


# Solid Waste Management Audit

Audit Committee – May 26, 2025



# Agenda

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1. Audit Objective
  2. Scope and Methodology
  3. Conclusion and Observations
  4. Management Action Plans
  5. Next Steps
  6. Questions

# Audit Objective

- ▶ To evaluate the adequacy and effectiveness of the internal controls, processes and procedures in place to mitigate the business risks associated with Solid Waste Management.

# Audit Scope and Methodology

- Review of strategic goals, objectives, policies and procedures and management oversight
- On-site observations
- Use of technology
- Staff interviews
- The audit scope included department related activities that occurred from January 2024 to April 2025.

# Conclusion, Issues and Observations

The following opportunities were identified:

- 1 Investigate the feasibility of combining the City's residential and commercial waste collection contracts.
- 2 Develop strategies and operational requirements for the transition of the Blue Box Program.
- 3 Ensure that residents moving into new homes receive their recycling and organic bins.

# Management Action Plans

# Management Action Plans

1

Investigate the Feasibility of Combining the City's Residential and Commercial Waste Collection Contracts.

- Environmental Services intends to take contractual responsibility of waste collection from the City facilities starting April 1, 2028. (Complete)
- Environmental Services received confirmation from York Region that they can accommodate the facility-related tonnage, ensuring consistent and reliable disposal methodology. (Complete)

# Management Action Plans

## 2 Develop Strategies and Operational Requirements for the Transition of the Blue Box Program.

- Environmental Services in collaborations with Communications, Marketing and Engagement have developed a comprehensive communications plan. This now includes Recreation Services to strengthen communications moving forward. (Complete)
- Once Circular Materials Ontario releases more detailed information about the transition, the strategy for addressing resident complaints will be finalized. (Q1 2026)
- The new courier contract is under development and will reflect the mandated changes. (Q1 2026)



# Management Action Plans

3

Ensure that Residents Moving into New Homes Receive Their Recycling and Organic Bins.

- Environmental Services, in conjunction with Development Engineering, will evaluate the prepaid bin program for new homes to identify process improvements or, if warranted, determine appropriate steps to discontinue the program. (Q4 2026)
- Environmental Services will review the revenue implications of the current program with Finance. (Q1 2026)

# Next Steps

- ✓ Action plans have been developed
- ✓ Implementation is underway
- ✓ Internal Audit will follow up and report on the status of these action plans



# Questions?



# Thank you!