

Updated February 2025

FAQs – Sustana Mill Specification and Aggregator Information

1. **Why is Sustana Fiber the only paper mill formally accepting and recycling silicone-coated paper release liner today?**
 - a. Sustana Solutions is a diversified paper company with three divisions – *Sustana Fiber*, *Sustana Paper*, and *Sustana Recycling*.
 - b. *Sustana Fiber* has two pulp mills that recycle white grades of paper using a float de-inking process that can remove silicone, ink, and other contaminants from used office paper, cartons, and silicone-coated paper release liner. The mills are in De Pere, Wisconsin and Levis, Quebec.
 - c. *Sustana Paper* produces various paper products, including various grades of office and printing papers and food-contact foodservice ware.
 - d. *Sustana Recycling* offers recycling logistics, aggregation services, and document shredding services. They operate eight recovery locations that will aggregate silicone-coated paper release liner: three in Canada (Toronto, Montreal, and Quebec) and five in the U.S. (Buffalo, NY; Cincinnati, OH; Boston, MA; Wallingford, CT; and Baltimore, MD). These sites mostly supply the Sustana Levis, QC mill.
2. **What does Sustana make when they recycle silicone-coated release liner?**
 - a. Sustana Fiber mixes silicone-coated release liner with other sources of recovered white fiber like office paper and cartons to produce a high-quality, recycled market pulp that can be used as recycled content in white fiber products like office paper, tissue products, and food-grade applications.
3. **What are the quality requirements for silicone-coated release liner to be recycled by Sustana Fiber mill?**
 - a. The silicone-coated paper release liner must be segregated from other paper (i.e., corrugated, or brown fiber waste) and product waste.
 - b. It should be predominately or all silicone-coated white paper release liner.
 - c. Sustana will accept release liner with minimal label scrap, whether printed or not.
 - d. Release liner may not be on a core.
 - i. Any material on cores should go through a commercial recycler before coming to the Sustana Fiber mill. If material goes to the mill directly, it must be loose to be baled.
 - e. The release liner can be blended with white office paper for baling if needed.
4. **What forms of release liner are acceptable to a Sustana Fiber mill?**
 - a. Bales of silicone-coated release liner are accepted.
 - b. Sustana does not accept gaylords.
 - c. Release liner may not be on a roll/core. If material is going to mill directly, it must be loose to be baled.
 - i. Any material on cores should go through a third-party preprocessor/broker who can separate liner from rolls/cores before sending material to a Sustana Fiber mill.
 - ii. Most Sustana Recycling locations and a third-party broker in the Chicagoland area

(Alan Josephson Co.) are known to be able to separate liner from rolls and cores. Sustana is also aware of additional third parties who can chop up bales with rolls.

5. **What would cause a bale to be rejected by Sustana Fiber mill?**
 - a. Paper release liner that is not white – specifically, brown kraft, natural kraft, and colored kraft.
 - i. If a generator knows that their mix of waste material will contain brown fiber, they must give Sustana the approximate percentage of brown fiber/corrugate in the mix so Sustana can understand how it will impact their mill mix.
 - b. Any brown fiber.
 - c. Poly-coated release liner.
 - d. Non-fiber material.
 - e. Matrix waste.
 - f. Large quantities of printed label.
6. **How do I know if I can send my release liner directly to a Sustana Fiber mill?**
 - a. You must be able to bale the release liner and have space to store a trailer until it is full.
 - b. Sustana mills only accept truckload quantities of baled release liner without cores, which is 40,000 lbs.
7. **What is the required volume needed to deliver to a Sustana Fiber mill?**
 - a. Truckload quantity
 - i. Baled material = 40,000 lbs.
8. **How can the Sustana recycling network help smaller generators aggregate and recycle their release liner in Levis, Quebec?**
 - a. Sustana Recycling has trailers, roll-offs, totes, bins, and equipment to help with on-site collection.
 - b. While the Sustana Fiber mills do not accept gaylords, Sustana Recycling can accept gaylord collections in trailers (drop trailers and swap out the trailer when full).
 - c. Sustana Recycling can also accept toter switch outs. They have cages and other collection container options and work with 3rd party collection companies to deliver material to their locations.
 - d. Sustana Recycling works with many broker/hauling partners to provide collection services.
 - e. Sustana Recycling receives material from 3rd party haulers/collection companies to aggregate truckload volumes efficiently.
 - f. The service radius of 3rd party haulers and hauling distance will be a factor in determining the best service options for generators.
 - g. For questions about working with Sustana Recycling, please contact Matt Todd (mtodd@recycle.com) or Anne Sneyd, Sustana's VP of Recovery Sales and Marketing (asneyd@sustanasolutions.com).
9. **How can I get my silicone-coated paper release liner aggregated and recycled at the De Pere, Wisconsin mill?**

- a. AJ Josephson in Chicagoland can accept trailers with bales of material OR material in gaylords or carts (they can provide drop trailers for switch out for both bales and gaylords).
 - i. AJ Josephson is not set up to receive loose material that would be dumped directly from a collection truck or roll-off.
- b. AJ Josephson receives material from 3rd party haulers/collection companies so they can aggregate truckload volumes efficiently. They are set up to manage material from larger generators that must be aggregated, shredded, or blended.
- c. For questions about working with AJ Josephson, please contact Matt Todd mtodd@recycle.com.

10. Will Sustana Fiber pay for a truckload of baled release liner?

- a. Release liner is not currently tied to any market indices. A spot market may develop as this commodity segment matures, but that is not the case today.
- b. For a generator shipping directly to a Sustana Fiber mill, the cost to transport freight to the mill may be about the same as the value that Sustana would pay for the material.
- c. Providing consistent truckloads of baled release liner might make it possible to negotiate a market value above freight cost.
- d. Brokers that aggregate, process, bale, and ship material at volume likely get paid for the product they ship.

11. What should I do if I generate large volumes of release liner regularly, and CAN bale, and CAN store a trailer on-site?

- a. You may be able to ship loads of release liner directly to a Sustana Fiber mill.
- b. RRS can help connect you to the appropriate Sustana Fiber contact for your region DePere, WI or Levis, Quebec. Please reach out to Matt Todd at RRS mtodd@recycle.com.
- c. Please see FAQ 3 for quality requirements and FAQ 6 for volume requirements.

12. If I generate large volumes of release liner regularly, but CANNOT bale, but I CAN store a trailer on site, what should I do?

- a. RRS can help connect you to a qualified broker/commercial recycler in the pilot regions who aggregates material for De Pere, WI or Levis, Quebec. Please reach out to Matt Todd at RRS mtodd@recycle.com.
- b. If you cannot bale, you will need to use a broker/commercial recycler to prepare material for mill delivery.
- c. Since you can store a trailer on site, you can load it with full gaylord boxes of release liner as trim or rolls.

13. What can I do if I generate small volumes of release liner and CANNOT bale but CAN store a trailer on-site?

- a. RRS can help connect you to a qualified broker/commercial recycler in the pilot regions who aggregates material for De Pere, WI or Levis, Quebec. Please reach out to Matt Todd at RRS mtodd@recycle.com.

- b. If you can store a trailer, you can create a mixed load of material that a broker will take and perhaps purchase. For instance, you could fill them with OCC bales, release liner gaylords, gaylords of shredded paper. RRS will work with the broker to understand what they will take.
- c. This option can help make a load faster and provide a pathway for release liner recovery and other material.

14. What can I do if I generate small volumes of release liner and CANNOT bale and CANNOT store a trailer on-site?

- a. RRS can help connect you to a qualified broker/commercial recycler in the pilot regions who aggregate material for De Pere, WI or Levis, Quebec. Please reach out to Matt Todd at RRS mtodd@recycle.com.
- b. Generator will need regular collection of segregated release liner. Carts/gaylords swapped out on a regular service schedule, or a similar collection option.
- c. RRS will work with the broker/commercial recycler to understand service needs and costs.