to ensure that we exceed the City's waste diversion goals and provide all customers with unparalleled service.

This Guide will provide information about available services. In addition, our Zero Waste Specialists will provide waste assessment results so you can identify the optimal level of services needed for your business or multi-family dwelling.

Together we can all be "Agents of Change" to create a greener future for our residents, our communities, and our environment.

Sincerely,

Arsen Sarkisian (President)

Nick Sarkisian (Vice President)

SERVICES PROVIDED

Solid waste, recycling, and organics collection.

SERVICING

- Commercial
- Industrial
- Multi-family

BASIC SOLID WASTE & RECYCLING COLLECTION	ORGANICS COLLECTION
Trash	Yard Trimmings
Recycling Included with Trash Service	Food Waste

WHAT'S INCLUDED

- Bin Cleaning, 1 per year
- Graffiti Removal
- On-site Waste Assessment
- Push-out Service, up to 100 feet
- Recycling Services

Did You Know?

The City of Los Angeles aims to achieve 90% diversion rate by 2025.

Over the next five years, this will result in diverting 10 million tons of recyclables from landfills, the equivalent to the size of 45 City Halls.

ADDITIONAL SERVICES & CHARGES

Services that expand your collection program.

Additional charges/fees may apply.

ADD-ONS	PUSH-OUT SERVICE	TEMPORARY & CONSTRUCTION SERVICE
<ul style="list-style-type: none">• Bin Lock Installation• Building Lock & Unlock• Additional Bin Cleaning• Sunday Pickups	All push-out and scout services are included in service costs up to a distance of 100 feet.	<ul style="list-style-type: none">• Roll-Off Rental• Temporary Bin• Bulky Item Collection

CONTAMINATION, OVERFLOW AND BLOCKED ACCESS*
<ul style="list-style-type: none">• Blocked access requiring return visit• Bin overfill (per occurrence)• Recycling or Organics bin contamination fee (per occurrence)• Overweight bin (per occurrence) <p><i>*Refer to the Customer Rights and Responsibilities and Additional Customer Fees and Charges information provided with your transition packet.</i></p>

NO!
<ul style="list-style-type: none">• Construction Debris• Hazardous Waste• Sharps or Pharmaceuticals
Placing these items in your trash, recycling or organics container may result in noncollection.

CHOOSE THE APPROPRIATE BIN

Select a bin type based on your business type and amount of waste generated.

BIN TYPE	USES	SIZES	MATERIAL TYPE
Carts	<ul style="list-style-type: none"> • Small Businesses • Apartment Recycling • Locations that do not have a lot of waste or have limited space. 	32 gallon 64 gallon 95 gallon	Trash Recyclables Yard Trimmings Food Waste
Metal Front Load Bin	<ul style="list-style-type: none"> • Offices • Retail • Small Manufacturing 	1 cubic yard 2 cubic yard 3 cubic yard 4 cubic yard 6 cubic yard	Trash Recyclables Yard Trimmings
Plastic Front Load Bin	<ul style="list-style-type: none"> • Restaurants • Hospitals • Venues/Hospitality • Food Manufacturing 	2 cubic yard	Food Waste ONLY
Roll-off Container	<ul style="list-style-type: none"> • Construction & Renovations • Individual Manufacturers • Land Debris Clearing • Festivals & Large Events 	10 cubic yard 20 cubic yard 30 cubic yard 40 cubic yard	Trash Recyclables Construction Debris Bulky Items
Roll-off Compactor	<ul style="list-style-type: none"> • Hospitals • High-rise office • Multi-use • Industrial 	15 cubic yard 20 cubic yard 30 cubic yard 35 cubic yard	Trash Recyclables

WHAT GOES IN RECYCLING?

Properly dispose resources to divert as much waste as possible from landfills.

WHAT'S ALLOWED	WHAT'S NOT ALLOWED
<ul style="list-style-type: none">● Paper and Cardboard● Metal and Aluminum● Plastics● Glass● Compostable Paper	<ul style="list-style-type: none">● Trash● Food or Liquids● Construction Debris● Hazardous Waste● Sharps or Pharmaceuticals

WHAT GOES IN ORGANICS?

Properly dispose resources to divert as much waste as possible from landfills.

WHAT'S ALLOWED IN FOOD WASTE	WHAT'S ALLOWED IN YARD TRIMMINGS	WHAT'S NOT ALLOWED
<ul style="list-style-type: none">• Dairy and Eggs• Meat, Bones and Fish• Fruits and Vegetables• Bread, Pasta, Rice and Beans	<ul style="list-style-type: none">• Grass and Weeds• Leaves and Flowers• Small Branches	<ul style="list-style-type: none">• Trash• Recyclables• Pet Waste or Manure• Hazardous Waste

MANDATORY RECYCLING FOR BUSINESSES & MULTI-FAMILY DWELLINGS

AB 341 and AB 1826 Requirements

AB 341 MANDATORY COMMERCIAL RECYCLING	AB 1826 MANDATORY ORGANICS RECYCLING
<p>Required to recycle if your property is:</p> <ul style="list-style-type: none"> • A business that regularly disposes of solid waste, or • A multi-family dwelling of 5 units or more <p>Comply by:</p> <ul style="list-style-type: none"> • Separating your recyclable materials from your trash and taking them to the recycling center • Subscribing to Blue Bin recycling services with recycLA Service provider 	<p>Business and multi-family dwellings must have an organics (green waste) recycling program in place by:</p> <ul style="list-style-type: none"> • January 1, 2017 - generators of 4 or more cubic yards of organic waste per week • January 1, 2019 - generators of 4 or more cubic yards of solid waste per week • Summer/ Fall 2021 - generators of 2 or more cubic yards of solid waste per week, if statewide disposal of organic waste is not decreased by 50% <p><i>Organics: defined by the State as food waste, green waste, landscape and pruning waste, nonhazardous wood waste and food soiled paper waste that is mixed with food waste.</i></p> <p>NOTE: Multi-family residential dwellings are NOT required to recycle food waste at this time.</p> <p>Comply by:</p> <ul style="list-style-type: none"> • Donating the generated organics waste (food rescue) • Subscribing to Green bin organic waste services from your recycLA Service Provider • Recycling organic waste onsite or self-haul for organics recycling

A 95 gallon trash cart holds up to 7-8 tall kitchen bags. A one cubic yard trash bin (the size of two 95 gallon trash carts) holds up to 14-16 tall kitchen bags.

REMOVING FOOD WASTE FROM LANDFILLS

To reduce food waste, NASA Services offers food recycling and rescue services.

For the first time, ALL businesses in Los Angeles will have access to food waste recycling and diversion services.

To reduce food waste, NASA Services will offer food waste recycling and will partner with food rescue organizations to provide collection of edible food for those in need.

HOW TO DONATE

Here is how you can donate edible food and other valuable items.

FOOD	ELECTRONICS	OTHER ITEMS
Heart of Compassion (323) 727-7997 Food Forward recovery@foodforward.org	Homeboy Recycling (323) 222-3322	Goodwill Industries (323) 539-2000 LA Shares www.lashares.org

Currently...

70% of total solid waste in Los Angeles is generated by commercial & multi-family dwellings, **with food waste accounting for more than 29%**.

FOOD WASTE IS THE SECOND LARGEST SOURCE OF COMMERCIAL WASTE

SOURCES OF COMMERCIAL WASTE	PERCENT
Paper	32
Food waste	29
Plastic	12
Other organics	10
Other waste	8
Metal	4
Green Waste	3
Glass	2

IMPORTANT COLLECTION INFORMATION

Review special collection schedule information.

HOLIDAY COLLECTION SCHEDULE	MISSED COLLECTION
<p>Collection DOES NOT occur on these holidays:</p> <p>New Year's Day July 4th Labor Day Thanksgiving Christmas</p> <p>All collection for the remainder of a week in which a holiday falls will take place one day later than normally scheduled.</p>	<p>To report a missed collection, call 311 or 1-800-773-2489 or go to lacitysan.org.</p> <p><u>IF REPORTED before 2:00 PM</u>, then service will be PROVIDED by 6:00 PM</p> <p><u>IF REPORTED after 2:00 PM</u>, then service will be PROVIDED by 10:00 AM next day</p> <p>If a missed collection is resolved on a Sunday, you will not be charged additional fees for this collection.</p>

WHEN WE DO NOT COLLECT
<p>YOUR CONTAINER WAS...</p> <ul style="list-style-type: none">• Determined to have materials that are not allowed• Overweight and could not be safely moved and/or emptied• Filled with contents that are difficult to empty after tipping• Overfilled or blocked

YOUR TRANSITION CHECKLIST

Welcome! Today, you have successfully transitioned to NASA Services. We commit always to provide outstanding service by putting our customers' needs first.

TODAY WE HAVE:

- ✓ Provided a waste assessment
- ✓ Described the services available
- ✓ Right-sized service needs
- ✓ Completed a service subscription form
- ✓ Provided a New Customer Package

Your Zero Waste Specialist is:

For more information, call 1-800-773-2489 or visit NASAre cycLA.com.

Thank You!