

## Purpose of Internship

- To develop an integrated waste management system for the University of Toronto Mississauga.
- To build a communication and engagement strategy in order to change waste sorting behavior amongst the UTM community.

## Major Projects

- Researched & analyzed the factors that contribute to better waste sorting habits at the source; with the intention of improving waste diversion.
- Consulted and engaged different stakeholders throughout the process in order to prepare people for change and to gain buy-in.
- Provided bin recommendations and developed signage that was tailored specifically for use at various locations on campus.
- Developed an engagement program for various groups of the UTM community in order to inculcate proper waste management into the university culture.
- Presented all findings and recommendations to important decision-makers including the CAO and Dean of Students.



## Key Takeaways

- There are a lot of hidden interactions between different units, so it is important to look at issues from a systems perspective.
- Any change effort requires the consultation and active involvement of all stakeholders from the very beginning.
- Changing the behavior of individuals that interact with such a system is not easy and, therefore, interaction and collaboration between different departments is necessary.
- Although higher educational institutions have the ability to bring about positive change, it is important to realize and consider the amount of time needed to bring about such changes to public sector institutions. Patience is key.