

LABOR RELATIONS



December 13, 2018

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

The Postal Service intends to create Management Instruction (MI) EL-890-201X-X, *Recycling Standards for Paper, Cardboard, and Plastic for Mail Processing and Delivery Operations*.

The purpose of the MI is to formalize roles and responsibilities related to recycling.

We have enclosed a final draft copy of the MI.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosure

# Management Instruction

## Recycling Standards for Paper, Cardboard, and Plastic for Mail Processing and Delivery Operations

Date
XXXXX
Effective
Immediately
Number MI EL-890-201X-X
Obsoletes (TBD)

The Postal Service™ generates significant quantities of recyclable paper (primarily undeliverable mail), cardboard, and plastic(s) that impact our business. The Postal Service is committed to increasing revenue and reducing costs. Postal Service operational managers must ensure recycling standard practices are implemented to efficiently handle recyclables within their operations.

### Purpose

The purpose of this management instruction (MI) is to provide important recycling policy updates including roles and responsibilities as the Postal Service continues to do the following:

- a. Establish hub recycling facilities to facilitate backhaul recycling participation and operations.
- b. Improve paper, cardboard, and plastic recycling at postal Processing and Delivery Unit Operations.

Backhaul recycling uses existing transportation and empty mail transport equipment (MTE) to return recyclables generated at delivery/retail units to their servicing hub. Recycling at Processing and Delivery Unit Operations includes source separation and adherence to standard procedures for efficient handling, collection, and movement of recyclables.

### Policy

Postal Service recycling policy includes the following components:

- a. Integration and assignment of roles and responsibilities in performance of recycling operations including Headquarters, Areas, Districts, and Facilities.
- b. Performance of work area source separation (including contamination avoidance) and collection for the following recyclables:
  1. Paper (e.g., undeliverable mail).
  2. Cardboard (e.g., old corrugated cardboard).
  3. Plastics (e.g., shrink/stretch wrap).

Note: Local requirements may require recycling other materials.

- c. Processing Operations: Provide hub facility backhaul recycling for Delivery/Retail Operations participation. Perform and integrate paper, cardboard, and plastic recycling operations.
- d. Delivery/Retail Operations: Participate in the hub facility backhaul recycling operations as applicable. Perform and integrate paper, cardboard, and plastic recycling operations.
- e. Regulatory compliance which includes incorporating federal Presidential Executive Orders, state and local recycling goals, and best practices into policy objectives as applicable (e.g., zero waste and other recyclables).

Note: Refer to Table 1, Major Sources of Postal Recyclables.

## Statement of Objectives

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The Postal Service's recycling objectives are as follows:

- a. Sustain the corporate brand: Corporate brand is essential. Waste mail recycling has become a fundamental community value, and the Postal Service has a unique leadership responsibility to embrace the values of the communities we serve.
- b. Increase revenue and decrease costs: Increasing recycling and eliminating waste are recognized business opportunities that do the following:
  1. Reduce trash volume and disposal costs by diversion of waste into recyclables.
  2. Generate revenue from materials previously incurring disposal costs.
  3. Eliminate delivery/retail unit recycling fees and costs through hub recycling facility operations.
- c. Expand hub facility recycling and improve recycling operations: Expanding recycling hub facility operations and delivery/retail unit participation and improving material source separation maximize recyclable value through economies of scale and standardized material handling.
- d. Reduce waste to landfill and promote material reuse: Recycling and reducing waste to landfill promotes conservation, material reuse and natural resources stewardship. Waste mail and other recyclables are renewable resources that must no longer be considered waste; many mailing and shipping products can be manufactured from recyclable material generated by our business.
- e. Reduce regulatory impacts: Recycling reduces business regulatory impacts by implementing network wide policies and standard practices to comply with an expanding regulatory landscape. Conformity with the Services Contract Act ensures competitive solicitations with legal contract performance standards.

## Compliance with Federal, State, and Local Laws and Regulations

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The Postal Service must comply with recycling and solid waste federal, state, and local laws and regulations. Enforcement may include citations, fines, or refusal to collect materials. The Postal Service also complies with the spirit and intent of Presidential Executive Orders, which includes diversion of waste from landfill (i.e., recycling) performance goals and reporting.

State and local regulations continue to trend toward enactment of mandatory participation, source separation, and material landfill bans. Local communities are also increasingly embracing Zero Waste initiatives. The Postal Service must have consistent policies to address the myriad of recycling legal and regulatory requirements being enacted nationwide.

## Recycling Roles and Responsibilities Assignments

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### Headquarters

**Chief Sustainability Officer (CSO):** Responsible for overall recycling policy development and stakeholder/functional team(s) coordination including developing performance metrics.

**Deputy Postmaster General (DPMG):** Enables the Chief Sustainability Officer to coordinate recycling policy development with strategic stakeholders.

**Chief Operating Officer (COO):** Integrates Network Operations and Delivery Operation functions into strategic recycling policy support and implementation.

**Vice President Network Operations:** Integrates Processing Operations and Maintenance Operations functions into recycling policy support and implementation.

**Vice President Delivery Operations:** Integrates City and Rural Delivery and Fleet operations into recycling policy support and implementation.

**Vice President Finance:** Integrates Finance, Accounting, and Supply Management into recycling policy support and implementation including contract services. HQ Facility Services Category Management Center (CMC) reviews local recycling market services to determine contract best value.

## **Area**

**Vice Presidents and Managers Operations Support:** Ensure Area functional managers and District Managers integrate recycling policy into operations. Area executive leadership designates an Area Recycling Coordinator.

**Area Recycling Coordinator:** Coordinates and facilitates recycling operations including:

- a. Acts as liaison for stakeholder functions (e.g., Area/District Management, Office of Sustainability, Facility Services CMC, Maintenance Operations, Finance, and others).
- b. Administers guidance materials and standard operating procedures.

## **District**

**District Manager:** Provides functional management support and resources necessary to implement recycling for hub facility recycling operations and delivery/retail unit participation. District executive leadership designates a District Recycling Coordinator.

**District Recycling Coordinator:** Coordinates and facilitates recycling operations including the following (Note: the District Recycling Coordinator may act as a Facility Recycling Coordinator):

- a. Acts as liaison for stakeholder functions (e.g., Facility/District Management and Personnel, Office of Sustainability, Facility Services CMC, Maintenance Operations, Distribution Operations, Finance, and others).
- b. Administers guidance materials and standard operating procedures to District and Plant management and personnel.

**Senior Plant Managers:** Provide resources and functional management support to integrate recycling into Plant operations and designate a Facility Recycling Coordinator.

**Facility Recycling Coordinator:** Coordinates and facilitates recycling operations including:

- a. Acts as liaison for stakeholder functions (e.g., Local/Facility/District Management and Personnel, Office of Sustainability, Facility Services CMC, Maintenance Operations, Distribution Operations, Finance, Delivery/Retail, and others).
- b. Provides technical assistance, administer guidance materials, and standard operating procedures to assigned managers and supervisors.
- c. Identifies equipment appropriate for facility need and facilitate equipment installation as necessary. Assists the facility COR with preparing facility-specific recycling contract requirements.
- d. Evaluates and monitors conformance with recycling source separation, collection, and handling standard operating procedures. Provides corrective action feedback and advises assigned managers and supervisors on discrepancies.
- e. Ensures proper AIC accounts are used to deposit recycling revenue. Tracks recycling performance and employee engagement.
- f. Optimizes recycling service to maximize revenue and reduce costs (e.g., transportation) as necessary. Reduces trash service costs as wastes are diverted into recycling.
- g. Assists Transportation Management to determine space available transportation routes to implement hub facility recycling operations.

**Managers/Supervisors/Postmasters:** Integrates recycling operations within their functional units including:

**a. Delivery/Retail Units**

1. Ensures recyclable collection containers are provided to enable source separation of recyclable materials.
2. Ensures recyclable source separation (including removing contaminants) of paper, cardboard, and plastic is performed (and other designated recyclables as required) and that recyclables are placed in the proper recycling collection containers.
3. Follows standard procedures to verify undeliverable mail as applicable.
4. Performs service talks and training and adheres to backhaul recycling standard operations procedures including proper MTE usage, placarding, source separation, and contamination avoidance.
5. Implements backhaul recycling operations with hub facility as applicable.

**b. Processing Operations**

1. Ensures recyclable collection containers are provided to enable source separation of recyclable materials at designated work locations as required.
2. Ensures recyclable source separation (including removing contaminants) of paper, cardboard, and plastic is performed (and other designated recyclables as required) and that recyclables are placed in the proper recycling containers.
3. Implements procedures to collect and transport recyclables to designated recycling staging areas.
4. Implements procedures to unload and transport returned MTE containing recyclables received from delivery/retail unit to designated recyclable staging area(s).
5. Implements recycling equipment operations (e.g., dumpers, compactors, balers including equipment maintenance) as necessary and ensures preparation of source separated recyclable materials for consolidation is completed.
6. Performs service talks and training on proper recyclable handling, collection, and consolidation.
7. Follows standard procedures to verify undeliverable mail as applicable.

**c. Transportation**

1. Provides guidance on space available transportation routes to implement hub facility backhaul recycling operations.
2. Provides guidance on MTE and placard usage, as necessary, for delivery/retail units performing backhaul recycling.

## **Recycling Operations Requirements**

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Annually, the Postal Service recycles hundreds of thousands of tons of paper (primarily undeliverable mail sources), cardboard, and plastic (clear shrink/stretch wrap) by integrating practices that minimize impacts to our core mail delivery functions. The following sections describe essential recycling operational requirements.

### **Requirement: Source Separation, Collection, and Contamination Prevention Principals**

Postal Service employees must understand and apply source separation, collection, and contamination prevention principals to minimize business impacts and maximize recyclable value.

Source Separation: Contaminants (non-recyclables and trash) must be separated at the point of generation as part of routine operations to reduce additional material handling. Collection containers for each recyclable type must be conveniently located in designated area(s) where recyclables are generated. Containers should be properly labeled and sized for the time period between emptying to avoid overfilling. Improper source separation results in unnecessary handling and material contamination.

Collection: Recyclable material collection must be performed on a frequency that prevents container overfilling. Facilities must incorporate recyclable collection frequency practices, establish designated recyclable staging areas into routine operations and align collection with the custodial team cleaning as applicable. Removal of trash containers and providing recyclable collection containers increases recyclable material recovery and reduces trash disposal costs. Trash containers can also be repurposed as recycling collection containers (with labeling). Recycling collection containers can include, but are not limited to, tubs, bins, Gaylords, dedicated containers, large collection bags, and rolling stock.

Contamination Prevention: Failure to adhere to contamination avoidance standards may result in unnecessary handling and landfill waste disposal costs. Recycling contracts may also specify recyclable contamination standards and requirements.

### **Requirement: Processing Facility Operations**

Processing facility recycling shall incorporate source separation, recyclable collection, contamination prevention practices and delivery/retail unit backhaul recycling into their operations. Maintenance-capable offices must, as applicable, align recycling activities within their custodial team cleaning and properly track recycling activities within eMARS.

General recyclable descriptions, source separation, collection, and contamination standards for processing operations are as follows:

- Paper: Includes undeliverable mail from delivery/retail unit backhaul recycling operations, FPARS-PARS/CIOSS-CFS-generated undeliverable mail and office-generated waste paper. These items can typically be comingled in one container, no additional source separation is necessary. Paper recyclables may comprise a large component of trash by weight; diversion into recycling removes a significant cost component from trash disposal services.  
USPS recycling contracts define allowable contamination in the statement of work (SOW). Intermingling of paper with trash or other recyclables, such as plastic and cardboard, may render the material landfill waste.
- Cardboard: Includes Postal Paks (tri-walls), Gaylords, fiberboards, and miscellaneous cardboard boxes and pieces that are not re-usable. Cardboard is easily source separated; contamination tends to be minimal. Adhesive labels do not require removal. Empty cardboard containers and break them down flat to minimize space. Do not intermingle source-separated cardboard with trash, plastics, paper, or other recyclables; they will render the material landfill waste. Cardboard is a bulky material for handling as trash; diversion streamlines trash disposal activities and removes a significant waste volume and cost from trash disposal.
- Plastic(s): contamination typically results from intermingling non-recyclable and recyclable plastic types. Plastics may use up the majority of trash container volume; diversion removes a significant waste volume and cost from trash disposal.
  - Rigid plastic pallets, tubs, trays, hampers, and some mail bags are generally considered High-Density Polyethylene (HDPE) plastics. These items are costly to replace; follow Mail Transport Equipment Service Center (MTEC) return procedures for their repair, reuse, and/or recycling.
  - Clear stretch/shrink wrap (i.e., no color), and associated strapping are generally considered Low-Density Polyethylene (LDPE) plastics. The majority of recyclable-generated plastic(s) within the Postal Service are clear stretch/shrink wraps that can be easily source separated. Self-adhesive stickers attached to clear plastic stretch/shrink wrap do not require removal. Contaminates that must be separated from the clear stretch/shrink wrap at the point of generation include, strapping, colored plastic stretch/shrink wraps, string, tape and rubber bands during bundle breakdown. Labels/placards that are intermixed or taped to the clear plastic wrap must be removed. Local plastic recycling suppliers may allow

some intermingling of colored plastic stretch/shrink wrap and strapping; however this is not a widespread industry practice and must be determined on a case-by-case basis. Source separated Plastic (clear shrink/stretch wrap) **must not** be intermingled with trash, other plastic types, cardboard, paper, or other recyclables; they will render the material landfill waste. Consolidating collected recyclable plastic wrap directly into large clear plastic bag liners at designated plastic wrap generation areas on the work room floor further reduces handling and unnecessary movement of plastic wrap recyclables.

- Other Recyclables: Include, but are not limited to, compostable organic wastes (i.e., food waste, food soiled paper, paper towels, landscaping trimmings), aluminum cans, plastic bottles, glass, and wood. State and local recycling laws and/or initiatives, such as Zero Waste, may require source separation and recycling these items. Contamination will occur if these items are intermingled. The Postal Service continuously reviews and may periodically issue minimum recycling standards and best practices for these items.
- Commingled Recyclables: Some existing Postal Service recycling contracts allow commingling of recyclables (i.e., paper, cardboard, and plastic) requiring no or minimal source separation. This industry practice is not widespread but may be available in select local markets. Facility Services CMC Trash and Recycling Commodity Management determine if these supplier services are available.
- Backhaul Recycling Discrepancy Notice: Processing operations performing hub recycling facilities must complete and forward a Discrepancy Notice to participating delivery/retail unit(s) not adhering to SOPs for corrective action. This includes notification of Unacceptable Material and Contaminants. The Discrepancy Notice is available at the Office of Sustainability website or at: <http://blue.usps.gov/sustainability/national-recycling-operation.htm>.

#### **Requirement: Delivery/Retail Unit Operation**

Delivery/retail unit recycling includes participating in backhaul recycling and shall incorporate source separation, recyclable collection and contamination prevention practices into their operations.).

General source separation, collection, and contamination standards for delivery/retail backhaul recycling operations are as follows:

- Paper: primarily includes undeliverable mail also known as undeliverable marketing mail (UMM), undeliverable standard mail (USM), undeliverable bulk business mail (UBBM) and no obvious value mail (NOV), and office paper discards. These items can typically be comingled in one container, no additional source separation is necessary. Intermingling paper with trash, cardboard, plastics or other recyclables may render the material landfill waste; therefore proper separation and collection of designated recyclables at the delivery /retail unit is required.
- Discarded Lobby Mail (DLM): DLM is a recyclable paper. DLM must be collected from approved lobby recycling collection containers using clear plastic liners as customers may periodically discard First-Class Mail® pieces within lobby collection recyclables. This identifies the DLM and avoids mistaking the DLM with live mail at the hub recycling facility. Refer to standard operating procedure guidance.
- Cardboard/Plastic(s): Many backhaul recycling operations include delivery/retail units returning segregated cardboard and plastic clear shrink/stretch wrap to their Hub Recycling Facility equipped to accept these materials. Expanding recycling opportunities for cardboard and plastic through backhaul recycling as local servicing hub recycling facility equipment infrastructure improves is an important goal for USPS and is increasingly a requirement in many localities. These operations require cardboard and plastic clear shrink/stretch wrap to be sent in separate MTE or placed on top of the MTE container to expedite removal and handling at the hub recycling facility. Consolidating collected plastic wrap into large clear plastic bag liners further facilitates movement and transfer at the hub recycling facility.
- Product Samples and Other Undeliverable Package Materials: Waste mail may contain product samples or other materials. Mail sanctity **must** be maintained; and product samples must not be opened. These pieces can be recycled if by "look and feel" it can be determined the piece is acceptable for recycling (and does not result in material contamination). Package delivery market

expansion and evolving reuse markets may provide future USPS opportunity for enactment of innovative recycling and reuse alternatives for these and related materials. Generally product samples should be disposed unless an agreement can be enacted by the Facility Services CMC authorizing a mutually acceptable alternative handling method.

- Backhaul Recycling Discrepancy Notice: Recipients **must** perform corrective action as necessary to ensure adherence to hub recycling facility SOPs.

### **Requirement: Recycling Equipment and Recycling Staging Areas Recycling**

Recycling equipment can be obtained by established Postal Service procurement and purchasing practices or by rental/leasing agreements. Equipment installation site preparation, such as providing electrical service, may be required including adherence to applicable USPS Safety requirements. The Facility Services CMC can negotiate equipment rental and lease rates with the recycling contract. Recycling staging areas and equipment locations must be identified to consolidate the collection of recyclable materials for efficient movement.

- Paper Recycling Equipment: The majority of hub recycling facilities have been equipped with nationally deployed, standardized, recycling-used dumper/compactor equipment through an Office of Sustainability initiative for paper recycling. This equipment enables efficient handling of delivery/retail unit MTE rolling stock containing backhauled paper recyclables and all processing operation work area-generated paper recyclables. Additional information is available at the Office of Sustainability or at: <http://blue.usps.gov/sustainability/national-recycling-operation.htm>. Loose loading of paper recyclables may be available in some geographical locations. Loose loading typically includes fork lift loading onto trailers (using Gaylords), dock space, and frequent service to avoid material backup. Procedures must maximize tonnage per load to minimize transportation service costs.
- Cardboard Recycling Equipment: Postal operations may enact future policies and best practices to standardize cardboard equipment usage. Procedures must maximize tonnage per load to minimize transportation service costs. Common methods include the following:
  - Loose Loading: includes banding and/or flat stacking and loading onto trailers; handling required typically includes breaking down boxes, banding the flattened cardboard into bundles for loading onto trailers.
  - Compactors: handling required typically includes breaking down boxes and transfer into a compactor. Additional folding (and compaction cycles) may be necessary to fully compact cardboard if the compactor is not properly sized to accommodate larger cardboard pieces (e.g., Postal Paks, Gaylords).
  - Balers: includes vertical and horizontal types. Baler selection should be appropriate for the amount of cardboard generated. Horizontal balers require a larger footprint, significant upfront capital costs, and routine preventative maintenance but more efficiently handle large cardboard volumes through automated controls and features. Typically this equipment is feasible for large operations. Vertical balers require a smaller footprint, significantly less upfront capital costs, with minimal preventative maintenance but may necessitate additional handling to cut/fold cardboard into the baler chamber. Fork lift loading and bale storage space is required.
- Plastics Recycling Equipment: Postal Service operations may enact future policies and best practices to standardize plastic equipment usage. Common methods include the following:
  - Clear shrink/stretch wrap are easily transferred into a baler due to their lightweight, flexible properties. Consolidating collected recyclable plastic wrap directly into large clear plastic bag liners located at plastic wrap recyclable generation areas further reduces handling and unnecessary movement of plastic wrap recyclables. Balers provide maximum volume reduction. Fork lift loading and bale storage space are usually required. Procedures must maximize tonnage per load to minimize transportation service costs. Suppliers in discrete geographical markets may offer loose loading or compactor service for plastic wrap; however this industry practice is not widespread.
- Recycling Staging Area(s): Recycling staging areas must be established to ensure recyclables



are routinely collected and staged in designed area(s) (e.g., identified with signage) that do not impact mail movement operations. Size recycling staging area(s) to handle MTE containers received from participating delivery/retail units and in-house work area collected recyclables. Operational procedures can be employed to reduce recycling staging area space needs, such as adjusting container collection and/or recyclable processing frequency. Incorporate collection staging area(s) into routine operations, equipment locations and align with the custodial team cleaning activities as applicable.

### **Requirement: Recycling Services Contracting**

Recycling services contracting identifies facility-specific recycling service requirements. The Facility Services CMC is the authorized entity within the Postal Service to establish recycling contracts. Recycling contracts are required unless CMC deems impracticable.

Postal Service recycling contracts (unless deemed impracticable) are required and fulfilled through the Facility Services CMC and designated facility COR. CMC provides technical expertise on market availability for recycling service(s) nationwide and also negotiates equipment lease and rental terms and agreements.

Backhaul recycling consolidation provides economies of scale enabling greater competition to maximize commodity value. Postal Service contracts incorporate terms and conditions such as a "zero floor" that prevents suppliers from charging a negative rebate per ton to avoid paying for recyclable commodities. Postal Service contracts also specify commodity contamination standards and facility recyclable preparation method for supplier pickup.

Facility-specific requested recycling requirements are incorporated into the facility recycling contracts by completing and submitting a recycling requirements worksheet. To request new services, go to <http://blue.usps.gov/supplymanagement/facilities-services-home.htm> and complete the Service Request form. Facility-specific recycling requirements include the following:

- a. Notification/pickup service (e.g., scheduled, on-call, remote monitoring).
- b. Equipment needs (e.g., trailers, containers, balers, compactors).
- c. Type of recyclable preparation (e.g., compacted, loose, and baled).
- d. Special requirements (e.g., building logistics, access restrictions).

### **Requirement: Transportation and Material Transport Equipment (MTE)**

Transportation shall assist with identifying return trips for Delivery unit utilization in transporting backhaul recyclables to their hub recycling facility.

Existing infrastructure (network transportation and MTE) must be used to consolidate recyclable paper, cardboard, and plastic (clear shrink/stretch wrap). Plastic hampers, wire containers, canvas hampers, general purpose mail containers (GPMC or Postoons), and Gaylord boxes may be used for transporting recyclables. Use of smaller tubs and trays create additional handling and should be avoided when practicable. MTE containing recyclables **must** be placarded as recyclables in accordance to SOPs. No additional transportation or specialized MTE purchase for recyclable handling should be initiated. Local management should review and designate MTE to be used for backhaul recycling operations.

### **Requirement: Safety**

Safety assists with evaluation of the recycling operations and recommend controls as necessary. Consult Safety personnel to evaluate recycling operations and, if necessary, recommend proper work practices and controls. OSHA-written programs may also require updating.

### **Requirement: Standard Operating Procedures and Recycling Guidance**

Use SOPs and available resources to implement and integrate recycling operations (refer to the Office of Sustainability webpage at: <http://blue.usps.gov/sustainability/national-recycling-operation.htm>).

The Office of Sustainability maintains a webpage of recycling resources at: <http://blue.usps.gov/supplymanagement/facilities-services-home.htm> to provide currently available recycling policies and SOPs and recycling resources for backhaul recycling operations, processing operations, and delivery/retail units.

## Definitions/Acronyms

**Backhaul Recycling Operations:** Delivery/retail units send recyclables, such as undeliverable mail and office paper, in empty return MTE to their consolidating hub recycling facility via existing transportation.

**Cardboard Recyclables:** Includes Postal Paks (tri-walls), Gaylords, cardboard boxes, and pieces. Also referred to as old corrugated cardboard (OCC).

**Compostable (Organic Waste):** Food waste, green waste, landscape and pruning waste, nonhazardous wood waste, paper towels, and food-soiled paper waste that is mixed in with food waste.

**CFS:** Sites designated to provide mail redirection and address correction services; generate waste mail available for recycling.

**Contamination:** Unacceptable materials mixed in with recyclables. Failure to adhere to contamination avoidance standards may result in the recyclables being handled as landfill waste.

**Cross-Dock Recycling:** A method of sending recyclables using existing transportation to a local hub facility which then cross docks and transports the recyclable(s) to a consolidation hub recycling facility.

**FPARS:** Sites designated to redirect Undeliverable as Addressed (UAA) Flat Mail pieces at the point of origin and to generate flat waste mailpieces available for recycling.

**Hub Recycling Facility:** Receives recyclables returned from delivery/retail units or from recycling cross-docking operations for consolidation.

**Other Recyclables:** Includes, but is not limited to, compostable organic wastes (i.e., food waste, food soiled paper, landscaping trimmings), aluminum cans, plastic bottles, glass, and wood. State and local recycling laws and/or initiatives, such as Zero Waste, may require source separation and recycling these items.

**Paper Recyclables:** Includes undeliverable mail also known as undeliverable marketing mail (UMM), undeliverable standard mail (USM), undeliverable bulk business mail (UBBM), and no obvious value mail (NOV) and office generated paper (all types).

**PARS/CIOSS:** Sites designated to redirect Undeliverable as Addressed (UAA) Letter Mail pieces at the point of origin; generate letter waste mailpieces available for recycling.

**Plastic Recyclables:** Includes stretch/shrink wraps (used to secure pallets and bundles) and rigid plastic types.

**UAA Waste Mail:** A term applied to mail that cannot be delivered due to a customer move, incorrect address, or other reason.