

# BUSINESS OWNER / MANAGER RESPONSIBILITIES

The following is a summary of the responsibilities held by business owners and/or managers (and maybe cleaners or building/site managers, dependent on site arrangements) when maintaining waste services at commercial properties:

- Report occurrences of Illegal Dumping to Council or the RID Squad
- Keep bin bay and/or bin storage areas clean, tidy and free from loose waste items. All waste MUST be contained within the correct bin, with the lids closed
- Ensure appropriate waste services are available to manage waste generated from the business.

This information pack contains all the necessary information to assist you with these responsibilities.

## Correct use of waste services and bins

It is illegal for business owners/managers to use residential bins, public street or park litter bins for the disposal of waste originating from a commercial operation. Business owners and/or managers must engage a suitable waste contractor to provide adequate waste management services. Fines apply for depositing litter under Section 145 of the *Protection of the Environment Operations Act*.

## Display of signage

Council can provide free weatherproof signage for use in bin storage areas or for affixing to bins to assist with using each bin correctly. If you would like to request signage, please contact Council's Waste Education Officer on 9330 6400.

## Maintain the bin storage area

**It is the responsibility of the business owner and/or manager to maintain a clean and safe bin storage area.** In some instances, these services may be sub-contracted to a cleaning or grounds keeping contractor, or a building manager.

Council's waste contractors are not responsible for collecting litter and excess waste that is:

- Loose in the bin storage area
- On the floor of storage areas
- On the lids of bins, obstructing their collection.

If health or safety risks are observed, bins may not be serviced. If bin storage areas are unsafe for waste contractors to enter, the collection service may be ceased, requiring a property to clean up waste or present bins in a different location for collection.



To assist with maintaining a clean and safe bin storage area, the following processes are recommended:

- Rotate bins regularly (if you have more than two) to prevent overfilling. Bin lids must be closed when presented for servicing
- Regularly inspect bin storage areas and pick up any waste spills as necessary
- Clean bins (particularly lids and handles) at least once a month
- Sweep and then hose bin storage areas as required
- Group each bin type together where practicable. The waste bins should be closest to the bin storage area entrance, as this will assist with reducing contamination
- Maintain education signage, ensuring it can be easily seen and read.

## Engage a suitable waste contractor

Each business operating within the Georges River LGA should engage a suitable waste collection contractor to provide waste and recycling services suitable to their business needs. The Council commercial waste service is limited and will not suit the needs of all businesses within the Georges River LGA, despite achieving a guaranteed resource recovery rate with the use of Mechanical Biological Treatment technology. For example, if a business produces large volumes of food waste each week (green grocer, supermarket), the business would be best suited to considering a food organics collection service, to divert this material away from landfill and achieve best-practice resource recovery.

Additionally, for businesses producing excess volumes of waste, a private waste contractor can provide daily collections if required.

## Kerbside clean up service

Council does not provide a kerbside clean up service to commercial properties. Large or hazardous items or excess volumes of waste that cannot be placed within bins must be either disposed of (or recycled if appropriate) with a private waste contractor. Businesses within the Georges River LGA can engage a private waste contractor to perform these services on an as-needed basis. Alternatively, businesses can take large or hazardous items or excess volumes of waste to a waste management facility to ensure responsible disposal and/or recycling.

## Waste Management Facilities

**SUEZ Rockdale Resource Recovery Centre**  
5 Lindsay Street, Rockdale



**SUEZ Lucas Heights Resource Recovery Park**  
New Illawarra Road, Lucas Heights



## CONTACT DETAILS

For more information, you can visit Council's website or email a question at any time. Alternatively you can call Council 24 hours, 7 days a week.

**Website:** [www.georgesriver.nsw.gov.au](http://www.georgesriver.nsw.gov.au)  
**Phone:** 9330 6400  
**Email:** [mail@georgesriver.nsw.gov.au](mailto:mail@georgesriver.nsw.gov.au)

For enquiries relating to bin entitlements, missed services, or collection schedules, contact the Waste Hotline, Monday to Friday between 8.30am and 5pm.

**Waste Hotline**  
**Phone:** 1800 079 390



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