

Annex VII: Suggested Measures in Response to NCW in Premises under "Charging by Designated Bags"

Handling of NCW involving refuse chutes

- There are 240-litre and 660-litre designated bags which will be sold for use by premises with refuse chutes such that frontline cleansing workers would not have to unnecessarily put the NCW collected at the bottom of the refuse chutes into designated bags for further disposal.

(i) Premises where only cleansing workers can use the refuse chutes

- For premises that can lock the refuse chutes for exclusive use by the cleansing workers, PMCs/cleansing contractors may consider to handle the waste properly wrapped in designated bags (hereinafter referred to as "designated-bag wrapped waste") and the NCW separately, with regard to the actual circumstances. Cleansing workers may first place a large waste collection bin without being lined with 240/660-litre designated bag at the bottom of the refuse chute and deposit the "designated-bag wrapped waste" on each floor into the refuse chute. Then, cleansing workers may replace the large waste collection bin with one that has been lined with a 240/660-litre designated bag for the collection of NCW left on each floor. If the NCW in the premises is not excessive, cleansing workers may collect the waste on each floor by, on one hand, depositing the "designated-bag wrapped waste" into the refuse chute, and, on the other hand, using a large designated bag (e.g., 100 litre) they carry about to collect the remaining NCW on the floor. Regardless of which arrangement is adopted, the cleansing workers should tie the openings of the large designated bags containing the NCW before handing them over to the FEHD or waste collectors to comply with the relevant legislation.
- When cleansing workers deposit "designated-bag wrapped waste" into the refuse chutes, some of the designated bags may get damaged or unfastened in the refuse chutes, causing the waste inside to escape from the designated bags. Some scattered waste that is not properly wrapped in designated bags can thus be found in the large waste collection bins at the bottom of the refuse chutes. Under this situation, PMCs/cleansing contractors should declare to the EPD their adoption of the separate collection approach for "designated-bag wrapped waste" and NCW at their premises. They should also inform the FEHD or waste collectors about the adoption of the above-mentioned approach and their declaration to the EPD so that the FEHD or waste collectors can accept such waste as suitable for collection.

- Additionally, PMCs/cleansing workers should assess the extent of damage or unfastening of the designated bags. If the problem remains to be severe, they should consider lining the large waste collection bins at the bottom of the refuse chutes with designated bags to facilitate collection by the FEHD or waste collectors. PMCs/cleansing contractors should also take appropriate measures to improve the situation, such as reminding households to properly tie the designated bags.

(ii) Premises where not only cleansing workers can use the refuse chutes

- As for premises that cannot lock the refuse chutes for exclusive use by the cleansing workers (e.g., due to fire safety restrictions, large waste collection bins cannot be placed on each floor and households are required to dispose of their waste into the refuse chutes individually) or where it is not feasible to collect the "designated-bag wrapped waste" and NCW on each floor separately to ensure compliance with legal requirements, PMCs/OCs/OOs may consider procuring and regularly distributing designated bags to the households. This arrangement would facilitate households' compliance with the law and significantly reduce instances of non-compliance. PMCs should also raise households' awareness and promote compliance with the legislation through publicity and education, inspections of refuse rooms on individual floors, and reporting non-compliances to the EPD when necessary.
- Non-compliances may be more frequently encountered during the initial period of MSW charging implementation. Under "charging by designated bags", to ensure that all waste collected from the premises complies with the relevant legislation, PMCs and cleansing contractors should assess the extent to which NCW is found at the bottom of the refuse chutes. If a significant amount of non-compliant waste is persistently found at the bottom of the refuse chutes, PMCs may consider placing large waste collection bins being lined with designated bags at the bottom of the refuse chutes to collect waste deposited by the households, including both "designated-bag wrapped waste" and NCW. The cleansing workers should properly tie the large designated bags before handing them over to the FEHD or waste collectors to comply with the relevant legislation.

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Demonstration on lining waste collection bins with 240/660-litre designated bags



Cleansing workers may line waste collection bins with designated bags securely by tying knots or using ropes



Cleansing workers tightly tie the 240/660 litre designated bags



Apportionment of the expenditures of handling NCW among households

- PMCs should follow the approaches previously agreed by OCs/OOs in collecting the expenditures on MSW charging arisen from handling NCW from households. For example, PMCs may charge the households based on the actual expenditure or in the form of a fixed monthly approximate fee. In case of the latter, PMCs and OCs/OOs should regularly review the fees to ensure that the fees can reflect the level of compliance of the households of the premises.

3. Suggested Measures on Following Up and Reporting Non-compliance

- If NCW is found at the communal waste reception areas of certain floors/oversized waste reception areas, PMCs may post notices on the floors concerned or in the lobbies of the buildings to alert those households that are involved.
- PMCs may also step up inspection at the communal waste reception areas of the floors concerned/oversized waste reception areas.
- PMCs should regularly review the records of non-compliant floors and install surveillance camera system when non-compliance is serious and when necessary.
- PMCs should report to the EPD on repeated or serious non-compliant cases. The Government will draw up a list of black spots based on intelligence and complaints of PMCs and conduct surveillance and enforcement actions accordingly.
- PMCs should try their best to provide the following information when reporting non-compliant cases to the EPD:
 - The floors concerned and the locations of the communal waste reception areas
 - Frequency, date, and time of NCW discovery
 - Site photos that show the signages at the communal waste reception areas (please refer to Section 3.4.2 of this Guide) and the severity of non-compliance
 - The timeslots with more households of the floors concerned to dispose of NCW
- PWCs and their staff can report non-compliance cases using the mobile application developed by the EPD for MSW charging.
- PMCs/OCs/OOs should proactively work with the Government in the enforcement against the disposal of NCW, by reporting the disposal of NCW and working with the enforcement officers of our Department to facilitate their entry into the premises to conduct enforcement work. The deterrence effect thus produced can help decrease the disposal of NCW and subsequently the extra workload or expenditures arisen from handling NCW.