Department of Conservation
Division of Recycling
Certification Services Branch
Recycler Inspections

Recycler Copy

Recycler Inspections Training Manual

Inspection Authority 14CCR 2125
(Revised December 2004)

RECYCLING CENTER INSPECTIONS TRAINING MANUAL

PREFACE

This training manual has been prepared by the Department of Conservation, Division of Recycling for operators of recycling centers that are certified participants of the California Beverage Container Recycling and Litter Reduction Act *(Act).*

A "recycling center" is defined in Public Resources Code *(PRC),* Division 12.1 Section 14520 of the Act as "... an operation which is certified by the department and which accepts from consumers, and pays or provides the refund value pursuant to Section 14572 for, empty beverage containers intended to be recycled."

This manual is designed to assist operators of certified recycling centers in understanding the primary operating requirements of the Act and Title 14 of the California Code of Regulations *(14CCR or Regulations).* This manual is intended to act as a reference tool on how to apply inspection requirements to the day to day operations of a recycling center. IT IS NOT INTENDED TO REPLACE THE ACT OR REGULATIONS. References to the Act and Regulations are given throughout this manual. Please note that these may change with each revision of the Act and/or Regulations. WHILE EFFORTS HAVE BEEN MADE TO ENSURE ACCURACY, ANY ERRORS OR OMISSIONS IN THE MANUAL DO NOT NEGATE THE RIGHTS AND DUTIES OF THE PROGRAM PARTICIPANTS AS DETAILED IN THE ACT OR REGULATIONS. IF THERE IS ANY INCONSISTENCIES BETWEEN THIS MANUAL AND THE ACT AND/OR REGULATIONS, THE MANUAL'S LANGUAGE WILL BE DEEMED VOID, AND THE ACT AND/OR REGULATIONS, WILL BE CONTROLLING. IT IS THE RECYCLER'S RESPONSIBILITY TO KNOW AND FOLLOW ALL REGULATIONS, INFORMATION, AND NOTICES SUPPLIED TO YOU BY THE DEPARTMENT TO ASSURE YOUR FULL COMPLIANCE.

This manual deals primarily with signage and inspection requirements. If you have any questions relating to the requirements contained in this Recyclers Inspections Training Manual or any other questions relating to the California Beverage Container Recycling Program, please contact ***Bob DaRosa*** at ***(916) 323-3008.***

REQUIRED SIGNAGE AT A STAFFED SITE

When entering a recycling center the first thing you want to look for is the proper signage required by Division of Recycling. The required signage to be displayed is:

State of California Certification Sign

A 10 inch by 15 inch certification sign ***provided by the Division of Recycling*** *(DOR)* showing that this location has met all the requirements to become a state certified recycling center and may pay CRV for containers brought into the center by consumer's. If the recycling center needs a new sign, send a letter to the Certification Section at the Division of Recycling *(DOR)* stating the reason *(e.g. stolen, broke, etc.)* why you need a new sign and what happened to the old sign. *(14CCR 2065 (a))*

OPEN signs

A minimum size of 2 feet by 2 feet *(576 square inches).* The sign shall contain, at a minimum, the word "OPEN" in lettering at least 10 inches in height. Where local zoning or ordinance restricts the size of the sign to less than two feet by two feet, the sign shall be the maximum size allowable. Where the physical location of the posted sign restricts the size of the sign, a sign varying from the specifications contained in this section may be posted if requested in writing and approved in writing by DOR. Send the letter to the Certification Section at DOR. *(14CCR 2500 (b))*

Refund price sign

A minimum size of 2 feet by 2 feet *(576 square inches).* The refund price sign must indicate the prices paid by weight or per container and by material type *(i.e., aluminum, glass, all types of plastic and bimetal).* If a location is grandfathered, only the materials they are buying need to have prices posted. A smaller sign may be used if requested and approved by DOR. Send your requests to the Certification Section at DOR. *(14CCR 2500 (e) (2))*

Deduction message

In addition to the price sign a deduction message must be included with the posted prices. A copy of the deduction message is in the regulations Section 2500, figure 9. *(14CCR 2500 (e) (B))*

Hours of Operation

A legible sign indicating the hours of operation. Make sure the hours posted match the hours on the certification application. If the hours do not match, have the Recycling Center *(RC)* send a letter or fax within 10 days of the change to the Certification Section requesting a change of hours. You may also accept a change of hour's letter from the contact person at the time of the inspection. *(14 CCR 2500 (e) (1))*

NOTE: *When sending a letter or fax to the Division of Recycling regarding signage or change of hours issues, please use the following address or fax number:*

Division of Recycling
Attention: Certification Section
801 K Street, MS 15-59
Sacramento, CA 95814
FAX Number - 916-323-4907

REQUIRED SIGNAGE AT A REVERSE VENDING MACHINE (RVM)

State of California Certification Sign

A 6-inch by 6-inch certification sign decal provided by the Division of Recycling *(DOR)* showing this location has met all the requirements to become a state certified recycling center and may pay CRV for containers brought into the center by consumers. If additional decals are needed, write to the Certification Section at DOR. *(14CCR 2065 (a))*

Refund price sign

A minimum size of 15 square inches with lettering of at least 3/8 inches in height indicating the prices paid by weight or per container for each material type accepted by that reverse vending machine. A smaller sign may be used if requested in writing and approved by DOR. Send your request to the Certification Section at DOR. *(14CCR 2500 (f)(2))*

Hours of operation

A legible sign indicating the hours of operation.
(14CCR 2500 (f) (1))

Odd-sized containers

A sign must be posted which specifies the method approved by DOR for redeeming empty beverage containers which are odd-sized, made of materials other than aluminum, glass or plastic *(i.e., bimetal)* or otherwise not accepted by the reverse vending machine or if the RVM is out of order. If in-store redemption is the alternative method, a sign which is at a minimum 120 square inches with lettering at least 1/2 inch in height shall be posted which specifies that containers will be redeemed at all open cash registers or the sign must designate exactly where redemption will occur. *(14CCR 2500 (f)(3))*

NOTE: *When sending a letter or fax to the Division of Recycling regarding signage issues, please use the address or fax number above.*

WHILE WAITING IN LINE TO RECYCLE MATERIAL

1) We will check the price sign to make sure that the recycling center is paying the minimum CRV as required by law and has the most recent prices posted.

2) We will check the hours of operation posted against the hours on the certification application.

3) We will check to make sure the recycling center is open a minimum thirty *(30)* hours per week with at least five *(5)* hours per week other than 9:00 a.m. to 5:00 p.m. on Monday through Friday.

NOTE: *If you are a rural recycler, there are no minimum hours you are required to be open, however, hours posted must agree with your certification application.*

4) ***We will watch the attendant to:***

- Make sure they are transferring the recyclable containers from the consumer's containers to another container.
- Make sure they are inspecting the containers to make sure the containers are CRV.
- Make sure they have the scale so the consumer can see the weights.
- Make sure the attendant counts containers if requested and under 50 containers.
- Make sure the attendant gives the consumer a weight ticket or voucher to receive payment.
- Make sure they are paying the current CRV.

INSPECTION OF A STAFFED SITE

1) Does your attendant dump the material from the consumer's containers into another container?

2) Does your attendant inspect the material or make an attempt to inspect the material *(i.e. take a container out of the barrel and look for CRV markings or grab a container off the conveyor belt)?*

3) Does your attendant count containers (up to 50 containers) if requested? The regulations now allow the consumer to request that the attendant count up to 50 containers of each material type (e.g. 50 aluminum containers, 50 #1 PET, 50 #2 HDPE, 50 bimetal, etc.). (Effective 7/29/2004)

4) Does your attendant weigh the containers properly *(e.g. zero/tare the scale before weighing the next customer, etc.)?*

5) Does your attendant give the consumer a weight ticket to take to the cashier?

6) Did the recycling center pay the current CRV prices?

7) Does your attendant turn the scale toward the consumer so they may read the weights?

INSPECTION OF A REVERSE VENDING MACHINE SITE

1) Make sure the Reverse Vending Machine *(RVM)* has the required signage. *(See page 4)*

2) Make sure prices are current.

INSPECTION OF A REVERSE VENDING MACHINE SITE STAFFED SITE

1) Make sure the Reverse Vending Machine *(RVM)* has the required signage. *(See page 4)*

2) Refer to Page 5 - Inspection of a Staffed Site.

CHECKING LOGS AND RECEIPTS WHILE GETTING PAID AT STAFFED SITE

1) Our inspector will check the logs and receipts to ensure they have the name, address, and RC number printed on them. Are the receipts press pre-numbered?

2) Our inspector will check to make sure the logs and receipts are filled out completely.

a) Are all the weights filled in?

b) Is the basis for each material type filled in?

c) Have the previous customers printed their name or given the recycler a vehicle license plate number, California drivers license number or California ID number and signed their name*(s)* on each line that has a weight?

d) Are there any transactions over $100.00 CRV on the logs or receipts? Did the attendant prepare a receipt for the transaction? (Effective 12/2/2004)

e) Are there any weights over the specified daily allowable weight limits? 500 lbs. AL. & PL., 2500 lbs. GL. *(14CCR2535(g))*

f) Is the current date on the log?

g) Is the correct RC number on the log?

h) Are logs filled in with pencil or pen? Logs must be in English and in permanent ink. Errors shall be voided only by using a single line through the error. Correction fluid, correction tape or erasures shall not be used for correcting errors on any documentation submitted to the Department. *(14CCR 2090 (c))*

EXPLAIN WHAT WE ARE LOOKING FOR DURING INSPECTIONS

1) Go over the proper signage that is required at the recycling center:

a) Certification sign

b) Price sign

c) Deduction sign

d) Hours of operation

e) Open sign

2) As the operator/manager, do you understand that aluminum cans, plastic bottles and glass bottles must be dumped from the consumer's containers into the container of the recycling center? Do you understand that this procedure assists the attendant to inspect the containers? Contaminated material *(e.g. rocks, water, tools, etc.)* can also be found in the bags or boxes when transferring the material from the consumer's container to your containers. If a conveyor is used, have your attendant periodically pull out cans and check to make sure they are labeled properly. The dumping of material from container to container is a regulatory requirement and will be enforced. *(14CCR 2501 (1))*

3) Inspections are done on a random basis throughout the year, and all recyclers are inspected yearly.

4) When technical violations are found at a recycling center, the center will be cited for that violation. The first notification will be a "Notice of Noncompliance" which will identify which regulation was violated. At the time the noncompliance is noted, if the violation is other than a signage or price

violation, the inspector will explain the violation and what action must be taken to correct the violation. If the violation is a signage violation you will receive an explanation when you receive the Notice of Noncompliance in the mail. A revisit will be conducted to insure the violation has been corrected. If the violation has not been corrected, a "Notice of Violation" will be written, and a fine will be levied. Fines vary with each violation and number of violations received prior to this violation. Revisits will continue until your recycling center is in compliance.

REJECTED CONTAINERS, OUT-OF-STATE CONTAINERS AND PREVIOUSLY BALED CONTAINERS

1) ***Rejected containers -*** Rejected containers are containers beverage manufacturers or beverage fill lines must dispose of due to damage, line breakage, or promotions that are over or any other number of reasons. Recycling centers may only pay scrap value for these containers because the distributor has not paid money into the fund. This is considered pre-consumer material. Money is not paid into the fund until after the container has been filled and ready for distribution to a distributor and sale to the consumer. *(14CCR 2500 (d))*

2) ***Out-of-State containers -*** Out-of-state containers are beverage containers that have been purchased outside the boundaries of California. These containers look like California containers and most have the proper CRV markings however they are ineligible for any CRV payment and must be purchased only as scrap *(14CCR 2501 (b))*

   In order to accommodate tourists and out-of-state residents, who shop and purchase their beverages in California, recyclers may pay refund value to customers delivering a load of material in a vehicle with an out-of-state license plate, provided that person is not a noncertified recycler, and the total refund value does not exceed $50.00 CRV.

   If a vehicle has out-of-state license plates and is trying to sell large amounts of containers, it is an indication that there are probably out-of-state containers mixed with this load. Try to get a driver's license number and/or license plate number from the individual(s) trying to sell the containers and contact DOR. The attendant should inspect the material carefully.

3) ***Previously baled containers -*** Previously baled containers are containers that have been baled by a large baling machine and then broken apart to be resold. These containers can also come from densifying machines that make the smaller bales, about the size of a 12 pack of soda or beer. If there are pieces of baled material mixed into a load you may not pay CRV on any part of the load, even if previously baled material is separated into individual containers. You may not be reimbursed CRV for this material. If you have any questions, contact DOR immediately.

Pursuant to 14CCR 2501 *(b),* a load of material shall be deemed not eligible for any refund value if any one of the following conditions exist:

1) There are pieces of broken, densified bales or biscuits of aluminum beverage containers within the load. This does not include cans, which have merely been flattened.

2) Pieces of bales of plastic are found in the load.

3) The motor vehicle, if any, used to deliver the load has a license plate from any foreign country, or any state other than California, unless all of the following conditions are met:

a) The person delivering the load is not a noncertified recycler, as defined at Section14520.6 of the act; and

b) The total refund value of material delivered by any one person per day does not exceed fifty *(50)* dollars *($50.00)* CRV; and

c) The load is not ineligible pursuant to subsection 14CCR 2501 *(b)(1),* above.

This means that if you are found with ***any amount*** of previously baled material in your load of containers, the whole load of containers can be denied the CRV payment. ***No exceptions.***

EXITING THE RECYCLING CENTER

1) This was an educational visit and you will not be cited for this visit. However we will be back later to do another inspection and if you are not in compliance you will be cited. We will also continue to revisit until compliance is met.

2) We want to emphasize that we are here to help you but we also expect compliance.

3) Here's my business card. It has my phone number. Please call anytime you have questions or need assistance

4) Thank you and please extend my thanks to your staff.

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Rejected, previously baled and previously cancelled material

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Has the appearance of previously biscuited aluminum cans

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Has the appearance of previously baled aluminum cans

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Has the appearance of previously baled aluminum cans

Has the appearance of previously baled plastic bottles

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Shredded plastic bottles

Beverages included in the program

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Beer and malt beverages included in the program

Carbonated soft drinks included in the program

Carbonated water included in the program

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Sport drinks included in the program

Noncarbonated water included in the program

Noncarbonated water included in the program

Wine coolers included in the program

Tea drink included in the program

Coffee drink included in the program

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Noncarbonated soft drink included in the program

Noncarbonated soft drink included in the program

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100% fruit drink under 46 oz. included in the program

Noncarbonated fruit drink not 100% fruit juice over 46 oz. included in the program

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100% fruit drink under 46 oz. included in the program

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Vegetable juice 16 oz. or less included in the program

Beverages not included in the program

Milk products not included in the program

Milk products not included in the program

Milk products not included in the program

100% fruit juice
46 oz. or more
not included in the program

100% fruit juice
46 oz. or more
not included in the program

100% fruit juice in containers 46 oz. or more not included in the program

Wine
not included in the program

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Distilled spirits not included in the program

Drinkable yogurts not included in the program

Medical food not included in the program

Vegetable drink over 16 oz. not included in the program

Vegetable juice over 16 oz. not included in the program

Meal replacement drink not included in the program

Meal replacement drink not included in the program

Multi-material pouches not included in the program

Concentrated
not ready to drink
not included in the program

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Plastic Containers not included in the program

Beverages subject to California Refund Value (CRV)

- **Beer and malt beverages...** *for example:* Budweiser, Coors, Corona, Heineken, Zima.
- **Wine coolers and distilled spirit coolers...** *for example:* Franzia Wine Coolers, Bartles & Jaymes Wine Coolers, Smirnoff Ice Spirit Coolers.
- **Carbonated fruit drinks...** *for example:* Martinelli's Sparkling Cider, Welch's Sparkling Grape.
- **Noncarbonated fruit drinks that contain any percentage of fruit juice...** *for example:* Hi-C, Margarita Mix, V8 Splash.
- **Carbonated water, including soda and carbonated mineral water...** *for example:* Crystal Geyser Sparkling Mineral Water, Arrowhead Sparkling Water (all flavors).
- **Coffee and tea beverages...** *for example:* Starbucks Frappuccino Coffee, Arizona Iced Tea (all flavors), Celestial Seasonings Tea (all flavors).
- **Noncarbonated water, including noncarbonated mineral water...** *for example:* Alhambra Distilled Water, Calistoga Mountain Spring Water, Evian.
- **Carbonated soft drinks...** *for example:* 7-Up, Coca-Cola, Mountain Dew, Pepsi, Sprite.
- **Noncarbonated Soft Drink...** *for example:* Kool Aid Bursts, SoBe Lizard Fuel, Yoohoo Chocolate Drink.
- **Vegetable Juice *(16 oz and under only)*...** *for example:* V8 Vegetable Juice, Hollywood Carrot Juice, Campbell's Tomato Juice.
- **"Sport" drinks...** *for example:* All Sport, Chiquita Sports Blast, Gatorade (all flavors).

Excluded: *Milk, medical food, nutritional supplements, infant formula, wine, 100% fruit juice in containers 46 ounces or more, vegetable juice above 16 oz.*

How much is CRV? ***Effective January 1, 2004,*** *CRV is 4¢ on containers less than 24 ounces, 8¢ on containers 24 ounces or more.*

For more information about recycling your beverage containers, visit the Department of Conservation at:

www.conservation.ca.gov.

or: 1-800-RECYCLE

Si necessita información en español, llame al 1-800-RECYCLE

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Cuales envases son sujetos al Valor de Reembolso de California (CRV)

- **Cerveza y Bebidas De Malta…** *por ejemplo:* Budweiser, Coors, Corona, Heineken, Zima.
- **Vino y Licores Destilados…** *por ejemplo:* Franzia Wine Coolers, Bartles & Jaymes Wine Coolers, Smirnoff Ice Spirit Coolers.
- **Bebidas Gaseosas de Fruta…** *por ejemplo:* Martinelli's Sparkling Cider, Welch's Sparkling Grape.
- **Bebidas Sin Gas de Fruta Que Contengan Cualquier Porcentaje de Jugo de Fruta…** *por ejemplo:* Hi-C, Margarita Mix, V8 Splash.
- **Agua Gaseosa, incluyendo Soda y Agua Mineral…** *por ejemplo:* Crystal Geyser Sparkling Mineral Water, Arrowhead Sparkling Water (all flavors).
- **Bebidas de Té y Café…** *por ejemplo:* Starbucks Frappuccino Coffee, Arizona Iced Tea (all flavors), Celestial Seasonings Tea (all flavors).
- **Agua Sin Gas, incluyendo Agua Mineral…** *por ejemplo:* Alhambra Distilled Water, Calistoga Mountain Spring Water, Evian.
- **Refrescos Gaseosos…** *por ejemplo:* 7-Up, Coca-Cola, Mountain Dew, Pepsi, Sprite.
- **Refrescos Sin Gas…** *por ejemplo:* Kool Aid Bursts, SoBe Lizard Fuel, Yoohoo Chocolate Drink.
- **Jugo de Vegetales *(16 onzas o menos)*…** *por ejemplo*: V8 Vegetable Juice, Hollywood Carrot Juice, Campbell's Tomato Juice.
- **Bebidas Deportivas…** *por ejemplo:* All Sport, Chiquita Sports Blast, Gatorade (all flavors).

Excluído *Leche (Milk), comida medicinal (medical food), formula de niños (infant formula), vino (wine), jugo de 100% fruta (100% fruit juice) en envases de 46 onzas o más, jugo de vegetales (vegetable juice) de más de 16 onzas.*

Cuánto Es El CRV? ***Efectivo El 1 de Enero del 2004***
El CRV es 4¢ por envases de menos de 24 onzas y 8¢ por envases de 24 onzas o más.

Para más información, visite al Departamento de Conservación

www.conservation.ca.gov.
1-800-RECYCLE

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Division of Recycling Website
www.consrv.ca.gov

Certification Services Branch
Certification/Training & Review Inspections
Complaints/Predatory Pricing
916-323-3008
FAX 916-323-4907

Audits and Investigation Branch
Investigation Offices

Sacramento Office
916-323-6048
FAX 916-324-5074

Los Angeles Office
310-342-6106
FAX 310-342-1242

San Diego Office
619-525-4311
FAX 619-525-4230

Field Offices

Sacramento Field Office
916-327-2792
FAX 916-323-4574

Los Angeles Field Office
310-342-6100
FAX 310-342-6105

San Diego Field Office
619-525-4274
FAX 619-525-4270

Industry Services
Convenience Zones/Handling Fees/Beverage Distributors and Manufacturers
916-322-4687
FAX 916-323-4574

Community Outreach Branch
Grants Section
916-322-0613
FAX 916-322-8758

Fiscal Contractor

IKON Business Information Services
916-852-1010