

Commercial Property Waste Responsibility Matrix

Who owns (or should own) what in your waste system?

In a commercial property, waste management is rarely the responsibility of one person. Property managers, tenants, cleaners, contractors and waste providers may all play a role. Problems usually arise when those responsibilities are assumed rather than clearly defined. Use this matrix as a practical starting point.

	Property / FM	Tenant	Cleaner	Contractor	Waste Provider
Select the waste service	•				•
Use the correct waste stream		•	•	•	
Empty internal bins correctly		•	•		
Manage shared waste areas	•		•		
Keep prohibited materials out	•	•	•	•	•
Manage contractor-generated waste	•			•	
Present bins for collection	•		•		
Complete scheduled collections					•
Report contamination or overflow	•	•	•		•
Provide waste signage / education	•	•	•		•
Review bin sizes and frequency	•				•
Request service changes	•				•
Provide waste / recycling reporting	•				•

5 Questions Every site should be able to Answer:

- ☐ Who reports an overflowing or missed bin?
- ☐ Who is responsible for contamination in shared waste areas?
- ☐ Are cleaners clear on where each waste stream goes?
- ☐ Do contractors know whether they can use the building's existing bins?
- ☐ Who is authorised to request extra collections or service changes?

The waste provider manages the service.

The site manages how the service is used.

The best results come when both sides work together.

Is Responsibility unclear at your Property?

Call us for a FREE waste service review.

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sales@wanless.com.au

Scan and connect with our team today!



We help make your business more sustainable.

With an industry leading 80% recycle rate, we'll help reduce your operating costs, increase recycling and improve your sustainability. Without compromising service.

Front Lift Bins

1.5m³ - 4.5m³



Rear Lift Bins

120Lt - 1100Lt



Skip & Hook Lift Bins

1.5m³ - 31m³



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General Waste Collections



Commingled Recycling



Paper & Cardboard Recycling



Metal Recycling



eWaste Recycling



Organics & Food Recycling



Liquid Waste Collection



Container Destruction Scheme



Secure Document Destruction



Medical & Hazardous Waste



Washroom Services



Construction Material Recycling



Event & Festival Waste Services