



WASTE MANAGEMENT AND CLEANING SERVICES IN MILAN DURING COVID-19

Milan, April 17 2020



RATIONALIZATION PLAN



CURRENT SITUATION AND CRITICAL ISSUES

The **spreading of the COVID-19 pandemic** and the **restrictions on mobility of people**, combined with the closing of commercial activities, offices and manufacturing imposed by the Authorities have **greatly impacted the waste management and cleaning services in the city.**

- Few **cases of COVID-19 among operators** at the beginning of March but expected to rise;
- **Supply shortages of masks** and other protection equipment (now solved)
- **Personnel unavailability for diseases** increased beyond the standard and expected to worsen
- **Reduction of waste production and movement of people** around the city

RATIONALIZATION PLAN

To address these issues a **RATIONALIZATION PLAN** was adopted in early March to secure the continuity of essential services such as door to door **waste collection, illegal dumping** removal and the **cleanliness of the city in order to help limiting the spreading of the pandemic**

The plan is divided in two successive steps:

1 ° STEP: elimination of **non essential services** in the current situation and partial reduction of sweeping services. Duration: 2 weeks

2 ° STEP (BY REGIME): elimination of the services in step 1 and further reduction of sweeping services.

WASTE DATA

- In relation to Milan very strict lockdown, **MSW is decreasing by 27,5%** on average*
- **Residual waste drop** is significantly more than recyclables, so **recycling is still taking place**
- **Recycling is up 1%** from last year (Jan-Mar) at **63%**







MS Waste Production	Week 10-14 2020 vs 2019
Residual waste	-24,4%
Paper and cardboard	-20,0%
Glass	-16,7%
Plastic and metals	-16,3%
Food waste (Households)	-14,4%
Food waste (Commercial activities at night)	-80,5%
TOTAL WASTE	-27,5%
Street bins	-38,2%

*The considered period is weeks 10-14

RATIONALIZATION PLAN AND FURTHER ACTIONS

MAIN GOALS OF THE PLAN

- **Continuity of essential services** such as door to door **waste collection**
- **No impact on the global level of cleanliness** of the city with **services recalibrated** to the new conditions of reduced production of waste and reduced attendance of people in public places
- Create a "**reserve**" of **personnel**, to be called back to work in case of increase in absences
- **Keep the health of personnel** as much as possible
- **New SPECIAL STREET SANITATION SERVICE** in public spaces
- Continue to **commit the human resources** available **for street sanitation activities**

	Type of service	% reduction by regime
	Total Mechanical Sweeping	100%
	Other sweeping services	30-40%
	Cleaning/emptying street bins in sensitive areas	40-50% (presence in the city center and central stations guaranteed)
	Street bins	36%
	Manual sweeping	100%
	Recycling centers	60% (3 out of 5 closed)
	Cleaning of parks	60%*
		*fenced parks are closed

WASTE COLLECTION SERVICES

- All **door-to-door separate waste collection** services are **regular** and are carried out in the usual times and days as well as the **free reservation and collection of bulky waste**.
- **2 Recycling Centers out of 5 are open**. Access is allowed to a number of people that guarantees the safety distances, as required by the D.P.C.M. March 8, 2020
- **Non essential activities** like **CAM** (Mobile Ecocenter), **Mobile Office** and **Amsa Front Office** are suspended.



COVID-19 – INDICATIONS FOR SEPARATE COLLECTION

Special **indications** are given to citizens on how to do **household separate collection** of the waste according to ISS guidelines (Italian National Health Institute).



Citizens who are **not positive** should **follow the usual methods of separate collection**. Disposable **handkerchiefs, masks and gloves** should be thrown into the **residual waste** using two or three bags, one inside the other.

SE NON SEI POSITIVO AL COVID-19 CONTINUA A FARE LA RACCOLTA DIFFERENZIATA, COME HAI FATTO FINORA



Se hai utilizzato **fazzoletti, mascherine e guanti**, gettali nell'**indifferenziato**, usando due o tre sacchetti, l'uno dentro l'altro.



Chiudi bene il sacchetto dei rifiuti indifferenziati e gettalo come fai abitualmente nel contenitore per la raccolta condominiale



MA SE SEI POSITIVO AL COVID-19 O IN QUARANTENA OBBLIGATA NON DIFFERENZIARE PIÙ I RIFIUTI E GETTALI TUTTI NELL'INDIFFERENZIATO



Usa **due o tre sacchetti** resistenti, **uno dentro l'altro**

Indossa guanti monouso e chiudi bene i sacchetti. Non schiacciarli con le mani e gettali nel contenitore per la raccolta condominiale



Butta i guanti usati in nuovi sacchetti per la raccolta indifferenziata e **lava le mani**

Gli animali da compagnia non devono avvicinarsi ai sacchetti di rifiuti



Citizens who are positive to coronavirus or in quarantine should not carry out separate collection. According to the guidelines of the National Health Institute, positive or quarantined people must put all household waste into the **transparent bag** for residual waste. It is necessary to use **at least two resistant bags**.

STREET SANITATION

- **Special sanitation activities** are carried out in **streets and public spaces**
- Dedicated vehicles use a **sanitizer, sodium hypochlorite** in aqueous solution at a lower percentage (0,025%) according to ISPRA technical requirements to reduce environmental impacts and special attention to the safety of citizens and our personnel.
- The first period started on **March 12th** till **April 3rd**. A second period is scheduled from **April 14th** to **May 2nd**.



MEASURES TO PREVENT CONTAGION

Measures to prevent contagion among workers

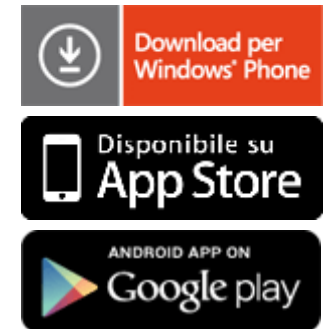
The measures taken to prevent contagion and eliminate gathering of people include:

- Initial sanitation of operative departments with total **closure of lockers and showers** in **all departments** (from 9 to 17 March 2020);
- **Partial reopening** starting from March 17, 2020 **guaranteeing a numbered entry** with consequent rescheduling of services; showers still not allowed
- Total **suspension of canteens**
- **Reduced shifts** (no impact on remuneration)
- Distribution of **mini-kits for individual sanitization** and single-use **latex gloves**;
- Distribution of **antiseptic gel in all operating offices**;
- **Smart-working for staff members**;
- Enhancement of the **holiday plan** for elderly workers

COMMUNICATION



- ✓ **Customer Center** (24/7) phone calls, e-mails
- ✓ **Amsa** and **Comune di Milano website** special section with periodic updates
- ✓ **App PuliAMO** for all mobile smartphones with push notification;
- ✓ **Information and communication campaigns:** flyers distributed by operators on how to separate waste
- ✓ **Social posts** (Facebook and Instagram)
- ✓ **Press releases**
- ✓ **Letters** to building managers



CITIZENS COLLABORATION

City of Milan and Amsa are putting their trust in **citizens collaboration** during this emergency situation.

We thank you for your support!

