

An aerial photograph of the New York City skyline at sunset. The Empire State Building is the central focus, with other skyscrapers like the Freedom Tower visible in the background. The sky is a mix of orange, yellow, and blue.

DSNY Business Rules & Regulations

A business owner's guide to avoiding violations

DISCLAIMER: THIS GUIDE IS NOT MEANT TO BE A SUBSTITUTE FOR ALL DSNY RULES AND REGULATIONS. PLEASE VISIT DSNY'S WEBSITE FOR MORE INFORMATION.

nyc.gov/zerowastebusinesses | call 311

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sanitation

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Evaluate & Reduce Your Waste

Evaluate

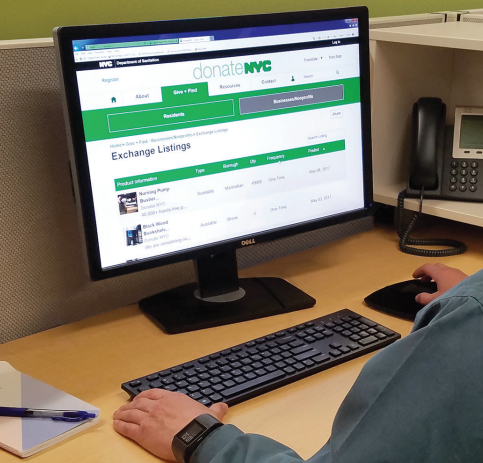
Knowing what's in your waste stream is an important first step to managing it. To help you better understand and manage the waste your business generates:

- Perform a visual assessment (self-inspection) of your waste. This will help you identify inefficiencies and implement a successful recycling program.
- Perform an audit to identify unnecessary waste and save your business money. Businesses that have negotiated a flat/average fee billing method with their carter are entitled to a waste stream survey provided by the carter at no charge. Visit the NYC Business Integrity Commission (BIC) website at **nyc.gov/bic** to find out if your carter is required to assist you with more. You may also visit the U.S. Environmental Protection Agency's (EPA) Sustainable Materials Management (SMM) page at **epa.gov/smm** for tips on conducting your own waste assessment.
- Hire a private sustainability consultant or trade waste broker to help manage your waste. Make sure to shop around and choose one that fits your needs. For a list of authorized brokers visit **nyc.gov/bic**.

Reduce

To save money on hauling costs and help keep NYC clean and environmentally sustainable, reduce waste sent to landfills, by:

- Joining a waste reduction challenge and find tools to help reduce waste. Learn about the EPA's WasteWise or Food Recovery Challenge at **epa.gov/smm** or the New York State Pollution Prevention Institute (NYSP2I) at **nysp2i.rit.edu**.
- Working with suppliers to reduce packaging.
- Avoiding overproduction and single use items.
- Going paperless.
- Improving staff training. For example, assigning the role of "sustainability coordinator" to a staff member.
- Using refillable and/or returnable containers (following all relevant NYC Department of Health and Mental Hygiene (DOHMH) regulations (NYC Health Code §81.46)).



Reuse & Donate

Businesses can prevent waste by donating items for reuse. Donation saves money, conserves energy and resources, and provides jobs and social services for New Yorkers in need.



donate
NYC

donateNYC

The donateNYC Exchange is a website that connects businesses looking to donate items to organizations in need. The Exchange helps businesses cut carting costs, earn tax deductions and free up space. In return, recipients secure free furniture, electronics, and much more. The platform is simple to use: businesses post listings of goods they no longer need and then interested parties contact them to arrange pickup or delivery. donateNYC staff can also connect businesses to community programs and social service organizations. For more information and to register for the Exchange, visit nyc.gov/donate/exchange.



refashion
NYC
in partnership with HOUSING WORKS

refashionNYC

refashionNYC is a free and convenient clothing donation service for apartment buildings with 10 or more units, office buildings, commercial businesses (such as the fashion industry, storage facilities, gyms, laundromats, and hotels), schools and institutions. Businesses can request refashionNYC bins, which include tax donation receipts for donors on-site. Bin contents are picked up free of charge by the nonprofit organization Housing Works. For more information and to apply online, visit nyc.gov/refashion.



materials for the arts

Materials for the Arts

Materials for the Arts (MFTA) accepts donated items from businesses and individuals and makes them available for free to public schools, government agencies, and nonprofit organizations with arts programming. The MFTA warehouse is operated by the Department of Cultural Affairs (DCLA) with funding from the Department of Sanitation (DSNY) and the Department of Education (DOE). For more information, visit nyc.gov/mfta.

Collection & Setout

Waste Collection Services

Businesses must arrange to have recyclables and garbage collected separately by a BIC licensed private carter. Your business should develop a plan for how waste will be set out and collected. If your building's management handles waste collection, work with them to ensure compliance with the NYC recycling rules (see [Business Recycling Set-up](#) on the following pages). For a list of licensed carters, visit BIC's website at nyc.gov/bic.

If your business prefers to remove its own waste and dispose of it at private transfer stations, you must first obtain a Class 1 Self Hauler Registration from BIC. You can find the application at on.nyc.gov/selfhaulerreg.

Important: Property owners and building management must notify commercial tenants, at least once annually, about the recycling and waste management policies of the building. Policies must comply with DSNY's rules and include information on what materials need to be separated and where they should be placed. This notification must be made available to DSNY upon request.



Tip: Shop around for a carter that fits your needs and materials generated. Businesses that receive quotes from multiple carters are more likely to negotiate better pricing.

Tip: Protect your business and help ensure transparency by negotiating a formal written contract with your carter. A model contract can be found at on.nyc.gov/samplecartercontract.

Licensed Professionals in Residential Buildings

Physicians, accountants, lawyers, or other licensed professionals located in residential buildings may be eligible for DSNY collection of garbage and recyclables. For more information and to apply for the Professional Fee Program, visit on.nyc.gov/pro-fee.

Non-Profits, Agencies & Institutions

All NYC non-profits, agencies and institutions are required to recycle. Some that lease space in a commercial building and those that receive private carter collection are required to comply with the commercial recycling rules. Non-profit organizations and city agencies in tax-exempt buildings are eligible for DSNY collection. For more information, visit on.nyc.gov/agency-recycling.

Decals & Registration

Businesses must post an official BIC decal identifying each licensed private carter utilized. The decal needs to be placed on a window and clearly visible from the curb at the entrance to your business. Decal(s) will be provided to you at no cost by the carter that you choose. Each decal should be filled in by your carter and must include: *carter information* (name, address, phone number, and license number), *material(s)* being collected, *service(s)* provided (refuse collection, source-separated recycling, co-collection, and/or single-stream recycling), and *days and approximate times* of collection.

CITY OF NEW YORK
Business Integrity Commission
nyc.gov/bic

CONTROL NUMBER
000000000

COLLECTION PROVIDED BY
Company: _____
BIC #: _____
Phone: _____

AUTHORIZED FOR
☐ SINGLE-STREAM
☐ CO-COLLECTION
☐ SOURCE-SEPARATED

REFUSE COLLECTION ☐ YES ☐ NO
Collection Days: SUN. MON. TUES. WED. THURS. FRI. SAT.
Collection Time: _____

MGP COLLECTION ☐ YES ☐ NO
Collection Days: SUN. MON. TUES. WED. THURS. FRI. SAT.
Collection Time: _____

CARDBOARD/PAPER COLLECTION ☐ YES ☐ NO
Collection Days: SUN. MON. TUES. WED. THURS. FRI. SAT.
Collection Time: _____

SINGLE-STREAM COLLECTION ☐ YES ☐ NO
Collection Days: SUN. MON. TUES. WED. THURS. FRI. SAT.
Collection Time: _____

COMPLAINTS: Call 311

• **Complete contact information for your carter**

• **Type of recycling collection (requires BIC authorization)**

• **Days and approximate times of collection by material type**

If obtaining a Class 1 Self Hauler Registration from BIC, post an official BIC decal that indicates self-hauling and includes the business's registration number.

Important: For multi-tenant buildings, property management should maintain a list of all businesses that share private carter service. Ground-floor retail establishments in such buildings must also post and maintain a decal.

Tip: Make sure that the decal you receive is completely and accurately filled out for the type of service being provided. Consult with your private carter or contact BIC if you have any questions (see **More Information** on page 18).

Set-out Requirements

If collection occurs while establishment is open:

Set out material for collection within two hours of the scheduled pick up.

If collection occurs while establishment is closed:

Set out material within one hour of closing your business for the evening.

Always remove bins from the curb after collection.

Important: It is illegal for businesses to set out their waste in or next to DSNY litter baskets or to mix their waste with residential material.

Fines related to Collection & Setout

Business failing to post a private carter decal: **\$100**

Private carter failing to provide a decal: **up to \$10,000**

Private carter hauling waste without a license or registration:
up to \$5,000 per day

Business failing to follow setout requirements: **\$100 to \$200**

Business Recycling

All businesses and commercial establishments in NYC are required by law to recycle certain materials.

Designated Recyclables

All Businesses must recycle the following items:

MGP: Metal (all kinds), Glass (bottles and jars), Plastic (all rigid kinds), Beverage Cartons

PAPER: Paper (clean) & Cardboard

For a list of common items that must be recycled, please see **What to Recycle** on the back cover of this guide.

Designated Recyclables (cont'd)

Businesses must also recycle certain materials in special cases:

C&D: Construction and demolition waste must be set out separately from garbage and recycling. Check with BIC to make sure that your carter is authorized to collect this material.

Textiles: If textiles, such as fabric scraps, clothing, linens, belts, bags, and/or shoes, make up 10% or more of your waste during any month, you are required by law to separate and recycle this material. To check if you are eligible for a free NYC textile recycling program, visit nyc.gov/refashion.

Yard or Plant Waste: If yard or plant waste, such as grass clippings, garden debris, leaves and/or branches, make up 10% or more of your waste during any month, you are required by law to separate and recycle this material. This material must be set out separately from all other material.

Organic Waste: For more information about **Business Organics**, see page 9.

Commercial Landscapers

Yard waste generated by landscapers and tree servicing companies, including trees, leaves, branches, bushes, grass clippings and/or garden debris, must be delivered to a permitted compost facility. DSNY accepts landscaper material and sells finished compost at the Staten Island Compost Site. For more information, visit nyc.gov/businessorganics.

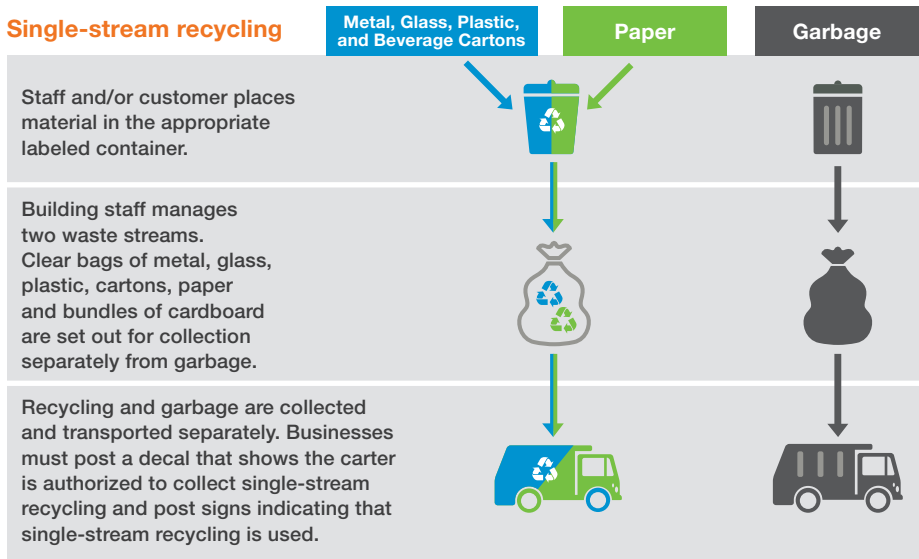
Business Recycling Set-up

To start recycling at your business, first check with your private carter to find out how your carter is authorized to collect recyclables. You must recycle in one of two ways: either *single-stream recycling* or *source-separated recycling*.

Single-stream recycling: This is only allowed if your carter is authorized by BIC to collect all recyclables together. Within your business, MGP and PAPER may be placed in the same bags or containers. Your carter will send a truck to collect the recyclables (separate from garbage) for processing at an authorized recycling facility.

Source-separated recycling: Within your business, collect PAPER in separate bags or containers from MGP. Your carter will send separate trucks to collect PAPER and MGP. Or, if authorized by BIC, they will co-collect separately bagged PAPER and MGP in the same truck (separate from garbage) for processing at an appropriate recycling facility (see **Co-collection** on the following page).

Single-stream recycling



Source-separated recycling

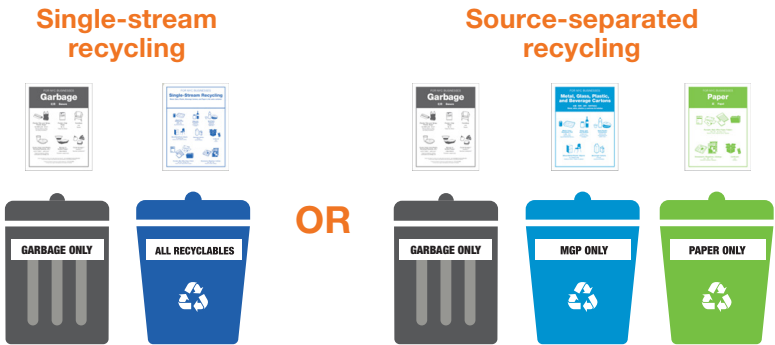


Co-collection: With BIC authorization, a carter may be permitted to collect source-separated recyclables in one compartment of a truck at the same time. In this case, your business will be required to set out MGP and PAPER separately in clear plastic bags. Cardboard may be baled or banded.

Important: It is never, under any circumstances, permitted for recyclables to be collected in the same bag with garbage, or be placed in the same compartment of a truck or container with garbage.

Container Labeling and Setout Requirements

All containers, including those used internally and those for storage and set-out, must be labeled. Labels must be legible and clearly state what material the container is being used to collect.



Businesses must post signs in commonly trafficked areas and where recyclables are routinely generated. These include all customer, staff, storage and maintenance areas. Signs must indicate which materials need to be separated and how those materials are being collected or stored.

Recyclables must be set out for collection in clear plastic bags or loose in other containers. Cardboard may be bundled or baled. Garbage must be placed in leak-proof receptacles with tightly fitting lids or in securely-tied, heavy-duty, opaque (for example, black or brown), plastic bags.

Tip: Wherever there is a garbage bin, there should also be recycling bin(s).

Tip: Color code your recycling program (example: for bins, labels, and signs use blue for MGP, green for PAPER, black for garbage, and orange for organics).

Tip: Create your own signs based on your business’s needs and the materials being handled in a given location, and post those signs above each container used. Be as descriptive as possible, using images and graphics in addition to text. Find sample signs at nyc.gov/dsnybusinessresources.

Fines related to Business Recycling

Businesses violating commercial recycling rules: **\$100 to \$400 per violation**

Commercial landscaper failing to properly dispose of landscaping waste: **\$250 to \$2,500**

Private carter violating commercial recycling rules: **up to \$10,000 per violation**

Business Organics

Certain food-generating establishments are required by law to separate organic waste from recycling and trash for beneficial use. To find out if your business is affected and must comply with the commercial organics rules, please view the minimum requirements on DSNY's website at **nyc.gov/businessorganics**. This section explains the requirements for businesses that must follow these rules.

Important: Be sure to check the website periodically for the most up-to-date information and requirements.

Designated Organics

Businesses affected must separate staff-handled organic waste in employee work areas. **Organic waste** is defined as all food scraps, food-soiled paper, plant trimmings, and certified compostable products. For a list of common items that must be separated as organics, please see **What to Recycle** on the back cover of this guide.

Important: Many certified compostable products are difficult to distinguish from other plastics that must be recycled. Check with your private carter and ensure that these products meet your processor's specifications. To avoid confusion, switch to reusable items and products that can be recycled as MGP or PAPER.

Tip: Many organizations in NYC accept certain types of donated food and make free pickups. This is an excellent way to help feed New Yorkers in need and reduce hauling costs. Some organizations even provide tax donation receipts. Visit **nyc.gov/donate** to learn more.

Note: Food that is donated to a third party or sold to a rendering company or farmer for feedstock are not covered by this law as long as the material does not end up in a landfill or incinerator. Any material not donated or sold in this manner must be transported or processed using one of the options on page 10.



Business Organics Set-up

Provide labeled containers specifically for organics and post instructions about separation requirements in areas where staff handles such materials.



Employees must place organic waste in appropriately labeled containers and ensure that they are not mixed with any garbage or recyclables.

Transportation & Processing Requirements

Businesses affected must arrange for their organic waste to be transported and/or processed separately from garbage and recycling.



Private Carter

Official BIC organics decal



- Hire a licensed private carter to collect your organic waste for the purpose of processing by composting or aerobic/anaerobic digestion.
- Use setout containers that meet your carter's specifications and have lids that can be latched, locked, or securely fastened and that are resistant to wildlife. Set out organic waste in clearly labeled containers with the lid latched, locked, or securely fastened.
- Post an official BIC organics carter collection decal alongside your other carter decal(s).



Self-Transport

Official BIC self-hauler organics decal

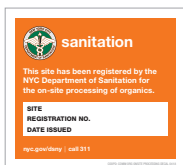


- Register with BIC to legally transport your own organic waste.
- Transport your organics directly to a processor for composting or aerobic/anaerobic digestion, or to a transfer station that will ensure that the material remains separate from other waste and will be transferred to a final location for proper processing.
- Keep a copy of the written agreement with the processor or transfer station and make available to DSNY upon request.
- Post an official organics BIC "self-hauler" decal alongside your other carter decal(s).



On-Site Processing

DSNY-issued on-site processing decal



- Process the material at your location by composting or aerobic/anaerobic digestion. A food waste grinder is not permitted. For more information, please visit the NYC Department of Environmental Protection's (DEP) website at **on.nyc.gov/grinders**.
- Make sure you are in compliance with applicable grease capture requirements. Visit DEP's website for more information at **on.nyc.gov/greasecapture**.
- Submit the on-site processing form at **nyc.gov/businessorganics** within 30 days of installation. Make sure to renew your registration annually.
- Record weights or volumes and retain these measurements for a minimum period of three years and submit them to DSNY upon request.
- Businesses using on-site processing are required to have a contingency plan including transportation arrangements for leftover organic waste or situations where the equipment is out of order.
- Post an official DSNY on-site processing decal alongside your carter decal(s).

Note: Check BIC's website for a list of carters that collect organic waste.

Fines for Business Organics

Covered businesses violating commercial organics rules: **\$250 to \$1,000 per violation**

Private carter violating commercial organics rules: **up to \$10,000 per violation**

Harmful Products & Special Handling

Special Handling

It is illegal for certain materials to be discarded with garbage or recycling. Furthermore, many of these materials can be hazardous to human health and require special handling. These items include but are not limited to: automotive products, rechargeable batteries, electronics, hazardous chemicals, mercury-containing devices, medical waste, and fluorescent lighting.

For a comprehensive list of materials that require special handling and instructions on how to properly discard these materials, please visit DSNY's website. You may also contact BIC to find out if your carter is authorized to separately collect these materials.

Mandatory Take-Back Programs

Some businesses are required to accept certain used products from consumers for recycling. The following list is a general guideline of common business types that may be required to take back used items; your business may be required to comply with additional programs.

- **Auto Part Retailers & Service Stations:** Plastic Bags, Auto Tires, Auto Batteries, Motor Oil
- **Electronics & Office Supply Stores:** Plastic Bags, Electronics, Cell Phones, Rechargeable Batteries, Ink and Toner Cartridges
- **Grocery Stores & Delis:** Plastic Bags, Bottles
- **Hardware Stores, Contractors & Wholesalers:** Plastic Bags, Rechargeable Batteries, Mercury Thermometers, Fluorescent Bulbs
- **Hospitals & Nursing Homes:** Sharps, Unwanted Medications, Regulated Medical Waste
- **Pharmacies & Drug Stores:** Plastic Bags, Rechargeable Batteries, Sharps, Unwanted Medications
- **Manufacturers of Refrigerant-Containing Products:** Refrigerants
- **All Other Retailers:** Plastic Bags and other products that you sell, sold, or provide

Voluntary Take-Back Programs

Your business is encouraged to participate in voluntary take-back programs. By participating, your business will help keep our city clean and safe from harmful materials, provide a valuable service to customers and the community, and could increase foot traffic and sales when customers return to drop off items. The following are some items that can be taken back and recycled with participating partners.

- Fluorescent Bulbs
- Ink and Toner Cartridges
- Mercury-Containing Items
- Unwanted Medications

Note: For detailed information on these programs and to review the complete list of materials that are considered hazardous or require special handling, please visit nyc.gov/businessrecycling.

Fines for Harmful Products & Special Handling

Violating special handling requirements: **\$50 to \$10,000** (fines vary by material or substance)

Violating regulated medical waste requirements: **up to \$50,000 per day**

Other Common Violations (Streets & Sidewalks)

Sidewalk & Gutter Cleaning

Businesses are responsible for cleaning the sidewalks (including areas like tree pits, grass strips, etc.) and gutter areas (18 inches from the curb into the street) adjoining their property. Other areas that must be kept clean/clear include backyards, areaways, alleys, and vacant lots.

I Fines: \$100 to \$300

Recycling is required at all NYC street events. Sponsors of street events or their representatives are responsible for ensuring the cleanliness of event areas and for the separation, collection, and removal of garbage and recyclable materials generated. Recycling receptacles must be clearly labeled.

I Fine: \$100

Littering, sweeping out, or scattering materials such as ashes, hair, garbage, paper, dust, etc. outside is illegal. Precautions must be taken to prevent the scattering of these materials by the wind. Merchants must put all sweepings into suitable garbage receptacles for collection by a private carter. Loose rubbish and noxious liquids are not permitted to fall or run into the street.

I Fines: \$100 to \$450

DSNY Litter Baskets

DSNY litter baskets are intended for use by pedestrians only. Litter baskets may NOT be used for the disposal of household garbage, sweepings, or commercial waste.

I Fines: \$100 to \$300

Alternate Side Parking

Vehicles must be moved as directed by Alternate Side Parking/Street Cleaning Regulations signs so that DSNY can clean the streets with mechanical sweepers. This also applies to such regulations in metered areas. It is never legal to double park your vehicle, even during Alternate Side Parking hours.

I Fines: \$45 to \$65

Illegal Dumping of Any Materials

It is illegal for any person to dispose of any material or debris while using a motor vehicle and dumping it on any street, lot, park, public space, or any publicly or privately owned area. Penalties for this offense include a fine and vehicle impoundment or forfeiture.

I Fines: \$1,500 to \$20,000

Theft of Recyclables

Except for a BIC-authorized private carter and their employees, it is illegal for anyone to disturb, remove, or transport by motor vehicle any amount of recyclable material placed out for collection by owners of commercial properties or businesses. Both the owner and driver of the vehicle are liable for theft of commercial recyclable material.

I Fines: \$1,000 to \$2,000 (private carters caught stealing recyclables could face criminal penalties, lose their license, and/or face fines up to \$10,000)

Note: DSNY maintains a reward and tip program. For more information call **311** or visit nyc.gov/311.

Postings & Graffiti

It is illegal to post or affix any unauthorized materials such as flyers and business cards on any building, vehicle, tree, or other public property. Every handbill, poster, notice, sign, advertisement, sticker, or other printed material shall be deemed a separate violation. Anyone found to have violated this provision shall also be responsible for the cost of the removal of the unauthorized postings, as well as any penalty imposed.

I Fines: \$75 to \$500

Under the law, all property owners are required to remove, or arrange for the removal of, graffiti from their property. The city's Graffiti-Free NYC Program allows both property owners and others to report graffiti via **311** and to request the removal of graffiti from such property.

I Fines: \$150 to \$300



Sidewalk & Street Obstructions

Sidewalks and streets must be kept free from tripping hazards, debris, and other obstructions that could impede pedestrian traffic. Obstructions may include, but are not limited to, garbage and recycling receptacles or bags, merchandise, ATMs, etc. Additional restrictions apply to licensed stands, coin-operated rides, collection bins (for example, clothing bins), and other obstructions.

I Fines: \$100 to \$300

A Revocable Consent may be granted to allow for certain structures on city property (for example, sidewalks). Revocable Consents for sidewalk cafes may be granted by the NYC Department of Consumer Affairs (DCA). Revocable Consents may be granted by the Department of Transportation (DOT) for items on city sidewalks such as (partial list): stands for a food court on public property, large planters, planted areas, flagpoles, clocks, enclosures for garbage receptacles, etc.

I Fine: \$500

Vehicles

No one in control of a vehicle or receptacle may litter, drop, spill, or allow to be littered, dropped, or spilled any material in or upon any street or public place.

I Fines: \$100 to \$450 (up to \$10,000 for private carters)

An open truck or trailer being utilized for the transportation of any loose substances may not be operated on any public street or highway unless the truck or trailer has a cover, tarpaulin, or other approved device. The cover must completely close and/or securely envelope the opening on the truck or trailer while it is being operated to prevent anything from falling out.

I Fines: Up to \$300 (up to \$10,000 for private carters)

Snow & Ice

Every owner, lessee, tenant, occupant, or other person having charge of any lot or building must clean snow and/or ice from the sidewalk after the snow has stopped falling. Remove snow and ice to create a path that's at least four feet wide, and clear space around fire hydrants, refuse/recycling bins, and sidewalk corner ramps.

If the snow stops falling between:

- 7:00am and 4:59pm: must be cleared within four hours;
- 5:00pm and 8:59pm: must be cleared within fourteen hours;
- 9:00pm and 6:59am: must be cleared by 11:00am.

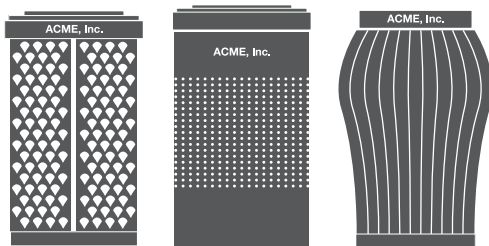
If the snow or ice becomes frozen so hard that it cannot be removed, the sidewalk should be liberally sprinkled with ashes, sand, sawdust, or similar suitable material within the same time limits. The sidewalk must be thoroughly cleaned as soon as the weather permits.

I Fines: \$100 to \$350

Note: For a full list of laws and fines that may apply, please visit DSNY's website.

Working with DSNY

Business owners, managers, and employees can do their part to help keep NYC clean and be a community leader. The following are just a few ways you can assist DSNY in your neighborhood.



- Adopt or Sponsor a Basket in your community, visit **on.nyc.gov/adopt-a-basket**.
- Request a litter basket or report an issue, call **311**.
- Become a public space recycling partner, visit DSNY at **on.nyc.gov/contact-DSNY**.
- For more information about contract opportunities, such as snow removal, visit the City Record online at **on.nyc.gov/dcass-cityrecord**. M/WBE-certified businesses are encouraged to apply.

More Information

Enforcement and Inspections

Commercial Recycling & Organics

Inspections for commercial recycling and organics are unscheduled and may be in response to a complaint made against your business. Businesses that are found in violation of the commercial recycling or organics rules will be issued a Summons for each violation identified per area. Fines vary based on the type of violation and increase for repeated violations issued within a 12-month period.

Streets & Sidewalks (Commercial Premise Enforcement Routing)

Under the Enforcement Routing Program, enforcement agents patrol all commercial and industrial blocks at specified times focusing on violations for dirty sidewalks. During the specific enforcement routing time, an agent may issue a Notice of Violation when a dirty sidewalk is observed.

Business owners can also request a commercial enforcement routing sticker, which lists the times during which the DSNY can issue tickets for dirty sidewalks and gutters. For more information about the commercial enforcement routing times for a particular location or to request a sticker, call at **311** or visit **on.nyc.gov/enforcedhours**.

Tip: Know your rights as a business (Executive Order 115). For more information visit: **on.nyc.gov/dsny-bizrights**.

Tip: Someone from your staff, preferably a supervisor or manager, should be prepared to receive an inspector and tour the facility for all relevant areas of the inspection. Refusing an inspector may result in a violation.

Complaints

If you believe a business is doing something illegal or not doing their part to recycle properly, you are encouraged to file an anonymous complaint at **on.nyc.gov/dsny-complaints** or call **311** and DSNY will investigate. To report a complaint or submit a tip relating to a private carting company you are encouraged to call BIC's complaint line at **1-212-437-0600** or fax your complaint to **1-646-500-7096**.

Contact DSNY

For **general inquiries**, please visit DSNY's website at nyc.gov/dsny or contact **311**.

For **questions or issues** relating to commercial recycling, organics, or other related topics please email: commercialprograms@dsny.nyc.gov. You may also request to host a free training session or educational site visit.

To **host a training session**, be sure to include "Training" in the subject line of the email. Trainings consist of a presentation on the commercial rules followed by a question and answer session. To facilitate a training, we require that there be representatives from at least five unique business locations in attendance.

To **request an educational site visit**, be sure to include "Site Visit" in the subject line of the email. A member from of DSNY's outreach team will visit your business to provide information on the commercial rules and tips on what you can do to comply and avoid violations (this is not an enforcement inspection). Site visits are unscheduled and based on our outreach team's availability for your area. Wait times may vary.

For additional information and resources, please visit the following web pages.

- Zero Waste Businesses: nyc.gov/zerowastebusinesses
- Commercial Recycling: nyc.gov/businessrecycling
- Commercial Organics: nyc.gov/businessorganics
- Business Resources: nyc.gov/dsnybusinessresources

Other NYC Agencies

NYC Business Integrity Commission (BIC)

BIC regulates thousands of active licensees and registrants who operate waste removal businesses or conduct waste removal activities in NYC. The mission of BIC is to eliminate organized crime and other forms of corruption and criminality from these industries. BIC's website includes useful information such as:

- Lists of licensed carters and recycling authorizations
- Information on maximum rates, billing methods, and fees
- Working and negotiating with a private carter
- Customer's Bill of Rights

For more information, visit nyc.gov/bic or call **1-212-437-0500**.



NYC Department of Health and Mental Hygiene (DOHMH)

DOHMH is a public health agency that, among a broad range of health topics, regulates food service establishments and can enforce DSNY's commercial organics rules. For more information, visit nyc.gov/doh or call **311**.

NYC Department of Consumer Affairs (DCA)

DCA protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCA licenses more than 81,000 businesses in more than 50 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more. DCA can enforce on DSNY's commercial organics rules. For more information, visit nyc.gov/dca or call **311**.

NYC Department of Environmental Protection (DEP)

DEP manages the city's water supply and wastewater treatment infrastructure and regulates and enforces environmental issues. On-site organics processing is subject to additional regulation by DEP. For rules and regulations pertaining to installation of grease traps for on-site processing equipment please reach out to the Grease Unit. For more information, visit nyc.gov/dep or call **311**.

Other NYC Agencies (cont'd)

NYC Office of Administrative Trials and Hearings (OATH)

OATH is the city’s central independent administrative law court. Questions pertaining to summonses and hearings should be directed to OATH. For more information, visit nyc.gov/oath or call 1-844-628-4692.

NYC Small Business Services (SBS)

SBS helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building thriving neighborhoods across the five boroughs. For more information, visit nyc.gov/sbs or call 311.

NYC Department of Transportation (DOT)

DOT provides for the safe, efficient, and environmentally responsible movement of people and goods in NYC and maintains and enhances the transportation infrastructure crucial to the economic vitality and quality of life of city residents. For more information, visit nyc.gov/dot or call 311.

For translated Chinese & Spanish **DSNY Business Rules & Regulations** guides, visit: nyc.gov/dsnybusinessresources

DSNY商業規則和條例指南已經翻譯成中文和西班牙文，請瀏覽網址：
nyc.gov/dsnybusinessresources

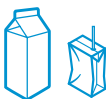
Para revisar las guías de las **Reglas y Regulaciones de DSNY** en español o chino, por favor de visitar a nyc.gov/dsnybusinessresources

Note: Please retain and reuse this guide before recycling it with your business’s paper.

NOTES:

What To Recycle 回收什麼 Qué se debe reciclar

Metal, Glass, Plastic, and Beverage Cartons



Beverage Cartons
飲料紙盒
Cartones de bebidas



Glass Jars and Bottles
玻璃罐和瓶子
Tarros de vidrio y botellas



Rigid Plastic
硬質塑料
Plástico rígido



Mixed Metal/ Plastic Objects
混合金屬/塑料物品
Objetos de metal/ plástico mixto



Metal Cans, Aluminum Foil
金屬罐、鋁箔
Latas metálicas, papel aluminio

Paper



Newspapers, Magazines, Catalogs
報紙、雜誌、商品目錄
Periódicos, revistas, catálogos

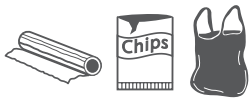


Cardboard
紙板
Cartón



Receipts, Mail, Office Paper, Folders
收據、信件、辦公用紙、文件夾
Recibos, correo, papel de oficina, carpetas

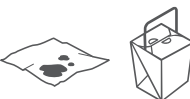
Garbage



Plastic Film and Wrap, Plastic Bags*
塑料薄膜和包裝、塑料袋*
Película y envoltura de plástico, bolsas de plástico*



Furniture
家具
Muebles



Soiled or Coated Paper
有污漬的紙或塗料紙
Papel sucio de comida o papel encerado



Foam Products
泡沫製品
Productos de poliestireno

*UNLESS YOUR BUSINESS IS COVERED BY NYS PLASTIC BAG AND FILM WRAP LAW

Organics



Food Scraps
餐飲垃圾
Desperdicios de comida



Food-soiled Paper
被食物弄髒的紙張
Papeles con residuos de comida



Plant Trimmings
植物輔料
Recortes de plantas



Certified Compostable Products
認證的混合肥料產品
Productos de abono certificados

