



Green gifting during COVID-19

Less travel. No parties. No big gatherings. The holidays will be low-key this year.

So, let's find new ways to celebrate while doing right by the environment. Personal gifts are always the best. Give a book or music you know someone would love to receive. A box of home-baked cookies always brings warmth and joy to one's home.

Outdoor activities are encouraged. Fresh air. Open spaces. How about a gift card or certificate for a great pair of walking shoes or outdoor apparel? When buying for others, look for quality goods that will last a long time.

Avoid plastic whenever possible. Plastic is no friend to the environment, and good alternatives are usually available.

Special foods are always appreciated during the holidays. Is this the year to send your family a box of juicy organic oranges from a farmers' market?

As we continue to guard against COVID-19, perhaps donate to a charity or food bank in a loved one's name or get fashionable reusable masks for colleagues.

Stainless steel water bottles will keep friends hydrated and come in many styles and fun colors. Water never tasted so



Make this holiday season merry for all. Give gifts that create smiles, not landfill.

good. Better than recycling. Just refill and reuse.

There was a shortage of garden seeds last spring. Wouldn't it be nice to give the gardener in your circle colorful packets of their favorite vegetable and flower seeds this holiday? Doing so is thoughtful, inexpensive, and environmentally friendly.

Add a bit of beauty and comfort to someone's life with fresh flowers and high-quality shea butter. Both are affordable. Compost the flowers. Recycle the glass jar.

And you can't go wrong with good champagne and a lotion bar. We could all use a bit of bubbly and relaxation after

this year. Recycle the bottle, compost the cork, and reuse a tin to store the bar. Now that's zero waste.



CHRISTMAS TREE COLLECTION RUNS JAN. 4-15

Please place trees curbside the night before your collection day. Christmas trees will be picked up by a dedicated truck on your regular service day.

Please remove all plastic bags, lights, decorations, tinsel, and stands. If your tree is more than 6 feet tall, it must be cut in half.

EMPLOYEE OWNERSHIP

Recology workers feel common energy and purpose

Many people have noted that Recology collectors are really into their jobs. Drivers take care of their customers and are proud of the work they do. The same is true of recycling sorters and mechanics.

Our business involves physical and challenging work, but it also helps keep us strong of body and positive of mind. We help keep the city functioning.

Here is another factor that contributes to our vigorous work ethic: Recology is a 100 percent employee-owned company. That ownership structure means the driver who picks up your trash and the workers who sort your recycling own the company.

Employee ownership builds involvement by encouraging workers to contribute ideas and information that improve the services we provide. In this and other ways, employee ownership fosters a culture of highly involved workers.

Our collective aim is to provide superior customer service. That includes collecting 2,500 tons of refuse a day in San Francisco, recycling and composting as much



Recycling sorter Noel Tucker and driver Lisandro Ponce are proud employee-owners.

of that material as possible, professionally managing communications through our Customer Service Department, and more.

The feeling that "we are in this together" is shared across our San Francisco workforce.

Recology collection driver Lisandro Ponce trusts his co-owners. If his truck breaks down, "they will jump in and

help me out so the bins get emptied on time. It's a good feeling," he said.

Recycling sorter Noel Tucker, who works at Recycle Central, the 200,000-square-foot recycling plant on Pier 96, also finds inspiration in Recology's employee-owner culture.

"It motivates you to get up every day, even when you are tired," she said. It incentivizes you to come to work and be part of something."

Customer service representative Verna Ellis agrees employee ownership fosters a culture of teamwork.

"I can always rely on the dispatchers and the collectors to help with a customer request," Verna said.

To learn more about Recology, visit [Recology.com](https://www.recology.com) or check out our monthly customer newsletters posted at [Recology.com/sfnewsletter](https://www.recology.com/sfnewsletter).

To learn about career opportunities at Recology, go to [Recology.com/careers](https://www.recology.com/careers).

Testing electric trucks to reduce emissions and noise

Neighborhood collection trucks that haul away our discards are heavy-duty vehicles that must pack and transport many tons of material.

It takes a lot of horsepower to run these trucks. Imagine the thrust required to push a collection truck full of trash up the steep hills of San Francisco.

Diesel-powered truck engines are the traditional go-to choice in the recycling and waste management industry. The Recology fleet in San Francisco runs on alternative fuels, such as renewable diesel fuel and renewable natural gas.

We have two electric box trucks that deliver bins to our customers in our everyday fleet.

Now Recology is testing rear-load electric collection trucks. We successfully demonstrated they can top hills in our city, and we are trying them in other cities.



Electric collection trucks passed San Francisco's hill test.

The challenges include the weight of collection trucks and the number of continuous hours they must operate. We need our trucks to be able to run 8 to 10 hours a day.

The aim is to reduce emissions and reduce truck noise. Electric trucks are much quieter than traditional collection vehicles.

The technology is not perfected, but it's getting better. We continually look for ways to operate more sustainably.

Our recycling plants in San Francisco already run partly on solar power. In the future, our trucks could too. The prospect of using the sun's energy to power collection trucks is a vision we very much hope to achieve one day.



Tips from the truck

RECYCLING MORE CARDBOARD THESE DAYS? FOLLOW THESE SIMPLE SET-OUT INSTRUCTIONS

In an effort to reduce litter across San Francisco, residents and businesses are encouraged to fit all recyclable materials inside blue bins with lids closed.

If your recyclable materials consistently exceed the space available in your blue bin, contact the Recology Customer Service Department so we can upgrade your bin size.

Cardboard recycling best practices:

- Flatten cardboard boxes to save space in your blue recycling bin.
 - If you still have extra cardboard, tie the pieces in a bundle no larger than 2 ft. x 2 ft. x 2 ft.
 - Email CustomerService@RecologySF.com at least one business day before your scheduled service so we can alert your collection driver about the extra cardboard.
 - Put the bundle next to your blue bin on collection day.
- Flattening your boxes and fitting them inside your blue bin will also save you money as additional collection charges may apply when customers set out extra cardboard.

BOOK A BULKY ITEM RECYCLING PICKUP

Clearing your clutter is easy with Recology's Bulky Item Recycling service. Use it when cleaning out garages,

side yards, and other spaces at homes and individual apartment units.

Give us a call to schedule a BIR collection appointment and we'll pick up big stuff such as worn-out furniture, broken electronics, and appliances in disrepair at no additional cost.

Items scheduled for pick up should be placed next to the curb in front of your residence, taking care to keep the sidewalk clear.

Residents can schedule a BIR collection by using the Recology app, visiting [Recology.com](https://www.recology.com), or calling Customer Service at (415) 330-1300.

LOW-INCOME RATES AVAILABLE TO ELIGIBLE HOUSEHOLDS

San Francisco households that qualify to participate in PG&E's low-income rate program, CARE, may also receive up to 25 percent in discounts on recycling, trash, and compost collection.

The discount does not apply to premium service, and accounts with more than one unit are ineligible for this program.

To confirm your qualification, email or mail us a copy of the first page of your current PG&E bill showing participation in the CARE program. The name and address on your PG&E account must match the name and address on your Recology account. You may be asked to verify annually.

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