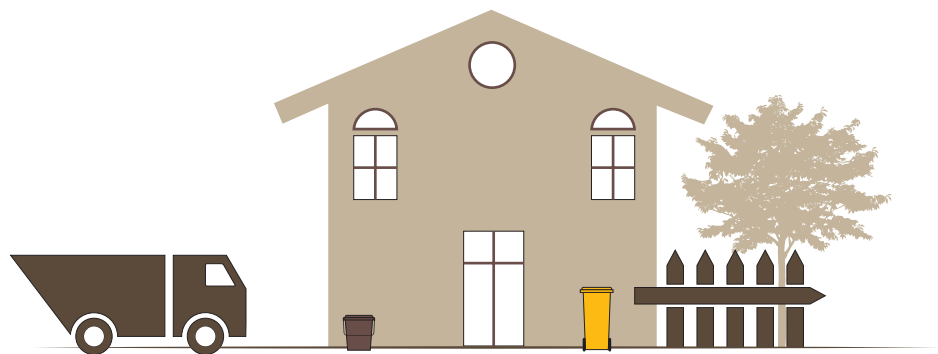


Separate kerbside collection



User guide



Dear Resident,

in 2018-2019 the separate waste collection system managed by the public company Alea Ambiente in 13 cities (Bertinoro, Castrocaro Terme, Terra del Sole, Civitella di Romagna, Dovadola, Forlì, Forlimpopoli, Galeata, Meldola, Modigliana, Portico e San Benedetto, Predappio, Rocca San Casciano and Tredozio) will undergo a major change: waste, sorted by the most common refuse categories (non-recyclable waste, organic waste, paper, plastic & cans, garden waste and, in some cases, glass), will be collected at your household instead of disposing of it in the bins located on the streets, which was the case in most cities until now.

This change will also include, as set forth by the regulation, a fee calculation system based on the amount of waste produced per person, according to the “pay as you throw” model.

The new waste management system creates the conditions for achieving high sorting rates and considers waste a valuable resource allowing for raw materials and energy saving which result in great environmental advantages. These results can only be achieved through the cooperation of all stakeholders, starting from an accurate waste sorting leading to a greater amount of recycled materials.

This separate waste collection guide includes practical information to play an active role in this process.

Let's protect our environment and our Community together!

Sole Administrator
of Alea Ambiente SpA
Paolo Contò

The new separate collection system

Waste collection

The new waste collection system in the 13 cities managed by Alea Ambiente expands kerbside collection to include the most common waste categories: **non-recyclable waste** (previously, unsorted), **organic waste** (previously, organic), **paper, plastic & cans**.

Glass is part of kerbside collection in the cities of Forlimpopoli and Bertinoro, while in the remaining 11 cities it is collected from containers located on the streets. In such 11 cities, non-residential users with high glass production may ask for kerbside collection (optional service).

Moreover, any user in the 13 aforementioned cities, may enable kerbside collection for garden waste (optional service).

Every users will be provided with a specific bin for this type of waste.

Clients shall be responsible for their own bin.

Bins and services

Basic services



* Glass is part of kerbside collection in the cities of Forlimpopoli and Bertinoro, while in the remaining cities (Castrocaro Terme, Terra del Sole, Civitella di Romagna, Dovadola, Forlì, Galeata, Meldola, Modigliana, Portico e San Benedetto, Predappio, Rocca San Casciano and Tredozio) it is collected from containers located on the streets.

Optional household services



Alea Ambiente picks-up the following types of waste, on-call, from your home:

- bulky waste
- electrical and electronic equipment
- pruning debris and branches

To find out more: call the freephone number indicated on the back of this guide.

Optional non-residential services



Alea Ambiente picks-up at your door, on-call, different types of waste (i.e. bulky waste, pruning debris and branches, etc.).

To find out more: call the freephone number indicated on the back of this guide.

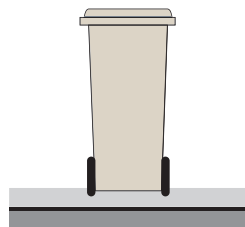
* kerbside collection for non-residential users can be enabled in cities where glass is collected from containers located on the streets.

Kerbside collection includes additional optional services such as pick-up at your doorstep for special types of waste (i.e. asbestos, hazardous waste, special waste, etc.) **and the EcoCentro** (formerly Collection centre).

Put your bins out for collection...

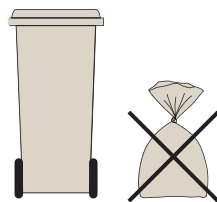
Where?

On public ground, next to your property.



How?

Preferably full, lids should be closed, and no bags should be placed out of the bin.



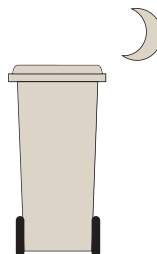
When?

The night before collection day as indicated in the schedule EcoCalendario.



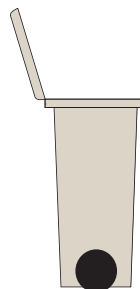
ATTENTION!

In case of snow, bins will be emptied as soon as the weather conditions are safe for collection.



After collection when the bin is empty

- the lid is left open to show waste has been collected,
- the bin must be removed and taken back to your private property as soon as possible to prevent any hindrance to circulation and improve neatness.



Please let us know if you have any problems or special requirements: Alea Ambiente believes that together we can find special solutions to improve the service provided.

Kerbside collection

NON-RECYCLABLE WASTE (*SECCO NON RICICLABILE*)

Grey transparent bag

Grey bin with transponder*

*device that keeps track of collection

- put waste in the transparent bags provided
- do not crush waste too much inside the bin
- put the bin out when full only
- put the bin out and make sure the lid is closed
- do not put waste on top or beside the bin



WHAT GOES IN THE BIN:

- multi-material bags and packaging that cannot be easily separated (i.e. paper and foil bags)
- nappies and sanitary towels
- incandescent light bulbs
- pens and markers
- toys, ornaments, plastic household items
- vacuum cleaner bags
- CDs, audio and video cassette tapes
- plastic document holders and folders
- rubber items and tubes
- rubber gloves
- make-up
- synthetic sponges
- plastic razors and toothbrushes
- closed syringes with cap, dialysis and ostomy bags
- copy paper receipts
- dirty nylon bags and wrapping (if the material is clean please refer to PLASTIC & CANS)
- pieces of cloth and rag
- photographs and X-ray images from households
- worn shoes and slippers
- broken umbrellas
- cigarette butts properly put out
- non-compostable coffee capsules and pods
- disposable plastic cutlery



PLEASE REMEMBER! The appropriate collection bags may be picked-up at any Alea Office.

Please check the schedule in the EcoCalendario to find out how often this type of waste is collected in your area!

ORGANIC (UMIDO)

Compostable bag

Brown bin

For users who cannot compost at home

- put waste in the under-counter bin and use the compostable bags provided
- do not put the under-counter bin outside, it should only be used for collecting waste at home
- do not use plastic bags, not even to protect the inner side of the brown bin
- put the brown bin out and make sure the lid is closed
- do not put waste on top or beside the bin



WHAT GOES IN THE BIN:

- fruit, vegetables and food scraps
- eggshell
- small bones
- fish and seafood scraps
- compostable coffee pods, coffee grounds and teabags
- small amounts of plant and flower prunings
- dirty paper handkerchiefs and napkins
- small amounts of natural pet litter, even with faeces
- fireplace ash put out
- cork caps
- wooden ice-cream sticks and toothpicks
- dirty parts of pizza boxes, volume reduced
- parchment paper
- compostable cutlery and flatware
- compostable cups and bowls



COMPOSTING AT HOME

If you have a garden or small area to grow vegetables, you can make compost turning organic waste and garden waste from your household into excellent soil to use as a fertiliser. You may use a composter or other home composting systems (piles, bins, pit composting, etc.).

Users composting wet waste at home can request a discount on the variable part of the fee.

PLEASE REMEMBER! The appropriate collection bags may be picked-up at any Alea Office.

Please check the schedule in the EcoCalendario to find out how often this type of waste is collected in your area!



Blue bin

- waste shall be disposed of loose, do not use bags
- do not put dirty paper
- put the bin out when full preferably
- put the bin out and make sure the lid is closed
- do not put waste on top or beside the bin



WHAT GOES IN THE BIN:

- food and drink cartons (i.e. milk, wine, fruit juice, tomato sauce, etc.), clean and without any plastic parts
- newspapers and magazines
- sheets of paper, notebooks and books
- cardboard trays and packaging (i.e. pasta, rice, etc.)
- clean pizza boxes
- paper bags (i.e. bread, shopping, etc.)
- clean waxed food paper
- folded boxes (in case of great amounts, please bring it to the EcoCentro)
- clean ice-cream bowls and paper cups
- cigarette packets without any plastic parts
- cardboard tubes and rolls (i.e. kitchen towels, toilet paper, etc.)
- clean napkins



Please check the schedule in the EcoCalendario to find out how often this type of waste is collected in your area!

PL **PLASTIC & CANS** **(PLASTICA E LATTINE)**

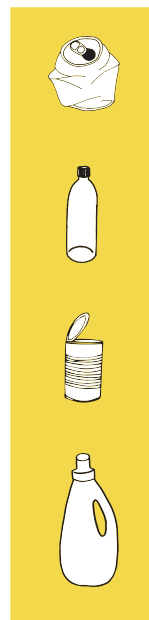
Yellow bin

- waste shall be disposed of loose, do not use bags
- empty packaging fully before putting it in the bin
- do not put any dirty packaging (i.e. cling film dirty with food or other substances)
- press waste items to reduce their volume
- put the bin out when full preferably
- put the bin out and make sure the lid is closed
- do not put waste on top or beside the bin



WHAT GOES IN THE BIN:

- water and drinks plastic bottles
- plastic bottles, non-spray dispensers and other containers for different products (i.e. detergents, soap, cosmetic products, etc.)
- yoghurt plastic cups
- plastic flower vases, clean and for household use
- plastic or polystyrene trays for food (i.e. eggs, fruit, ice-cream, etc.) and other objects.
- nylon and plastic food packets, bags and packaging (i.e. frozen food packaging, coffee bags, etc.)
- fruit and vegetables nets
- small polystyrene packaging
- bottle pack wrapper and magazine sleeves
- film, wrap and cellophane
- plastic bags and boxes used for packing clothes
- plastic packaging bands
- aluminium cans (i.e. soft drinks)
- tin cans and containers for food (i.e. tomatoes, tuna, etc.)
- metal caps and lids
- tin foil and aluminium trays
- empty metal tubes (i.e. mayonnaise, shoe shine, etc.)
- metal or plastic clothes hanger
- disposable plastic flatware and cups



Please check the schedule in the EcoCalendario to find out how often this type of waste is collected in your area!

GLASS (VETRO)

Kerbside collection with green bins

Kerbside glass collection is active in Forlimpopoli and Bertinoro for every users; in the remaining cities the (optional) service is available upon request for non-residential users only.

- waste shall be disposed of loose, do not use bags
- put clean waste in the bin
- do not use plastic bags, not even to protect the inner side of the bin
- put the bin out and make sure the lid is closed
- do not put waste on top or beside the bin
- put the bin out when full preferably



WHAT GOES IN THE BIN:

- glass bottles and jars without lid

PLEASE REMEMBER! Before disposing of glass bottles and jars, remove metal caps and throw them in the Plastic & Cans recycling bin.

Please check the schedule in the EcoCalendario to find out how often this type of waste is collected in your area!

Collection from containers located on the streets

Glass collection from containers located on the streets operates in the following cities: Castrocaro Terme, Terra del Sole, Civitella di Romagna, Dovadola, Forlì, Galeata, Meldola, Modigliana, Portico e San Benedetto, Predappio, Rocca San Casciano and Tredozio.

- put clean waste in the container
- do not put any plastic bags in the container
- do not put waste on top or beside the container

WHAT GOES IN THE BIN:

- glass bottles and jars without lid



PLEASE REMEMBER! Before disposing of glass bottles and jars, remove metal caps and throw them in the Plastic & Cans recycling bin.

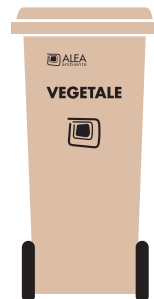


GARDEN WASTE (VEGETALE)

Beige bin

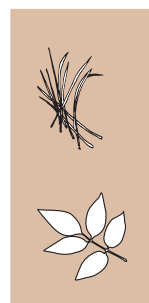
This is an optional service

- waste shall be disposed of loose, do not use bags
- do not use plastic bags, not even to protect the inner side of the bin
- do not crush waste too much inside the bin
- put the bin out when full only
- put the bin out and make sure the lid is closed
- do not put waste or bags with garden waste on top or beside the bin



WHAT GOES IN THE BIN:

- small branches, tree and shrub prunings
- grass clippings and pruned flowers
- plants with no soil
- home-grown fruit and vegetable waste



COMPOSTING AT HOME

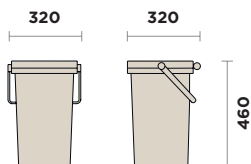
If you have a garden or small area to grow vegetables, you can make compost turning wet waste and garden waste from your household into excellent soil to use as a fertiliser. You may use a composter or other home composting systems (piles, bins, pit composting, etc.). Composting at home helps reduce the amount of collected waste and provides benefits to the environment and the entire community.

Please check the schedule in the EcoCalendario to find out how often this type of waste is collected in your area!

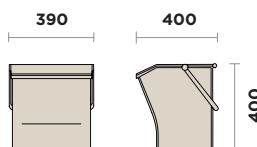
Bin capacity

Bin sizes are in millimetres.

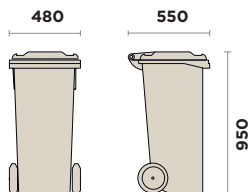
23 litres



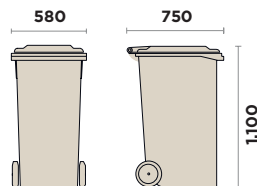
30 litres



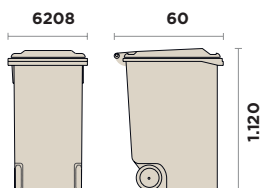
120 litres



240 litres



360 litres



Over 360 litres capacity

Alea Ambiente offers different bin sizes, including over 360-litre capacity, and tailored- made services, customized to the users's needs.

During the bin distribution phase, Alea Ambiente operators will decide which bin size best suits your needs.

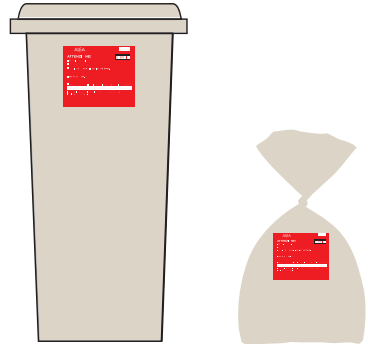
Warning stickers

Operators will put stickers on the bins to point out any mistakes and improve waste collection quality in these cases:

- **there is a mistake** (i.e. bags are not the appropriate type or waste was disposed of in the wrong bin);
- **the bin was collected twice.**

This occurs when:

- there is waste left on the floor (it is forbidden to put waste out of the bin),
- the contents of the bin are too compressed,
- there is too much waste in the bin and the lid remains open.



How to produce less waste



use returnable bottles, buy products from refilling stations (milk, detergents) and reuse empty containers (bottles, cans, boxes)



buy products with fewer packaging and choose recyclable packaging instead of non-recyclable



avoid disposable objects and check their quality: the better the quality, the later they become waste



drink tap water and use a water carbonator if you want it sparkling

Fees

Alea Ambiente uses service fees to cover the costs of urban waste management: collection, transport, treatment and disposal, as well as keeping recycling centres (EcoCentro) and offices (Punto Alea), and street cleaning services.

The new system allows for the application of a clear fee, which is calculated based on waste production.

Who pays the service fee?

Every household (residential users), organisation, business and other entity (non-residential users) that occupy, hold or have a building and/or open-air area in the cities where the service is provided by Alea Ambiente.

Such areas and buildings may be used or just be prepared to be used as:

- housing, or
- goods and/or services production area, or
- goods and/or services point of sale.

An area or building is considered to be prepared to be used when at least one among gas, water or electric services have been connected.

How does the service fee work?

All service fees include cost components that form a fixed charge and a variable charge. The **fixed charge** covers general service costs (such as premises, human resources, computers) and services provided to the community (street sweeping, keeping areas clean, collecting waste from public bins, etc.). The **variable charge** covers different types of waste collection and treatment costs.

According to the new service fee proposed by Alea Ambiente to City Councils, the **fixed charge** for residential users is calculated based on the number of family members, while for non-residential users, it is calculated based on the area and the bins provided (capacity and type). The **variable charge** is proportional to waste generation and to the service received; it will be calculated based on how many times the bins are emptied out and the amount of waste produced.

ATTENTION!

With respect to the variable charge of the service fee, all users must pay a **minimum variable charge** even in case the bins are not collected.

Special fees apply to optional services (i.e. garden waste collection, on-call services, etc.) and will be charged to users using such services only; fees for those services will be competitive.

Separate waste collection at EcoCentro recycling centre

The EcoCentro recycling centre (formerly, Collection centre) is an enclosed and equipped area where users can bring waste that, due to size or type, cannot be collected through regular kerbside collection.

Who has access?

Every Alea Ambiente user has access to the EcoCentro recycling centre.

Residential users may bring waste included in the list below and must show the tax identification number (codice fiscale) of the waste management contract holder or a recent bill. Non-residential users may bring some types of waste included in the list below and must have a special authorisation issued by Alea Ambiente; such authorisation indicates the type of waste and quantity that the non-residential user may dispose of.

What can I bring?

- **Cardboard:** big and small boxes, folded.
 - **Plastic packaging:** cellophane, nylon, packaging polystyrene, plastic trays, containers, bottles and clothes hangers.
 - **Inert material:** pottery, earthenware, tiles, bricks.
 - **Bulky waste:** non-recyclable waste that is too big to fit in the grey bin provided, such as mattresses, sofas, armchairs, fibre-reinforced sheets, insulating glass.
 - **Washing machines, dishwashers, convection heaters, ovens.**
 - **Wood:** trunks, furniture and wooden boxes.
 - **Metal:** nets, cans, pots, clothes hangers made of metal only.
 - **Small electronic appliances.**
 - Mobile phones, computers, printers.
 - **Garden waste:** grass clippings, branches.
 - **Glass:** containers, bottles, sheets (for fibre-reinforced sheets and insulating glass, please refer to Bulky waste).
 - **Other types of waste:** cooking and mineral oil, batteries, car and motorbike batteries, aerosol spray and containers having the danger symbol, washing machines, fridges, neon bars, etc.
- To get the complete list of waste you can bring to the nearest EcoCentro recycling centre, visit our website www.alea-ambiente.it

ATTENTION!

- please sort waste per type and reduce its volume before bringing it to the recycling centre;
- please be advised that there is a maximum limit to the waste each user may bring to the EcoCentro recycling centre so that everyone can use it; for further information, please visit www.alea-ambiente.it;
- do not take waste from the EcoCentro recycling centre;
- do not leave waste outside the EcoCentro recycling centre.

For information about EcoCentro recycling centres addresses and opening hours, please visit www.alea-ambiente.it.



For information, notifications or clarifications, please contact Alea Ambiente:



freephone number 800.68.98.98

(from landlines only, free call)

number 0543 784700

(from mobile phones, charge call)

From Monday to Friday (except holidays),
from 8:30 am to 6:00 pm.

Saturday morning (except holidays),
from 8:30 am to 1:00 pm.



web page

www.alea-ambiente.it



mail

info@alea-ambiente.it



Alea offices

For information about Alea offices addresses and opening hours,
please visit www.alea-ambiente.it

ALEA AMBIENTE S.P.A.

Via Innocenzo Golfarelli, 123 - 47121 Forlì