



**The City of New York**  
**BUSINESS INTEGRITY COMMISSION**  
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Elizabeth Crotty  
*Commissioner and Chair*

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**BUSINESS INTEGRITY COMMISSION ANNOUNCES RECORD SETTLEMENT WITH STERICYCLE FOLLOWING COMPLIANCE AUDIT THAT UNCOVERED VIOLATIONS OF BIC CONTRACT RULES THAT LED TO OVERBILLING**

Prompted by customer complaints of overbilling, the New York City Business Integrity Commission (“BIC”), the city agency charged with overseeing the companies operating in New York City’s trade waste industry, investigated medical waste management company Stericycle. The investigation found that the company had failed to comply with BIC rules governing contracts and that, as a result, multiple customers were overcharged and have since been reimbursed. Stericycle has retained a consultant to assist with efforts to identify and make whole any other customers who may have been overbilled and to ensure Stericycle’s contracts comply with BIC’s rules. In addition to making the customers whole, Stericycle settled the resulting BIC violations for more than \$2 million.

“Companies under BIC’s regulation will be held accountable to our rules and integrity standards. Protecting customers is an integral part of our public safety mission,” said **BIC Commissioner and Chair Elizabeth Crotty**. “I would like to express my thanks to the members of the BIC team who worked on this matter for their outstanding efforts to protect trade waste customers and ensure misconduct in the industry does not go unchecked.”

Stericycle has more than fourteen thousand customers in New York City, including hospitals and medical offices.

BIC is charged with the regulation of companies that haul all types of waste from commercial establishments and job sites in New York City including putrescible waste and recyclables, medical waste, used cooking grease, and construction and demolition debris.

To report misconduct or other issues with a carter, submit a complaint directly to BIC through our telephone hotline (212) 437-0600 or online: <https://www.nyc.gov/site/bic/complaints/complaints.page>

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