

Industrial, Commercial and Institutional (ICI) Waste Diversion Stakeholder Engagement Summary

Waste & Recycling Services (WRS) conducted a comprehensive engagement process in the development of the overall Industrial, Commercial and Institutional (ICI) Waste Diversion Strategy and the development of the ICI Organics Diversion Strategy. This engagement began in 2012 with generators, haulers, processors and associations/NGOs and was completed in 2015 with industry research conducted by CH2MHILL Canada Ltd.

Stakeholders were engaged through the ICI Working Group, individual conversations, monthly association board meetings and workshops. Stakeholders support the ICI Organics Diversion Strategy and the recommendations in this report. The following table is a summary of the engagement timeline.

	Timeline	Technique & Purpose	Participants
2012 - Phase 1	April 2012	EBA/ipsos Reid workshops (4) to identify barriers to increased ICI diversion determine support for 14 programs and explore role of The City in increasing ICI waste diversion.	48 stakeholders representing generators, haulers, processors and associations/NGOs
	July 2012	EBA/ipsos Reid multi-stakeholder sessions (2) to review previous results; identify challenges and propose solutions.	55 stakeholders representing generators, haulers, processors, and associations/NGOs
	September 2012	EBA/ipsos Reid combined stakeholder engagement session to confirm information and demonstrate applicability to Federation of Canadian Municipalities Model.	53 stakeholders representing generators, haulers, processors and associations/NGOs
	2012	Ipsos Reid electronic survey sent to all those unable to attend.	31 – 39 electronic surveys sent out after each session
	August - October 2013	Engagement sessions to identify barriers and timing challenges of implementing the program options and proposed solutions.	34 internal subject matter experts
2013-2014 - Phase 2	November 2013	sonnevera Inc. workshop to get feedback on preference and timing of the program options.	34 stakeholders representing generators, haulers, processors and associations/NGOs
	December 2013	Focus group of internal SMEs to review the external engagement session results of November 2013.	14 internal subject matter experts
	December 2013 - February 2014	Infrastructures scan via interviews with ICI waste to understand available processing capacity within Calgary.	18 processors
	January 2014	sonnevera Inc. workshop to review results to date, allow final commentary and communicate next steps including Report to Committee.	41 stakeholders representing generators, haulers, processors, and associations/NGOs

May 2014 - Council Approval of ICI Waste Diversion Strategy report (UCS2014-0259)		
2015	January – March 2015	Presentations to large associations on strategy and organics timeline
	January – May 2015	Individual discussions with large businesses on strategy and organics timeline
	January 2015	Presentation on ICI organics strategy and organics timeline
	May-June 2015	Research and discussions with organic processors (lead by CH2MHILL)
	June 2015	ICI organics workshop (joint venture with Recycling Council of Alberta)
	July 2015	ICI report back session
		150 industry members
		10 businesses representing large waste generators, haulers, processors and associations/NGOs
		Internal City Business Units
		27 organic processors
		75 industry participants – generator focused with some haulers and processors present
		40 industry members representing generators, haulers, processors and associations/NGOs