# 07/01/2017



# 06/30/2018

# CONNECTICUT ANNUAL REPORT

#### SUBMITTED BY

Mattress Recycling Council Connecticut, LLC 501 Wythe Street Alexandria, VA 22314

#### SUBMITTED TO

Connecticut Department of Energy & Environmental Protection 79 Elm Street Hartford, CT 06106

#### SUBMITTED ON

October 15, 2018





This year, MRC's Connecticut Bye Bye Mattress Program collected more than **181,070** mattresses and diverted more than **2,798** tons of material from disposal.

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The mattress industry created the Mattress Recycling Council (MRC), a non-profit organizaiton, to develop and administer the Bye Bye Mattress Program.

# **EXECUTIVE SUMMARY & DEFINITIONS**

# EXECUTIVE SUMMARY & DEFINITIONS

Pursuant to Section 2(j) of Connecticut Public Act 13-42, as amended (the Act), as codified at Sections 22a-905a, et seq. of the Connecticut General Statutes, the Mattress Recycling Council, Connecticut LLC (MRC) submits to the Connecticut Department of Energy and Environmental Protection (DEEP) this Annual Report, which provides the requested data on the results that MRC achieved in administering the Connecticut mattress stewardship program (the Program) during the state's 2017-2018 Fiscal Year (July 1, 2017 to June 30, 2018) (the Reporting Period).

# A: OVERVIEW OF MATTRESS RECYCLING COUNCIL CONNECTICUT, LLC

The Act requires that mattress producers form a "council" that develops a state-wide Program to collect mattresses and foundations (collectively units) discarded in Connecticut. The Act also provides that the Program will be funded through a visible fee collected from consumers and other purchasers on all mattresses and box springs sold in the state.

The International Sleep Products Association created the Mattress Recycling Council (the Council), a non-profit organization under Section 501(c)(3) of the Internal Revenue Code of 1986, to develop and administer the Program. On July

1, 2014, the Council submitted a plan to DEEP outlining how the Program would meet the Act's requirements and proposed initial performance goals. DEEP approved this Plan on Dec. 31, 2014, and the Program officially began operating on May 1, 2015. the Council proposed revised performance goals in September 2016 based on the Program's performance during its initial year, which DEEP accepted on Nov. 2, 2017.

In addition to Connecticut, the Council administers statewide mattress recycling programs in two other states – California and Rhode Island. In each of these states, the Council has developed a statewide network of mattress collection and recycling locations, increased the number of units recycled, and educated consumers, retailers, and other stakeholders about that state's mattress recycling program.

Effective July 1, 2017, the Council created for each state program a limited liability company in which the Council is the sole member. The Council transferred all functions related to the Connecticut Program to the Mattress Recycling Council Connecticut, LLC (MRC).

In promoting the Program among consumers, MRC has branded itself as "Bye Bye Mattress."

## **B: CONNECTICUT'S PROGRAM OBJECTIVES**

MRC has designed and implemented the Program to accomplish the following:

- Collect a mattress stewardship fee that funds the cost of operating and administering the Program
- Provide for free, and accessible statewide, opportunities for state residents to discard their used mattresses
- Provide for free collection of discarded mattresses from municipal transfer stations
- Provide transfer stations with suitable storage containers and transportation of discarded mattresses
- Provide for MRC-financed end-of-life recycling of mattresses
- Minimize public sector involvement in the management of mattresses

The Act required MRC to establish goals to measure the Program's performance. During the Reporting Period, MRC achieved or is on pace to achieve most of these goals. Highlights of the Program's third year include:

- Collecting 181,075 mattresses and recycling 2,798 tons of material.
- Expanding the Program to 129 municipalities and continuing to enlist other entities.
- Surpassing the annual goal to collect more than 30,000 mattresses from retailers by 44%.
- Increasing educational facility participation to 26 campuses and recycling more than 5,000 units from these sources.

- Recycling more than 4,000 mattresses from hotels, which is 26% increase from the previous year.
- Diverting more than 3,000 mattresses from Volume Reduction Facilities and Waste-to-Energy Facilities by enlisting more upstream sources in the Program such as additional towns and small solid waste haulers.

#### **C: REPORT OVERVIEW**

Pursuant to Section 2(j) of the Act, this Annual Report contains the following information:

- 1. The tonnage of mattresses collected pursuant to the Program from:
  - a. Municipal transfer stations
  - b. Retailers: and
  - c. All other covered entities;
- 2. The tonnage of mattresses diverted for recycling;
- **3.** The weight of mattress materials recycled, as indicated by the weight of each of the commodities sold to secondary markets;
- **4.** The weight of mattress materials sent for disposal at each of the following:
  - a. Waste-to-energy facilities;
  - b. Landfills; and
  - c. Any other facilities;
- 5. A summary of the public education that supports the program;
- An evaluation of the effectiveness of methods and processes used to achieve performance goals of the Program;

7. Recommendations for any changes to the Program.

The following terms defined in Section 1 of the Act are relevant to the Report.

"Covered entity" means any political subdivision of the state, any mattress retailer, any permitted transfer station, any waste to energy facility, any health-care facility, any educational facility, any correctional facility, any military base, or any commercial or non-profit lodging establishment that possesses a discarded mattress that was discarded in this state. Covered entity does not include any renovator, refurbisher or any person who transports a discarded mattress.

"Foundation" means any ticking-covered structure that is used to support a mattress and that is composed of one or more of the following: A constructed frame, foam, or a box spring. "Foundation" does not include any bed frame or base made of wood, metal, or other material that rests upon the floor and that serves as a brace for a mattress.

"Mattress" means any resilient material, or combination of materials, that is enclosed by ticking, used alone or in combination with other products, and that is intended for, or promoted for, sleeping upon.

"Mattress" includes any foundation, renovated foundation, or renovated mattress.

"Mattress" does not include any of the following:

(A) An unattached mattress pad, an unattached mattress topper, including any item with resilient filling, with or without ticking, that is intended to be used with, or on top of a mattress;

- (B) A sleeping bag, pillow;
- (C) A crib or bassinet mattress, car bed;
- (D) Juvenile products, including: a carriage, basket, dressing table, stroller, playpen, infant carrier, lounge pad, crib bumper, and the pads for those juvenile products;
- (E) A product that contains liquidor gaseous-filled ticking, including any water bed or air mattress that does not contain upholstery material between the ticking and the mattress core;
- (F) Any upholstered furniture that does not contain a detachable mat tress; or
- (G) A fold-out sofa bed or futon.

"Mattress stewardship program" or "Program" means the state wide, program described in § 23-90-5 and implemented pursuant to the mattress stewardship plan as approved by the corporation director.

"Producer" means any person who manufactures or renovates a mattress that is sold, offered for sale, or distributed in the state under the manufacturer's own name or brand. "Producer" includes:

- (A) The owner of a trademark or brand under which a mattress is sold, offered for sale, or distributed in this state, whether or not such trademark or brand is registered in this state; and
- (B) Any person who imports a mattress into the United States that is sold or offered for sale in this state and that is manufactured or reno-

vated by a person who does not have a presence in the United States;

"Recycling" means any process in which discarded mattresses, components, and by-products may lose their original identity or form as they are transformed into new, usable, or marketable materials. "Recycling" does not include as a primary process the use of incineration for energy recovery or energy generation by means of combustion.

"Renovate" or "renovation" means altering a mattress for the purpose of resale and includes any one, or a combination of, the following: Replacing the ticking or filling, adding additional filling, rebuilding a mattress, or replacing components with new or recycled materials. "Renovate" or "renovation" does not include the:

- (A) Stripping of a mattress of its ticking or filling without adding new material:
- (B) Sanitization or sterilization of a mattress without otherwise altering the mattress; or
- (C) Altering of a mattress by a renovator when a person retains the altered mattress for personal use, in accordance with regulations of the department of business regulation.

"Renovator" means a person who renovates discarded mattresses for the purpose of reselling such mattresses in a retail store.

"Retailer" means any person who sells mattresses in this state or offers mattresses in this state to a consumer through any means, including, but not limited to, remote offerings such as sales outlets, catalogs, or the internet.

The Program averages recycling **15,000** mattresses a month.



MRC's education and outreach efforts are designed to inform consumers, mattress retailers, and other stakeholders about the **Bye Bye Mattress Program,** that the fee is mandated by state law, why the fee is needed, what the fee funds, how to recycle through the Program, and that some parties have obligations.

FOUCATION & OUTREACH

# EDUCATION AND OUTREACH

#### **INTRODUCTION**

MRC's education and outreach efforts are designed to inform consumers, mattress retailers, producers, and other stakeholders:

- about the Program
- that the fee is mandated by state law
- why the fee is needed and what it funds
- about opportunities for recycling discarded mattresses through the Program
- that some parties have obligations under the Program

To reach these audiences, MRC uses a wide array of communications and marketing methods, including: targeted direct mail and printed collateral, advertising and media relations, websites and social media, site visits, and participation in community and industry events. MRC has trademarked the names "Mattress Recycling Council" and "MRC" for use with industry and non-consumer stakeholder audiences, and "Bye Bye Mattress" as its consumer-facing identity.

This approach aligns with MRC's Connecticut Program education and outreach performance goals:

 Distribute point-of-sale materials that explain the purpose of the recycling fee to consumers.

- Identify non-compliant Connecticut mattress retailers, require them to register with MRC and, collect and remit the fee.
- Continue to conduct stakeholder meetings for each covered entity subgroup and other interested parties.
- Contact and visit stakeholders to educate them about the benefits and obligations of Program participation.

An evaluation of MRC's achievement of these goals is discussed in further detail in the **Goals & Methods Evaluation** section (see page 7). Meanwhile, the purpose of this section is to provide a full description of all the methods MRC uses to communicate to consumers and the industry.

#### **CONSUMER EDUCATION**

To build awareness of Bye Bye Mattress in all its Program states, MRC developed a website (ByeByeMattress.com) with corresponding consumer education materials, a Public Service Announcement (PSA) campaign and a paid advertising campaign. The branding strategy also uses online advertising, community events, media relations, and social media to increase Program awareness.

In the Plan, MRC outlined how this branding strategy would gradually increase Program awareness over a two-year period. MRC scaled the use of certain tactics as necessary in order to not outpace the recycling network's capacity.

In March 2018, as MRC completed the last phase of Connecticut's communication plan (a paid advertising campaign) it conducted a consumer awareness survey. Of the surveyed Connecticut residents, 52% were aware a mattress could be recycled. MRC will continue to survey residents each year to monitor their awareness of the Program and if they recall key messages, such as how to dispose of a mattress for recycling.

#### **BYEBYEMATTRESS.COM**

Consumers may easily find no-cost recycling locations in Connecticut and information about the recycling fee and Program on ByeByeMattress.com. MRC promotes this site in Connecticut through consumer education materials, PSAs, advertising, media relations, and social media. DEEP's "What Do I Do With..." directory and RecycleCT.com also promote the Program and how to recycle mattresses in each city or town.

Although most consumers visit the ByeByeMattress.com site to access the recycling locator, the site also contains important information about the recycling fee, updates about the Program's performance, and MRC's expansion efforts in the state. It is also a platform for educating the public about the mattress recycling process and its environmental benefits.

During the Reporting Period, 284,014 users visited ByeByeMattress.com generating 366,514 sessions. This is a growth of 38% in users and 33% in sessions from the previous Reporting Period.



BYEBYEMATTRESS.COM

### Bye Bye Mattress Web Traffic Sessions July 2017 - June 2018



## CONSUMER EDUCATION MATERIALS

MRC provides retailers with free pointof-sale materials to help them explain
the Program and the fee to their customers. These include an information
card, in-store posters, and a Frequently
Asked Questions (FAQ) document. MRC
uses a monthly e-newsletter, e-mail
notifications, industry publications,
and events to regularly inform retailers
that these materials are available from
MRC and that reorders are also free. All
types of retailers, from major brands to
regional stores to smaller independent
shops, are using these materials.

In January 2018, MRC distributed revised posters and information cards to Connecticut registered stores. MRC updated the materials based on feedback received through an industry survey that respondents wanted more Program detail and an explanation of how MRC uses the fee. Retailers were also encouraged to download the available artwork files and print additional quantities at their convenience or contact MRC for assistance.

**INFORMATIONAL CARD:** The informational card is designed to accompany the consumer invoice or receipt and explain the purpose of the Program and the fee. A Spanish translation is on the reverse side.

**IN-STORE POSTERS:** MRC makes the posters available in two sizes to provide flexibility in how a retailer may use them in the store.

**CUSTOMER FAQs:** The customer FAQs are provided in English and Spanish to assist retailers with sales associate training. These are also available to the public on ByeByeMattress.com on the "FAQs" page.

MRC's Marketing & Communications department also works closely with mattress retailers and producers to assist them with explaining the Act, fee, and Program to the companies they serve to purchase or sell their products. MRC offers to create notices, review company memos for accuracy, or provide documents that can be shared throughout the sales channel.











INFORMATIONAL CARD

**IN-STORE POSTER** 

**CUSTOMER FAQs** 

#### PAID ADVERTISING CAMPAIGN

MRC supplemented its other media efforts with a statewide advertising campaign consisting of television, radio, and an outdoor billboard. Ads first launched in Fall 2017 and again in Winter 2018. They coincided with holiday weekends when retailers sell large volumes of mattresses. Collectively, the campaigns generated approximately 10 million impressions.



TV AD



OUTDOOR BILLBOARD

# PUBLIC SERVICE ANNOUNCEMENT CAMPAIGN

MRC's PSA campaigns consists of TV, radio, print, and outdoor ads. At the close of the Reporting Period, MRC distributed a new TV PSA that discourages illegal dumping. MRC invited Connecticut communities to request co-branded spots for use in their own communication channels (websites, social media, presentations, etc.). Previously created PSA materials remain available for use and can be downloaded from the Bye Bye Mattress Media Center.

2018 ILLEGAL DUMPING PSA: In June 2018, MRC distributed a 30-second TV spot in English and Spanish to television stations in Connecticut. As of August 2018, the PSA received 122 airings. MRC will continue to encourage use of the PSA by reaching out to PSA directors and other station executives through direct mail reminders, phone calls, and emails.





#### View PSA. Click to watch:



#### **PSA ENGLISH**

https://dl.orangedox.com/IllegalDumpingEnglish

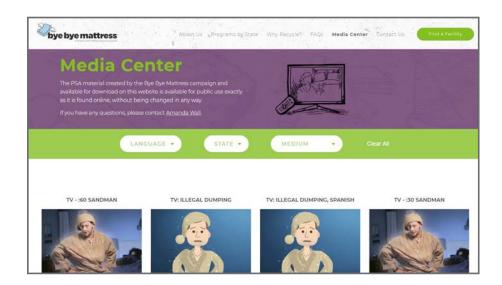


#### **PSA SPANISH**

https://dl.orangedox.com/IllegalDumpingSpanish

#### **OTHER AVAILABLE CONTENT:**

Previously created video, radio, and outdoor ads remain available for download and use. MRC periodically encourages its stakeholders to use and share this material with their local media. At the time of this report, MRC is revising the print ad.



#### View Sandman. Click to watch:



:60 PSA

 $https:/\!/dl.orangedox.com/MRCS and man TV60$ 



:30 PSA

https://dl.orangedox.com/MRCSandmanTV30

#### Hear Sandman, Click to listen:



#### :60 PSA ENGLISH

https://dl.orangedox.com/MRCSandman60



#### :60 PSA SPANISH

https://dl.orangedox.com/MRCSandmanSP60



#### :30 PSA ENGLISH

https://dl.orangedox.com/MRCSandman30



#### :30 PSA SPANISH

https://dl.orangedox.com/MRCSandmanSP30

#### **ONLINE ADVERTISING**

MRC received a grant from Google for free AdWords services to drive traffic to ByeByeMattress.com. These ads geographically target web searches for mattress recycling, disposal and junk removal in all of the states where MRC operates a Bye Bye Mattress program and direct visitors to the recycling locator. The ad appears within the top three results.

Connecticut's ad garnered 5,567 impressions that led to 566 clicks on the recycling locator. This equates to a 10% click-through-rate, which is well above the industry standard of 2%. MRC renewed the grant in 2018 and expanded into paid online advertising. Paying for AdWords allows MRC to take full advantage of Google's advertising service and have more flexibility in ad design, targeting and keyword choices (the ads under the grant program come with restrictions and limitations). Paid ads garnered an additional 126,861 impressions and received 1,419 clicks to the locator, resulting in a 1.12% click-through-rate.

MRC will continue to monitor the AdWords grant and paid ads through 2018 and continue to improve its online advertisements.

#### **COMMUNITY EVENTS**

MRC engages with the public through collection events and public appearances. Collection events provide a way for MRC to service an area that might not have a facility capable of or willing to be a permanent collection site, or targets a specific need (such as neighborhood cleanup, move out day at a university, etc.). Meanwhile, public appearances help MRC boost awareness of the Program and educate residents about the benefits of mattress recycling and how to access sites in their area.

collection events: This Reporting Period, six communities scheduled annual or bi-annual collection events, one of which worked with Farmington's curbside collection service. Meanwhile, in other communities MRC successfully added mattress collection to pre-established events for special waste collection such as Orange's Shred Day. MRC will continue to seek opportunities with towns that hold special waste or recycling events for other products.

PUBLIC APPEARANCES: To educate residents about mattress recycling benefits and options, MRC participated in an Earth Day Event in Woodbury and the Housatonic Resources Recovery Authority's event that educated residents about DEEP's "What's in-What's out" recycling guide.

MRC also continues to monitor how Connecticut communities participate in annual events such as Keep America Beautiful's Great American Clean Up (First day of Spring), Earth Day (April 22), Public Works Week (May), Ocean Conservancy's Coastal Clean Up Day (September), World Clean Up Day (September 15), and Keep America Beautiful's America Recycles Day (November 15).

#### **MEDIA RELATIONS**

MRC's media relations activities in this Reporting Period generated press coverage equivalent to approximately \$186,000 in advertising value. Notable media placements included WNPR, Hartford Courant, Connecticut Post and The Advocate, as well as national mentions on MSN Lifestyle and Houzz. Major announcements distributed to Connecticut media include the release of the 2016-2017 Annual Report and MRC's Three Millionth Recycled Mattress Milestone.

# COLLECTION SITE AND EVENT TOOLKITS

To promote collection sites, MRC prepared a template news release and suggested content that municipalities could use to publicize their participation in the Program through online and social media outlets. The template allows municipalities to customize community messaging by, including hours of operations, directions, and residency restrictions. They may also use the suggested content on their city websites, community newsletters, and social media. Event hosts are provided similar materials, including a media alert template, flyer template, event day signage kit and suggested social/online content.



#### Click Below To View



https://dl.orangedox.com/Downloads



#### **SOCIAL MEDIA**

Bye Bye Mattress uses Twitter and Facebook with content shared on MRC's social media channels. However, building followers is a challenge since mattress disposal is not an ongoing activity for consumers. The average lifespan of a mattress is 10 years and many consumers discard an old mattress only when they buy a new one.

Having a daily news feed of engaging and relevant information is important for maintaining a presence on both Twitter and Facebook. To date, we have found social media useful in announcing community collection events and pointing visitors to ByeByeMattress.com for additional information.

During the Reporting Period, Bye Bye Mattress' social media audience and engagement continued to grow, surpassing 1 million impressions on Facebook and Twitter. Meanwhile, on Facebook, more than 1,200 people each month are sharing, liking, and commenting on posts.









#### INDUSTRY COMMUNICATION

To inform retailers, producers, and other industry stakeholders about the Act and their legal obligations, as well as to encourage participation in the Program, MRC uses direct mail, phone calls, websites (MattressRecyclingCouncil.org and MRCreporting.org), industry events, industry media relations, and social media.

See the **Goals & Methods** section for further details on MRC's efforts to communicate with the industry and stakeholders about the Program and its benefits.

#### **COMPLIANCE OUTREACH**

MRC compiled the list of mattress retailers and producers used in its initial outreach effort in 2014 from a variety of sources, including holders of Connecticut Bedding & Upholstered Furniture Licenses, industry publication subscriber lists, Yellow Pages, the Better Business Bureau, online searches, and other sources. MRC continues to monitor these lists to identify new and existing mattress retailers that may be required to register with the Program.

When MRC identifies such a party, MRC notifies the party of its potential registration and other legal obligations and follows up with a phone call or email. This outreach process continues until the party registers or explains why it is not obligated to do so. MRC also actively monitors whether retailers and other sellers are submitting their monthly reports and remitting the fees they collect by the relevant deadlines. When parties miss a deadline, MRC contacts them by email, phone, and certified mail. In particularly egregious cases,

MRC will involve a collections agency and legal counsel. MRC also has the authority to collect late fees and impose fines for noncompliance and may report non-compliant parties to DEEP for further action.

As required by the Law, **Appendix D** contains a complete list of registered producers. The list is current as of October 1, 2018.

Since the start of Connecticut's Program MRC has collected more than **119,000** mattresses from retailers for recycling.

#### **WEBSITES**

#### MattressRecyclingCouncil.org:

Designed for use by the mattress industry, regulators, and non-consumer stakeholders, this website attracted 37,816 users which generated 45,599 sessions between July 1, 2017 and June 30, 2018. This level of website traffic is similar to the traffic levels during the previous Reporting Period.

The site contains information specific to each of the three states in which MRC operates mattress recycling programs, copies of recent MRC notices, links to resources, and bridges to ByeByeMattress.com and MRC's registration and payment portal (MRCreporting.org).

All official news from MRC are posted on the homepage and archived in the news area. This includes announcements issued when MRC released its 2016-2017 Connecticut Annual Report.

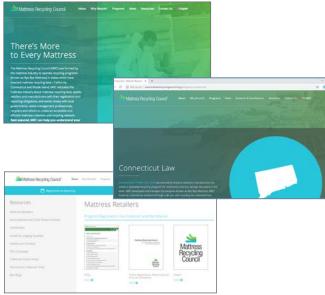
The Connecticut page contains information on Connecticut's mattress recycling law and details on how the Program has expanded. By clicking on links from this page:

Mattress Recycling Council Web Traffic Sessions
July 2017 - June 2018



- stakeholders may read the Act and information about the Program, including the approved Plan and current Annual Report
- solid waste facilities and other eligible entities may request to become collection sites or event hosts
- retailers and other entities may request to participate in the Program's recycling activities
- retailers and producers may link to MRC's reporting and remittance portal and learn about their legal obligations under the Program
- stakeholders may sign up to receives MRC's monthly program updates

The website also contains a resources library with links and information about MRC's reporting and payment portal, consumer education materials, collection site guidelines, and information sheets about recycling options for different groups of entities (e.g., transfer stations, retailers, lodging establishments, etc.)



MATTRESSRECYCLINGCOUNCIL.ORG

MRCreporting.org: Through this website, parties may register with MRC, and retailers and other parties that sell mattresses to end-users in Connecticut may report and remit to MRC the recycling fees that they have collected. To encourage participants to remit their fees on time, the site emails automatic reminders. The site also e-mails Program updates to all registrants, and MRC cross-posts on this website notices and information that also appear on MattressRecyclingCouncil.org.

During the Reporting Period, MRC used the site to inform Connecticut registrants about the availability of consumer education materials and how to recycle with the Program.



#### **VIDEO SERIES**

MRC wants participants (and potential participants) to understand the Program and the mechanics of registering with MRC, submitting monthly reports, and remitting fees. To inform target audiences about the Program, MRC actively encourages participants to view the following short online videos, which are accessible on MattressRecyclingCouncil. org and on MRC's YouTube channel:

About the Mattress Recycling
 Council: Provides an overview of
 state recycling laws, the recycling
 fees, what the fees pay for, and
 encourages stakeholders to recycle
 with MRC.

- How to Register on MRCReporting.org: Provides a step-by-step guide to help retailers, producers, and others understand if they must register with MRC, and if so, how to complete that process.
- Reporting & Remitting Your
  Recycling Fees: Explains how
  mattress retailers and producers
  can use the online portal to report
  and remit to MRC the recycling fees
  they have collected.

MRC also uses these videos, which it updates annually, in presentations to industry groups and in MRC's tradeshow booths.

#### Click Below To View









# PROGRAM UPDATE MONTHLY E-NEWSLETTER

MRC emails a monthly newsletter free of charge to over 2,600 recipients, including all registered retailers and producers, collection site hosts, and other stakeholders who request a subscription. MRC's newsletter averages a 40% open rate, which, according to research conducted by Constant Contact, is nearly double the 21% average open rate for emails originating from non-profit sources.

Content included every month includes upcoming reporting deadlines, the availability of consumer education materials, and where to recycle mattresses. Other content focuses on Program results, MRC announcements, and other developments.



#### **INDUSTRY EVENTS**

During the Reporting Period, MRC participated in the following industry events:

Las Vegas Market (each winter and summer): During the Summer 2017 and Winter 2018 Las Vegas Markets, MRC exhibited in the Home Furnishing Association's Retailer Resource Center. MRC answered retailers' registration, reporting, payment, and recycling questions. Las Vegas Market is the largest bedding show in the United States. It attracts retailers, distributors, and manufacturers from all 50 states and over 80 countries. Many new companies entering the US bedding market also debut their products here.

Northeast Furniture & Accessories
Market (each winter): In January 2018,
MRC exhibited at the Northeast Furniture
& Accessories Market, a regional show for
New England area retailers, distributors,
manufacturers, and renovators. MRC
answered attendees' questions about
registration, reporting, payment, and
recycling options.

ISPA EXPO (March 2018): In March 2018, MRC exhibited at ISPA EXPO and led an International Mattress Recycling Summit. The Summit provided MRC the opportunity to learn from similar programs and other mattress recyclers in Australia, Canada, France, the United Kingdom, and the European Union. EXPO and Summit attendees also discussed collaborating on research and development projects to improve the recycling process or investigate the viability of potential new end markets.





# Home Furnishings Association Conference (September 2018):

The Home Furnishings Association reformatted its Annual Networking Conference in 2018 and renamed it HFA Insights. MRC participated in the new event to evaluate whether it continues to provide a good venue for MRC to reach mattress retailers and educate them about state mattress recycling laws and their recycling options.

In addition to exhibiting at HFA's conference, MRC contributes content to HFA's Legislative Update email, Retailer NOW magazine, and meets with its members when they visit Washington, DC, to meet their federal elected officials. MRC will continue to work with HFA to connect with furniture retailers that are either not registered with the Program and should be or are not participating in the Program as a collector of discarded mattresses for recycling.

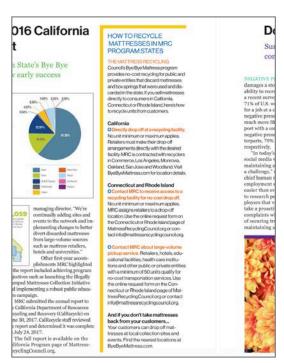
#### **MEDIA RELATIONS**

MRC issued two press releases to mattress industry media announcing the 2016-2017 Connecticut Annual Report and the achievement of surpassing the three million recycled mattress milestone. Strong relationships with Furniture Today and ISPA's publications (Sleep Savvy and BedTimes) helped these announcements reach over 48,000 retailers and manufacturers in the bedding and home furnishings industries.

MRC also contributes content to every issue of *Sleep Savvy* and *BedTimes*. This coverage appears in each publication's sustainability section, and ranges from information about the fee and its collection, to updates about the Program or other recycling trends.

MRC news has also been published in other industry media, including *Home Furnishings Business*, *Retailer NOW*, and *Sleep Retailer*.







#### **SOCIAL MEDIA**

MRC uses Twitter, Facebook, LinkedIn, and YouTube. Collectively, MRC has more than 650 followers on social media, comprised of a mix of individuals, civic/environmental groups, retailers, local and state government, waste haulers, and recyclers. This is a 63% growth from the Previous Reporting period.

In addition to sharing Bye Bye Mattress content, MRC uses its social media accounts to announce Program developments, promote MRC's presence at industry events, distribute marketing collateral, interact with industry

stakeholders, and monitor industry news. #FAQFriday also draws attention to frequently asked questions about recycling and registration, as well as fee collection, reporting, and remitting.

Over the course of the reporting period, social media posts referred approximately 1% of visitors to MRC's websites and the recycling locator. MRC will continue to use social media and evaluate its effectiveness in driving traffic to MRCreporting.org, MattressRecyclingCouncil.org, and the recycling locator.

















MRC collects mattresses
from **129** communities and **207** public and private entities
that dispose of large volumes of
discarded mattresses.

# PERFORMANCE GOALS & EVALUATION

# PERFORMANCE GOALS & EVALUATION

# CONNECTICUT'S MATTRESS COLLECTION NETWORK

The success of Connecticut's Program relies largely on MRC obtaining discarded units from the existing statewide infrastructure of "Covered Entities" that collect discarded mattresses as part of their ongoing operations. The Act defines Covered Entities to include any political subdivision of the state, mattress retailer, permitted transfer station, waste-to-energy facility, health care facility, educational facility, correctional facility, military base, or commercial or non-profit lodging establishment, which possess a discarded mattress that was discarded in the state, as well as other entities that may be eligible to participate in the Program. Of these entities, town municipal transfer stations handle the largest volume of discarded mattresses.

During this Reporting Period residents in 129 towns had a free drop-off option

to discard a mattress. These options consisted of curbside collection of discarded mattresses, a site where residents could drop off their units (either at a collection site, solid waste facility, a recycler, etc.) or a collection event. While many of the collection sites limited access to their city or town residents, all state residents could use Park City Green in Bridgeport or the Salvation Army in Newington.

In addition to these residential collection options, 207 other covered entities and private entities that dispose of large volumes of discarded mattresses are also recycling their used units through the Program.

MRC continues to bring new municipalities and other entities into the Program. They must contact MRC if they desire to host a collection site or one-day event, drop-off at a recycling facility, or have collected the minimum number of units to qualify for no-cost transportation services.



## **EVALUATION OF PERFORMANCE GOALS & METHODS**

As required by Connecticut General Statutes §22a-905a(f)(2), MRC submitted updated performance goals based on its experience administering the Program following the first year of the Program's operations. DEEP provided written comments to the updated goals and on Oct. 2, 2017, MRC met with DEEP to discuss past performance and long-term goals of the Program. On Nov. 2, 2017, these performance goals became effective. Below is an evaluation of the current Program goals and the methods used to achieve them.

#### **MUNICIPALITIES**

**GOAL:** MRC to secure participation from 111 municipal transfer stations by Fiscal Year (FY) 2019. MRC will also increase access for Connecticut residents through special collection events and other programs.



ON PACE TO ACHIEVE: - As of June 30, 2017, MRC established collection sites at 109 municipal sites, giving 123 communities direct access to the Program. In addition, 6 public works departments scheduled annual or bi-annual collection events.

METHODS: During the Reporting
Period, MRC added three municipal
transfer stations to the collection
network and one public works
department that will host bi-annual
collection events. This increases the
number of communities participating
in the Program from 125 in the previous
year to 129 this Reporting Period. MRC
attributes the increase to maintaining
regular communication with the new

entities, increased awareness of the program among public works officials, and proactively addressing barriers to participation.

To maintain communication with transfer stations, MRC used in-person meetings, phone calls, and email. MRC's Northeast Program Coordinator conducted unannounced site visits, as well as scheduled appointments to discuss the Program and compliance with participation requirements. Examples of topics covered in these meetings include identifying Program material, screening mattresses for damage or contamination. communicating the Program to residents, and addressing illegal dumping concerns. In addition to inperson meetings, MRC sent collection network participants a Spring reminder of the Program Guidelines to help them prepare for increased volume of discarded mattresses that occurs during the summer months. These contacts also received MRC's monthly newsletter (Program Update) e-mail throughout the year.

As MRC discussed the Program with non-participating transfer stations, they cited barriers to participation including limited labor resources (required to stack and handle mattresses), space constraints, challenges with curbside logistics (coordinating with third parties for separate mattress collection), and bed bug concerns. MRC's methods for addressing these obstacles included:

resources or space to participate as fixed drop-off locations, MRC offered to host a one-day community collection event staffed by a contracted Recycler. MRC provides a container, labor, transportation.

and recycling of the collected mattresses at no cost. MRC also assists with event publicity and signage (as described in the **Education and Outreach** section on page 5).

To alleviate bed bug concerns, MRC encouraged potential sites (as well as current Program participants) to attend a February 2018 webinar conducted by the Connecticut Coalition Against Bed Bugs (CCABB). MRC promoted the event to the entire Connecticut collection network through targeted emails. Key messages included dispelling health-related myths. bed bug identification tactics, and best practices for protecting staff. MRC also integrated CCABB's information into MRC's Program Collection Site Guidelines and the resources section of MattressRecyclingCouncil.org.

MRC continues to contact non-participating municipalities, transfer stations, and bulky waste haulers through individual site visits and meetings. MRC also attends meetings hosted by DEEP for municipal recycling coordinators and city leaders to discuss Program progress and encourage participation. MRC's municipal information sheet and Program Guidelines (also available on MRC's website) are useful informational tools as MRC interacts with these stakeholders.

#### **VOLUME REDUCTION FACILITIES**

**GOAL:** MRC will continue to work with Volume Reduction Facilities (VRF) not

in the Program to evaluate their mattresses for recycling and work with upstream sources to divert them for recycling before they become contaminated. (VRFs are permitted facilities that process construction and demolition materials, oversized municipal solid waste, clean wood, and recyclables.)



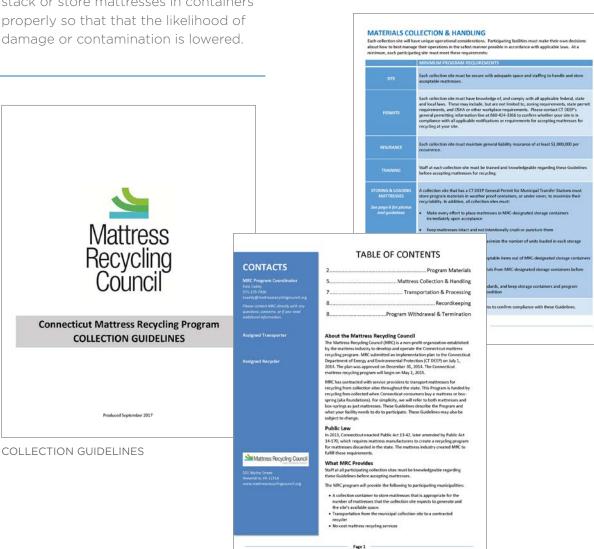
ACHIEVED: -MRC contacted all permitted volume reduction facilities to inform them about the program. Currently, 12 VRFs participate in the Program and one VRF joined during the Reporting Period. MRC remains in contract negotiations with the state's largest owner of VRFs. The progress made with upstream sources includes adding 15 small haulers to the Program and developing educational materials for a VRF's customers that encourages residents to bring mattresses to local collection sites for recycling or taking extra precautions to avoid contaminating or damaging units and making them unsuitable for recycling.

**METHODS:** The methods VRFs use to collect mattresses contaminate and damage them, rendering them unsuitable for recycling. However, VRFs remain an important stakeholder because of their relationships with the municipalities and companies that use their facility to dispose of mattresses.

Instead of collecting mattresses directly from VRFs, MRC seeks to work cooperatively with these facilities to educate their customers about the Program and encourage them to avoid the damage and contamination that occurs at the VRF by instead diverting their units to another collection option (a collection site, event, or recycler). This approach is likely to result in the Program receiving units that are more suitable for recycling.

During the Reporting Period, MRC recruited 15 small haulers to participate in the Program, which resulted in 3,200 units being recycled. In addition, MRC's efforts mentioned above to recruit additional transfer stations and increase collection events also helped divert units from VRFs. Although MRC is primarily focused on diverting units from VRFs, it is assisting one facility with educating customers about how to stack or store mattresses in containers properly so that that the likelihood of damage or contamination is lowered.





#### **RETAILERS**

**GOAL:** Recycle approximately 30,000 mattresses from retail sources annually.



METHODS: MRC provides no-cost recycling to retailers that comply with the Program and make delivery and scheduling arrangements with MRC's Northeast Program Coordinator. The retailer may self-haul or use a third-party to deliver discarded mattresses directly to an MRC-contracted recycling facility. MRC provides no-cost transportation to retailers that collect a minimum of 50 units.

Retailers recycled 41,247 units during this Reporting Period. This represents a 44% growth (12,150 units) from the previous year. MRC attributes this increase to the recruitment of large retailers to participate in the Program and increased awareness of mattress recycling.

MRC promotes recycling to the mattress industry through its website (MattressRecyclingCouncil.org), online portal notifications (MRCreporting.org), a monthly e-newsletter (The Program Update), articles and advertisements in industry publications, and presentations at industry conferences and bedding retailer and manufacturer sales meetings. MRC staff also visit regional and national retailers' warehouses to discuss recycling solutions tailored to meet their logistical and operational concerns.

Marketing collateral such as the retailer information sheet and a brochure explain the benefits of recycling, what MRC provides retailers, and how to contact the Northeast Program Coordinator. During this Reporting Period, MRC launched an ad campaign to increase retailer and consumer awareness of the Program.











#### Mattress Recycling Laws Apply to Manufacturers, Importers & Distributors





- Transportation of collected units\* or no-cost drop-off at an MRC contracted racycler.

#### Mattress Recycling Mattress Recycling Council

What you should know about your state's mattress

**MRC Program Update** 

June 30, 2017

[HOME] [ABOUT] [CONTACT]





### MATTRESS RECYCLING: A success story

THREE YEARS AFTER CALIFORNIA, CONNECTICUT AND RHODE ISLAND PASSED MATTRESS-RECYCLING LAWS, STATEWIDE PROGRAMS ARE FLOURISHING UNDER THE MANAGEMENT OF THE MATTRESS RECYCLING COUNCIL.

BY JULIE A PALA

#### Mattress Recycling Council

In This Issue

MRC NEWS: Positions Available

FOR MATTRESS INDUSTRY: MRC Industry Survey

Annual reports require lists of companies, brands and URNs

BedTimes Newsletter

Better Sleep Council's Relaunched Website

IN THE COMMUNITY MRC's PSA is Now Airing

Upcoming Events New Collection Sites

COLLECTION SITES: Verify Your Locator

Holiday Hours

#### MRC NEWS: Holiday Hours

Due to the holiday, MRCReporting.org's technical support will be unavailable July 3 and MRC's customer service support will be unavailable July 3-4.

All inquires will be answered immediately upon our return.

#### MATTRESS INDUSTRY: MRC Launches Survey



MRC has launched an industry survey. Your feedback is important for improving our customer service and communications. The survey is short and will only take a few minutes. Here's how you can access the survey:

Visit us at Summer Las Vegas Market July 30-Aug. 3 in the the HFA Retailer Resource Center. By participating in the survey at Market, you will be entered to win a \$100 gift card. So be sure to stop by! Winners will be selected at Noon on Monday and

Or go online here.

We are collecting responses through August 11.

#### IN THE COMMUNITY: MRC's PSA is Now Airing

Our latest PSA is now airing and it builds awareness of our Bye Bye Mattress Program. In our TV and Radio spots, Sandman is

#### LODGING

**GOAL:** MRC will continue to promote the benefits of the Program among Connecticut lodging establishments and recycle approximately 5,000 mattresses annually from lodging establishments.



NEARLY ACHIEVED: Seventeen hotels used the program this Reporting Period to recycle 4,444 units, which achieves 89% of this goal.

METHODS: MRC provides no-cost recycling to lodging establishments that make delivery and scheduling arrangements with MRC's Northeast Program Coordinator. The lodging establishment may self-haul or use a third-party to deliver discarded mattresses directly to a contracted Recycler. MRC provides no-cost transportation to lodging establishments that collect a minimum of 50 units.

To reach the lodging industry, MRC sends information to area properties via direct mail and maintains an allied membership with the Connecticut Lodging Association (CLA). CLA represents all segments of the lodging industry, including hotels, motels, inns, bed & breakfasts, attractions, and service providers. MRC continues to communicate with those that have received Connecticut's Green Lodging certification from DEEP and maintains mattress recycling information in the Green Lodging certification program resources library. MRC also has ongoing communications with sustainability directors of major hotel brands and companies that help lodging establishments refresh and renovate their properties.

The 4,444 units collected by MRC this Reporting Period represents a 26% increase (926 units) from the previous period. While MRC succeeded in increasing Program registrations and units recycled, this goal is contingent on the number of lodging establishments replacing their mattresses and the number of units being discarded for recycling. Over the course of operating the Program in Connecticut, MRC has learned that some units discarded by hotels have a positive residual value as a renovated mattress in secondary markets, making them unavailable for MRC's recyclers.

Hotels also replace and discard mattresses intermittently. As a result, the total number of units the Program obtains from lodging establishments can fluctuate from year to year. If business is good, replacements then occur more frequently, but if business is slow, the establishments tend to defer replacements. CLA has reported in the media stating that Connecticut's lodging industry experienced flat occupancy rates in 2017, and that hotel room demand in the state's strongest region of Stamford actually declined. This flat trend likely contributed to fewer properties discarding existing units during the Reporting Period, and if these conditions continue, could result in further reductions in the number of units these establishments discard in the future.

MRC will continue to focus on reaching the lodging industry through stakeholder meetings and directly contacting lodging establishments and assist those interested in participating.



**PRISON MATTRESSES** 

**GOAL:** MRC will evaluate the units on a case by case basis for recycling. MRC is researching alternative end markets and uses for mattress commodities to increase the recyclability of products from all sources.



FUTURE FOCUS: MRC and a contracted recycler are researching alternative end markets and uses for mattress commodities to increase the recyclability of products from all sources.

METHODS: Previously, MRC met with staff from Connecticut's Department of Corrections, and MRC's contracted recyclers analyzed samples of discarded prison mattresses. Based on that information, MRC concluded that the Program could not recycle prison mattresses because prison mattresses tend to be made primarily of polyester batting (which is not in demand in post-consumer form). During the Reporting Period, MRC continued to explore

recycling options and alternative end uses for these products. MRC is actively communicating with companies that buy recycled fiber or textiles, and one of MRC's contracted recyclers will reevaluate end markets for prison mattress materials. The recycler's findings may be available in the next annual report.

#### **HEALTH CARE FACILITIES**

**GOAL:** Continue education and outreach efforts while evaluating the recyclability of units discarded by Connecticut health care facilities on a case by case basis.



ACHIEVED: MRC reached out to three health care organizations to inform their members about the Program. Upon evaluation of the recyclability of their units, one health care facility joined the Program this Reporting Period.

METHODS: MRC provides no-cost recycling to health care facilities that make delivery and scheduling arrangements with MRC's Northeast Program Coordinator. The health care facility may self-haul or use a third-party to deliver discarded mattresses directly to an MRC-contracted Recycler. MRC provides no-cost transportation to health care facilities that collect a minimum of 50 units.

During the implementation phase of the Program, MRC learned that mattresses discarded by health care facilities are not recycled for two primary reasons: mattress value and biological contamination. A strong secondary market exists for specialty hospital mattresses discarded by health care facilities. These discarded units

are frequently resold domestically or exported, are not being landfilled or incinerated in Connecticut, and, therefore, are not available for recycling in the state.

Furthermore, health care facility mattresses with breached outer ticking or physical contamination are not suitable for recycling through the Program and are instead disposed of as solid or biological waste due to liability concerns.

Persuading health care facilities to participate in the Program given the existence of these factors has proven difficult. Nevertheless, MRC continues to communicate with the Connecticut Hospital Association (CHA), Connecticut Association of Health Care Facilities, and Connecticut Assisted Living Association. These groups assisted MRC with distributing information to their members or allowed MRC to present at monthly meetings. CHA is actively collecting feedback from its members regarding barriers to Program participation, which it intends to share with MRC in the fall of 2018.

MRC will continue to focus on reaching the health care industry through association meetings and targeted messaging to their members and assist those interested in participating.



#### **EDUCATIONAL FACILITIES**

**GOAL:** MRC to recruit 25 educational facilities to participate in the Program by FY2019.



ACHIEVED: Six facilities joined the Program this reporting period bringing the total number of participants to 26. Educational facilities recycled 5,049 units this reporting period.

METHODS: MRC provides no-cost recycling to educational facilities that make delivery and scheduling arrangements with MRC's Northeast Program Coordinator. The educational facility may self-haul or use a third-party to deliver discarded mattresses directly to an MRC-contracted recycling facility. MRC provides no-cost transportation to educational facilities that collect a minimum of 50 units.

Educational facilities recycled 5,049 units this Reporting Period, representing a 39% increase from the previous period. MRC attributes this growth to additional participation, and strong support of the Program from sustainability coordinators.

MRC continued to contact nonparticipating colleges and universities as well as boarding schools. It also focused on building a network of offcampus student housing contacts. This outreach resulted in six new facilities joining the Program during the Reporting Period and generated interest in future collection events.

MRC also participated in Northeast Campus Sustainability Conference (Connecticut's annual campus sustainability conference) and spoke with sustainability coordinators and other energy and environmental professionals at higher education facilities in the northeast. MRC received positive feedback about the Program from these attendees.

MRC continues to participate in university focused sustainability events, present Program information to interested facilities, and build stronger relationships with these stakeholders.



#### **MILITARY BASES**

**GOAL:** MRC will continue to recycle mattresses from Naval Submarine Base in New London on an as needed basis. MRC will reach out to other military facilities in Connecticut, such as military training camps and Army National Guard to determine if they have mattresses that are eligible for recycling.



ACHIEVED: The Naval Submarine
Base continues to use the
Program to recycle mattresses.
Although MRC made multiple
attempts to reach the Army
National Guard about
participating in the Program,
that has not yet occurred.

**METHODS:** The Naval Submarine Base uses the Program 2-3 times per year to recycle mattresses from barracks, submarines, and Navy hotel lodging facilities connected to the base. Since it joined the Program, it has recycled 1.999 mattresses.

MRC expanded military facility outreach to the Army National Guard. After contacting Connecticut National Guard offices and requesting DEEP's assistance, MRC continues to seek an appropriate contact to discuss the Program and assess its participation.

MRC will continue to work with the Naval Submarine Base, engage the National Guard, and identify other military facilities that may have eligible mattresses to recycle through the Program.

#### **WASTE-TO-ENERGY FACILITIES**

**GOAL:** MRC will work with Waste to Energy (WTE) Facilities not in the Program to evaluate their mattresses for recycling and work with upstream sources to divert them for recycling before they become contaminated.



ON PACE TO ACHIEVE: The primary focus for MRC this Reporting Period was to divert upstream sources for recycling. MRC contacted several towns not currently participating in the Program and informed them about the Program. As a result, three towns joined the Program as permanent collection sites and one town signed up for collection events

**METHODS:** Over the course of the Program's implementation, MRC learned that mattresses received by

WTE facilities are not in a recyclable condition because the vehicles that collect the discarded mattresses delivered to these facilities also collect putrescible solid waste that contaminates discarded mattresses.

Rather than attempt to collect recyclable units from a WTE facility, MRC is instead focused on upstream diversion from municipal sources. During the Reporting Period, MRC recruited 15 small haulers to participate in the Program, which resulted in 3,200 units recycled. MRC continues to contact non-participating municipalities, transfer stations, and bulky waste haulers through individual site visits and meetings to educate them about participation in the Program.

#### **OTHER ENTITIES**

**GOAL:** MRC proposes to recycle 3,500 mattresses annually from other entities and document their participation in the annual report. MRC will continue to respond to other entities interested in participating in the Program.

ACHIEVED: MRC is now providing no-cost mattress recycling to 87 other entities. Those that used the Program this Reporting Period recycled 5,961 units, surpassing the goal by 70%.

METHODS: MRC provides no-cost recycling to other entities that make delivery and scheduling arrangements with MRC's Northeast Program Coordinator. The entity may self-haul or use a third-party to deliver discarded mattresses directly to an MRC-contracted recycling facility. MRC provides no-cost transportation to other entities that collect a minimum of 50 units.

During the Reporting Period, MRC's Northeast Program Coordinator fielded requests from non-profit organizations, apartment complex property managers, moving and storage companies, small/independent junk haulers, clean out services, and real estate agents that wanted to recycle discarded mattresses through the Program.

MRC is now providing no-cost recycling to 87 other entities, of which 15 joined during this Reporting Period, representing a 21% growth. Those that used the Program this Reporting Period recycled 5,961 units, surpassing the goal by 70%. MRC attributes this increase to MRC's advertising campaign. While consumers were the primary audience, local business owners also saw or heard the TV spots, radio ads and billboards.

MRC will continue to collect information from other entities that desire to use the Program and develop other sector-specific outreach.

#### STAKEHOLDER OUTREACH

**GOAL:** Distribute point-of-sale materials that explain the purpose of the recycling Fee to consumers.

**GOAL:** Identify non-compliant Connecticut mattress retailers, and require them to register with MRC, and collect and remit the Fee.

**GOAL:** Continue to conduct stakeholder meetings for each covered entity subgroup and other interested parties.

**GOAL:** Contact and visit stakeholders to educate them about the benefits and obligations of Program participation.



ACHIEVED: See Education &
Outreach for details regarding
MRC's point-of-sale materials
and compliance outreach.
Stakeholder outreach is
discussed above, and Appendix
C provides a full list of meetings,
site visits, and other stakeholder
interactions.

**METHODS:** As described in the **Education & Outreach** section, MRC uses a wide array of communications and marketing methods to educate consumers and industry including:

- targeted direct mail and printed collateral
- advertising and media relations
- websites and social media
- site visits and, community and industry events

MRC continues to identify new mattress retailers and follows a protocol to make them aware of their legal obligations under the Program.

MRC's Northeast Program Coordinator remains dedicated to meeting with all stakeholders, covered entity subgroups, and other interested parties. See

Appendix C for a full list of meetings, site visits, and stakeholder interactions.

#### **RECYCLING MATTRESS COMPONENTS**

**GOAL:** MRC will strive to recycle 75% (by weight) of the recyclable materials generated from dismantling collected mattress units.



NOT ACHIEVED: MRCcontracted recyclers strove to meet this recycling target but faced challenges identifying end markets and receiving units in a recyclable condition from curbside collectors. Commodity prices for some recyclable materials were depressed during the Reporting Period.

**METHODS:** Once discarded mattresses arrive at a recycling facility, the recycler unloads the container and evaluates the condition of the mattresses. Units contaminated with bed bugs or putrescible solid waste cannot be recycled and are separated for disposal to minimize facility contamination and worker exposure.

The disassembly process varies from one recycler to the next, but most use a combination of manual and mechanical processes. The steel wire found in most mattresses and foundations is usually the most valuable and readily recyclable commodity. The recycler will separate the steel manually or mechanically from other mattress materials. Depending on the requirements of the parties purchasing this material, the recycler may transport loose loads of the steel to a metal recycler, or shred or compress it prior to shipment. The recycler will then separate the foam, fiber, wood, and other commodities for sale in secondary markets.

For those materials that cannot be sold in scrap markets for use in making new products, MRC encourages its contracted recyclers to explore alternative uses to minimize the amount of material landfilled or incinerated. For example, while composting or mulching wood reclaimed from dismantled foundations is a preferential end use, nails and staples used to fabricate mattress foundations may render the wood unusable for these applications. The next best use for foundation wood

is biomass fuel used in generating electric power.

Currently, recyclers sell most foam removed from discarded units for use by companies that manufacture carpet padding. However, consumer preferences are shifting from carpet to hard flooring surfaces, which will likely reduce demand for post-consumer mattress foam for this purpose.

MRC is taking steps to identify new uses for post-consumer foam and other materials removed from discarded mattresses. For example, MRC worked with a company that is exploring the extent to which postconsumer polyurethane foam can be converted back to some of its chemical constituents (e.g., polyols) for use in making new products. Unfortunately, the results of a 2016 sample produced a polyol that cannot be used to make new foam. Physical contamination of the foam feedstock (from dirt, dander, moisture) and the use of nonhomogeneous foam types contributed to this disappointing outcome. MRC will repeat this effort in 2019, hoping to achieve better results by improving the cleanliness, quality, and consistency of the post-consumer foam feedstock used in the process.

In 2017, MRC also worked with students at the Georgia Institute of Technology to investigate possible uses for post-consumer mattress foam, fiber, quilt panels, and wood. Their Recycled Mattress Materials Market Assessment report identified potential opportunities in such diverse fields as geotextiles, insulation, sporting goods and play surfaces, packaging materials, and additives to concrete and other building materials. The report also contained a high-level assessment of potential

target markets, business development and partner opportunities, and possible limitations.

To build on the Georgia Tech assessment, MRC is hiring consultants in late 2018 who will develop, implement and fund MRC's research and development efforts, with the purpose of increasing MRC's recycling rate for mattresses and box springs. Their work will entail an evaluation of possible research topics, identifying research partners, setting and monitoring project schedules, estimating projected costs and challenges, and analyzing potential legal issues. This work could include considering whether MRC should establish a competitive research and development grant program for awarding research funding to third parties. This work could benefit the Program by developing additional uses for recycled mattress materials. If mattress recyclers are more profitable, this may lead to lower prices for future recycling services.

MRC is also seeking to identify methods for improving the recyclability of the discarded mattresses used that recyclers receive. Those collected at curbside were often too damaged. wet, or frozen to recycle. To address this, MRC conducted site visits and maintained regular communication with the collection network to reinforce how to properly store, stack, and handle mattresses. However, without curbside haulers implementing dramatic changes in how or when they will collect mattresses, this collection mechanism compromises the quality of discarded units and MRC's recycling rate.



MRC remains committed to creating a Program that is convenient and accessible for all Connecticut residents and businesses.

RECOMMENDATIONS FOR CHANGE

# RECOMMENDATIONS FOR CHANGE

Based on MRC's experience throughout the Program's three years of operations, we propose no changes to the Program or performance goals.



MRC has achieved or exceeded many goals from the Program Plan and is making progress towards updated performance goals.

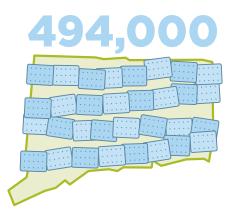
# CONCLUSION

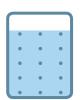
### CONCLUSION

Since its launch on May 1, 2015, MRC has actively promoted the Program and its consumer-oriented brand - Bye Bye Mattress - to Connecticut residents, businesses, and other institutions using a variety of traditional, digital, and social media as well as industry and consumer educational tools. MRC appreciates greatly the strong support that DEEP, consumers, businesses, the media, and other stakeholders in Connecticut and elsewhere have provided as we developed, publicized, and launched the Program. As a result, MRC accomplished many of the initial performance goals approved in its plan and is now seeking to expand the number of collection sites, increase the volume of discarded units recycled, and improve the overall efficiency of the services that the Program provides.

In three years (from the Program's inception through the end of this Reporting Period), the Program has achieved the following:

Collected more than 494,000 mattresses for recycling. If each unit was placed end to end, those mattresses would span 585 miles — enough to make over 5 trips across Connecticut.





**7,984** tons of material from disposal



Coordinated with 207 other public and private entities to recycle through the Program. A few examples of these are mattress retailers, hotels, universities, junk haulers, and apartment complexes.

117

Established 117 collection locations. That's a total of 109 municipal transfer stations, 2 statewide accessible sites, and 6 recurring collection events.

MRC remains committed to creating a Program that is convenient and accessible for all Connecticut residents and businesses. In the upcoming year, MRC will continue to focus on growing participation from transfer stations, as well as increasing the number of mattresses collected from retailers, hotels, and universities. We also look forward to diverting mattresses from volume reduction facilities and waste to energy facilities and furthering our research and development of end markets.



# **APPENDICES**

# APPENDIX A: 2017 - 2018 FISCAL YEAR



### Connecticut Mattress Stewardship Program - Annual Report Appendix A – Tonnages of CT Mattresses Managed through the CT Mattress Stewardship Program

Report Submitted by: Mattress Recycling Council (MRC)

Reporting Period: Fiscal Year (FY) 2018 July 1 2017 thru June 30 2018

Table 1 Summary of CT Mattresses Management through the MRC CT Program

MRC CT Mattresses Delivered to an MRC Contracted Mattress Recycling Facility for Processing	4724.6
MRC CT Mattress Material Recovered (from MRC mattresses processed) & Sent Out for Recycling by MRC	2798.5
Contracted Recycling Facilities  MRC CT Mattress Processing Residue (from MRC mattresses processed) Sent Out for Disposal by MRC Contracted	1748.8
Recycling Facilities	1740.0

Table 2 - Sources of CT Mattresses Managed through the MRC CT Program

CT Municipal Transfer Stations (report details in Table 6)	2878.3
CT Regional Solid Waste Facilities (e.g. Resource Recovery Facilities, Volume Reduction Plants, Regional Transfer Stations, Recycling Facilities, etc.)	348.8
CT Correctional Facilities	0.0
CT Hospitals	7.7
CT Hotels	117.5
CT Military Base	6.9
CT Retailers	1089.6
CT Schools/Universities	122.8
CT Other: Other	153.0
CT Other:	
TOTAL	4724.6

Table 3 - Recycling Facilities which Received & Processed CT Mattresses Managed through the MRC CT Program

Park City Green, 459 Iranistan Avenue, Bridgeport, CT	1541.4	1507.9
Willimantic Waste, 185 Recycling Way, Willimantic, CT	3183.2	3183.2
TOTAL	4724.6	4691.1

Table 4 - Tonnages & Types of CT Mattress Material Managed and *Recycled* through the MRC CT Program (Please note: material, other than waste oil, incinerated with or without energy production is not considered recycled)

Scrap Metal	Recycling Processing Facility Other –Specify:	1467.7
Foam	Manufacturer-End User Other –Specify:	115.4
Cotton	Manufacturer-End User	45.9

# APPENDIX A: 2017 - 2018 FISCAL YEAR

	Other -Specify:	
Wood	Manufacturer-End User Other – Specify:	203.2
Other – Specify type: Quilts & Toppers	Manufacturer-End User Other – Specify:	0.0
Other – Specify type: Felt/Shoddy	Recycling Processing Facility Other-Specify:	0.0
Other – Specify type: Cardboard	Recycling Processing Facility Other-Specify:	80.9
Other – Specify type: Plastic	Recycling Processing Facility Other-Specify:	166.8
Other – Specify type: Biomass (wood)	Recycling Processing Facility Other-Specify: Biomass	718.6
Other – Specify type:	Other-Specify Other-Specify:	
Other – Specify type:	Other-Specify Other-Specify:	
TOTAL CT Mattress Material Managed and RECYCL	ED through the MRC CT Program	2798.5

Table 5 - Tonnages & Types of CT Mattress Material Managed and Disposed through the MRC CT Program

Residue	Incineration with Energy Production	659.7
Residue	Buried in a Landfill	1089.1
30 30 ACOM	Other	
	Choose from Dropdown	
	Choose from Dropdown	
	Choose from Dropdown	
TOTAL CT Mattress Material Managed and DISPOSED through the MRC CT Program		1748.8

Table 6 - Detail Regarding Mattress Tonnage Aggregated at CT Municipal TSs or Other CT Municipally Owned and/or Operated Site and Managed through the CT MRC Program

See attached spreadsheet	
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	2)

### APPENDIX A: 2017 - 2018 FISCAL YEAR

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Add additional lines if needed

#### Part 2 - CERTIFICATION and SIGNATURE

This document, which is required to be submitted by the Mattress Recycling Council (pursuant to CGS Sec 22a-905a(j), to the Commissioner of the Department of Energy Environmental Protection, shall be signed by the chief executive officer or a duly authorized representative of such officer as those terms are defined in §22a-430-3(b)(2) of the Regulations of Connecticut State Agencies, and by the individual(s) responsible for actually preparing such document, and each such individual shall certify in writing as follows:

"I have personally examined and am familiar with the information submitted in this document and all attachments thereto, and I certify, based on reasonable investigation, including my inquiry of those individuals responsible for obtaining the information, that the submitted information is true, accurate and complete to the best of my knowledge and belief. I understand that any false statement made in the submitted information may be punishable as a criminal offense under §53a-157b of the Connecticut General Statutes and any other applicable law."

571-279-7366 Printed name: Kate Caddy

E:mail Address: kcaddy@mattressrecyclingcouncil.org

Rev May 23, 2016

### APPENDIX A: NOTES

MRC provides the following notes to clarify its interpretation of certain terms used on the form provided by the Connecticut Department of Energy and Environmental Protection (DEEP and to elaborate on certain other information MRC has provided on that form. These notes are to be considered an integral part of the information MRC has provided on the DEEP form that is included in this Appendix.

- 1. "Mattresses" refers collectively to mattresses and foundations (also called box springs). Together, mattresses and foundations are also referred to as "units".
- 2. Tonnage: All tonnage figures reported on this form are based on data provided to MRC by unrelated third parties under contract with MRC. To estimate the weight of units the third parties reported to MRC for purposes of this Annual Report as having been received and processed. MRC (with DEEP's approval) has converted the number of units into tonnage using an average weight of 49 lbs. per unit. Most MRC-contracted recyclers provide to MRC actual weights for the amount of recyclable material, biomass and residue that their operations generate. Therefore, tonnage figures reported elsewhere on the form are based on actual (or estimated, in one case) weight data provided by those parties.

#### **3.** In Table 1:

- **a.** "Delivered to an MRC Contracted Mattress Recycling Facility for Processing" refers to discarded mattresses and foundations received by MRC-contracted recyclers for dismantling and recycling.
- **b.** Material "Sent Out for Recycling" refers to recyclable commodities obtained from dismantled mattresses and foundations that contracted recyclers

- sell or transfer to third parties for use in manufacturing new products or as biomass fuel.
- **c.** "Sent Out for Disposal" refers to the weight of mattresses and foundations (in whole or in part) that are not recyclable (e.g., because the material is too soiled or contaminated, or there are no viable secondary markets, etc.) and has been transferred for disposal at a waste-to-energy facility or landfilled as municipal solid waste.

#### 4. In Table 2:

- **a.** The "Consumer Incentive Mattress" category was removed because MRC has no data to report for this topic this reporting period.
- **b.** "Other: Other" refers to miscellaneous sources not specifically defined in the law, i.e. property managers, junk haulers or storage facilities.

#### 5. In Table 4:

**a.** "Biomass" refers to wood reclaimed from dismantled foundations that is converted into biomass fuel for use in generating electric power. A contracted recycler processes wood to create a final product for biomass fuel. Since the recycler sells this product to an end user for energy production, MRC classifies it as recycled wood.

#### 5. In Table 5:

a. "Residue" refers to non-recyclable material removed from discarded mattresses and foundations processed by MRC-contracted recyclers that is sent for disposal at a waste-to-energy facility or landfill. Residual material includes contaminated or unrecyclable mattress components for which there are no viable secondary markets.

# APPENDIX A: TABLE 6

#### **2018 MUNICIPAL DETAIL**

COLLECTION LOCATION	FY2018 TONS	COLLECTION LOCATION	FY2018 TONS
City of Bridgeport Transfer Station	63.2	Town of Groton	22.5
City of Bristol Transfer Station	72.9	Town of Guilford Transfer Station	57.9
City of Hartford	392.5	Town of Haddam Transfer Station	18.9
City of Harwinton Colleciton Event	1.6	Town of Hamden Transfer Station	25.3
City of Meriden Transfer Station	13.6	Town of Hampton Transfer Station	8.1
City of Middletown Recycling Center	60.5	Town of Hebron Transfer Station	16.4
City of Milford Transfer Station	14.9	Town of Kent Transfer Station	1.6
City of New Britain Transfer Station	54.3	Town of Killingly Transfer Station	16.9
City of New Haven Transfer Station	46.9	Town of Lebanon	12.0
City of New London Transfer Station	70.6	Town of Ledyard Transfer Station	17.2
City of Norwalk Collection Event	1.0	Town of Litchfield Recycling Center	10.3
City of Norwich Transfer Station	69.4	Town of Lyme Bulky Waste Transfer Station	3.1
City of Shelton Transfer Station	37.1	Town of Manchester Transfer Station	133.3
Danbury Mom & Pop Transfer Station	23.3	Town of Mansfield Transfer Station	13.6
Regional Refuse District #1	47.6	Town of Marlborough Transfer Station	12.5
Town of Andover Transfer Station	9.7	Town of Montville Transfer Station	40.7
Town of Ashford Transfer Station	17.2	Town of Morris Transfer Station	5.4
Town of Avon Landfill Transfer Station	16.7	Town of Naugatuck Transfer Station	26.6
Town of Beacon Falls Public Works	2.9	Town of New Fairfield Drop Off Center	6.5
Town of Bethany Recycling Center	5.0	Town of New Milford Transfer Station	22.4
Town of Bethel Transfer Station	9.1	Town of Newtown Transfer Station	29.4
Town of Bethlehem Transfer Station	11.3	Town of Norfolk Transfer Station	7.9
Town of Bozrah Transfer Station	2.1	Town of North Canaan Transfer Station	6.8
Town of Branford Transfer Station	37.9	Town of North Stonington	12.4
Town of Bridgewater Transfer Station	1.4	Town of Old Lyme Transfer Station	25.6
Town of Brooklyn Resource &		Town of Old Saybrook Transfer Station	33.8
Recovery Station	18.0	Town of Orange Collection Event	0.7
Town of Burlington Transfer Station	12.2	Town of Oxford Transfer Station	23.3
Town of Canaan Transfer Station	3.1	Town of Plainville Transfer Station	7.4
Town of Canterbury Transfer Station	16.8	Town of Plymouth Transfer Station	18.7
Town of Canton Transfer Station	13.0	Town of Pomfret Transfer Station	4.5
Town of Chaplin Transfer Station	4.5	Town of Portland Transfer Station	11.5
Town of Cheshire Collection Event	8.8	Town of Preston Transfer Station	8.9
Town of Clinton Transfer Station	13.7	Town of Prospect Recycling Center	12.2
Town of Colchester Transfer Station	15.9	Town of Putnam Transfer Station	9.3
Town of Cornwall Transfer Station	5.4	Town of Redding Transfer Recycling Center	4.7
Town of Cromwell Transfer Station	18.6	Town of Ridgefield Transfer Station	39.7
Town of Darien Transfer Station	19.8	Town of Rocky Hill Transfer Station	34.7
Town of Durham-Middlefield Transfer Station	28.4	Town of Salem Transfer Station	9.3
Town of East Granby Transfer Station	18.9	Town of Salisbury-Sharon Transfer Station	17.2
Town of East Haddam Transfer Station	20.8	Town of Simsbury Transfer Station	36.1
Town of East Hartford Transfer Station	104.4	Town of Somers Transfer Station	23.0
Town of East Lyme Transfer Station	33.9	Town of Southbury Transfer Station	19.9
Town of East Windsor Recycling Center	6.2	Town of Southington Bulky Waste	
Town of Eastford Transfer Station	3.2	Transfer Station	60.8
Town of Essex Transfer Station	12.2	Town of Sprague Transfer Station	6.4
Town of Farmington	20.3	Town of Stonington Solid Waste Facility	42.4
Town of Glastonbury Transfer		Town of Stratford Transfer Station	0.3
Station/Recycling Facility	48.4	Town of Suffield Landfill	14.2
Town of Granby Transfer Station	22.4	Town of Thomaston Transfer Station	4.9
Town of Greenwich - Holly Hill		Town of Thompson Transfer Station	21.8
Transfer Station	29.4	Town of Trumbull Transfer Station	8.4
Town of Griswold Transfer Station	17.1	Town of Union Transfer Station	2.8

# APPENDIX A: TABLE 6

#### **2017 MUNICIPAL DETAIL**

#### **COLLECTION LOCATION** FY2017 TONS Town of Voluntown Transfer Station 6.2 Town of Voluntown Transfer Station 7.5 Town of Waterford Transfer Station 35.5 Town of Watertown Transfer Station 22.7 Town of West Hartford Recycling Center 33.1 Town of Westbrook Transfer Station 16.1 Town of Wethersfield Transfer Station 25.5 Town of Windham Transfer Station 35.8 Town of Windsor Transfer Station 39.8 Town of Wolcott Transfer Station 17.7 Town of Woodbury Transfer/Recycling 7.8 Town of Woodstock Transfer Station 8.8

**Total 2,878.3 TONS** 

### APPENDIX B: COLLECTION PARTICIPANTS

#### **AS OF JUNE 30, 2018**

### **COLLECTION SITES**

Town of East Hartford

Town of East Lyme

MUNICIPAL COLLECTION SITES (109 sites & 123 served)
Site limits access to its city or town residents. Those noted with \*\* serve surrounding areas as noted.

Town of East Windsor City of Bridgeport City of Bristol Town of Fastford Town of Essex City of Danbury City of Hartford Town of Glastonbury City of Meriden Town of Granby City of Middletown Town of Greenwich Town of Griswold City of Milford Town of Groton City of New Britain\*\* Town of Guilford\*\* also serves Berlin City of New Haven also serves Madison City of New London Town of Haddam Town of Hamden City of Norwich City of Shelton Town of Hampton\*\* Regional Refuse District #1 (Barkhamsted)\*\* also serves Scotland also serves Winsted & New Hartford Town of Hebron Town of Andover Town of Kent Town of Ashford Town of Killingly Town of Avon Town of Lebanon Town of Beacon Falls Town of Ledyard Town of Bethany Town of Litchfield Town of Bethel Town of Lyme Town of Bethlehem Town of Manchester Town of Bozrah Town of Mansfield Town of Branford Town of Middlefield\*\* Town of Bridgewater also serves Durham Town of Brooklyn Town of Marlborough Town of Montville Town of Burlington Town of Canaan Town of Morris Town of Canterbury Town of Naugatuck Town of Canton Town of New Fairfield Town of Chaplin Town of New Milford\*\* Town of Clinton also serves Sherman & Brookfield Town of Colchester Town of Newtown Town of Cornwall Town of Norfolk Town of Cromwell Town of North Canaan Town of Darien Town of North Stonington Town of East Granby Town of Old Lyme Town of East Haddam

Town of Plainville Town of Plymouth Town of Pomfret Town of Portland Town of Preston Town of Prospect Town of Putnam Town of Redding Town of Ridgefield Town of Rocky Hill Town of Salem Town of Salisbury\*\* also serves Sharon Town of Simsbury Town of Somers Town of Southbury Town of Southington Town of Sprague Town of Stonington Town of Stratford Town of Suffield Town of Thomaston Town of Thompson Town of Trumbull\*\*

also serves Easton & Monroe

Town of Union Town of Voluntown\*\* also serves Sterling Town of Waterford Town of Watertown Town of West Hartford Town of Westbrook Town of Wethersfield Town of Windsor\*\* also serves Bloomfield Town of Windham Town of Wolcott Town of Woodbury Town of Woodstock

Town of Old Saybrook

Town of Oxford

Town of Plainfield

# APPENDIX B: COLLECTION SITES, RECYCLERS, & EVENTS

### **COLLECTION EVENTS**

SITE ACCESS

City of Stamford

Town of Cheshire

Town of Farmington

Town of Harwinton

Spring & fall drop-off event

Spring & fall curbside colleciton

Spring & fall drop-off event

Spring & fall drop-off event

Spring drop-off event

Spring drop-off event

Spring drop-off event

### **STATEWIDE ACCESS**

SITE CITY ACCESS

Park City Green Bridgeport Allows all CT residents to drop-off; Business drop-off requires

appointment and MRC registration

Salvation Army Newington Allows all CT residents to drop-off up to 6 units per day with

proof of residency. No business drop-off permitted

# APPENDIX C: STAKEHOLDER OUTREACH

DATE	EVENT	LOCATION	STAKEHOLDER GROUP
6/26/2018	DEEP Solid Waste Advisory	Hartford, CT	Municipalities, Waste & Recycling
	Committee Meeting		
6/14/2018	Rego Realty	Hartford, CT	Property Management
6/4/2018	Northeast Campus Sustainability	Middletown, CT	Educational Facilities
	Consortium Annual Meeting		
5/25/2018	Public Works Week Events	Various	Municipalities, Waste & Recycling
5/21/2018	Future Foam	Council Bluffs, IA	Recycling End Markets
5/21-24/18	SWANA Conference	Palm Springs, CA	Waste & Recycling Industry
5/14-5/17/2018	Connecticut Retailer Visits	Various	Mattress Industry
5/8-10/2018	Furniture Today Bedding Conference	Tucson, AZ	Mattress Industry
4/24/2018	DEEP Recycling Task Force	Hartford, CT	Retailers
4/24/2018	DEEP Solid Waste Advisory	Hartford, CT	Municipalities, Waste & Recycling
	Committee Meeting		
4/21/2018	Woodbury Earth Day Event	Woodbury, CT	Public
4/9/2018	DEEP Recycling Task Force	Conference Call	Municipalities, Waste & Recycling
3/20/2018	Jordan's Furniture	East Taunton, MA	Retailer
3/15/2018	International Mattress Recycling	Charlotte, NC	Mattress Industry, Waste & Recycling
	Summit at ISPA EXPO		
3/14-16/2018	ISPA EXPO	Charlotte, NC	Mattress Industry
3/4/2018	Houstonic Resources Recovery Authority	Newtown, CT	Public
2/27/2018	Bed Bug Training	Hartford, CT	All Stakeholders
2/15/2018	IKEA North America	Conshohocken, PA	Mattress Industry
2/14/2018	Connecticut Council of Small Towns-	Southington, CT	Municipalities, Waste & Recycling
	2018 Town Meeting		
1/28-31/2018	Las Vegas Market - Winter	Las Vegas, NV	Mattress Industry
1/28/2018	UCONN Student Athlete Career Fair	Storrs, CT	Educational Facilities
1/6-8/2018	Northeast Furniture & Accessories Market	Edison, NJ	Mattress Industry
1/23/2018	DEEP Solid Waste Advisory	Hartford, CT	Municipalities, Waste & Recycling
	Committee Meeting		
1/17/2018	CT Recyclers Coalition Conference	Southington, CT	Municipalities, Waste & Recycling
1/3/2018	CT Green Lodging	Email	Lodging Facilities
12/7/2017	Houstonic Resources Recovery Authority	Brookfield, CT	Public
11/29/2017	Connecticut Conference of Municiaplities	Foxwoods	Municipalities, Waste & Recycling
11/28-30/2017	Furniture Today Leadership Conference	Lake Buena Vista, FL	Mattress Industry
11/13/2017	NERC Conference	Amherst, MA	Waste & Recycling Industry
10/26/2017	EPA Webinar	Conference Call	Environmental
10/25-27/2017	Therapedic Annual Meeting	Naples, FL	Mattress Producers
9/27/2017	European Bedding Industries' Association	Madrid, Spain	Mattress Industry, Waste & Recycling
9/27/2017	Wesleyn	Middletown, CT	Educational Facilities
9/27/2017	Charites of Hope	Hartford, CT	Other Entities
9/26/2017	DEEP Solid Waste Advisory	Hartford, CT	Municipalities, Waste & Recycling
	Committee Meeting		
9/21/2017	Hyatt House Hartford	North Windsor, CT	Lodging Facilities

# APPENDIX C: STAKEHOLDER OUTREACH

DATE	EVENT	LOCATION	STAKEHOLDER GROUP
9/19/2017	Bob's Discount Furniture	Taftville, CT	Retailer
9/13/2017	King Koil	East Windsor, CT	Mattress Manufacturers
9/12/2017	Paines	East Granby, CT	VRFs
7/29-8/1/2017	Las Vegas Market - Summer	Las Vegas, NV	Mattress Industry

#### **AS OF SEPTEMBER 1, 2018**

**ACCOUNT** 

Airweave, LLC Alessanderx SpA Allied Aerofoam LLC

American Pacific Plastic Fabricators Inc.

AMF Support Surfaces Inc. Anodyne Medical Device, Inc.

Apartment Furnishings Company Inc.

Asayesh Inc. Ascion, LLC

Ashley Furniture Industries, Inc.

Bedgear, LLC Bedinabox, LLC

Best Price Mattress Inc.

Bestar Inc. Bigolbed, Inc.

Bio Sleep Concept, Inc.
Blue Bell Mattress Co. LLC
Bob Barker Company, Inc.
Bourdon's Institutional Sales, Inc.

Boyd Flotation, Inc.
Brentwood Home, LLC

Brick Church Manufacturing LLC Campbell Mattress Company Carico International, Inc.

Carpenter Co.

Children's Products, LLC Classic Brands, LLC

COA, Inc.

Columbia Mattress & Upholstery Company, Inc.

Comfort Bedding of the USA, LLC

Comfort Revolution, LLC Comfort Sleep Systems Inc. Corsicana Bedding, LLC

CVB Inc. David Chavez

Denver Mattress Company, LLC

DIDI, LLC

Dorel Home Products
DUX Interiors, Inc.
E&E Bedding CO. INC.
E.S. Kluft & Company, LLC
Eastern Sleep Products Company
Eco Bedroom Solutions, LLC

Elite Foam, Inc.
Engineered Sleep, LLC
Ergomotion Inc.
Eric Casey

**DBA NAME** 

Airweave

Allied Aerofoam LLC Sterling Sleep Systems

Restex

Tridien Medical

Apartment Furnishings Company Inc.

Relex Reverie

Ashley Furniture Industries, Inc.

BEDGEAR
Bedinabox.com
Best Price Mattress

Bestar Inc Bigolbed

Bio Sleep Concept King Koil Northeast Bob Barker Company, Inc. Bourdon's Institutional Sales, Inc.

Boyd Specialty Sleep Silver Rest Sleep Products

Brick Church Mfg. SleepFast

Carico
Carpenter Co.

Simmons Juvenile Furniture

Classic Brands, LLC

Coaster Company of America

Columbia Mattress & Upholstery Company

Comfort Bedding of the USA, LLC

Comfort Revolution, LLC Comfort Sleep Systems Corsicana Mattress Company Lucid Mattress, Wellsville, Linenspa

David Chavez

Denver Mattress Company Ashley Furniture Homestore Ameriwood Industreis Inc.

DUX Interiors, Inc. SPRING AIR Aireloom Mattress Symbol Mattress

Ergovea Natural Mattress

Elite Foam, Inc.

Engineered Sleep LLC

Mattress By Appointment

Ergomotion Inc.

#### **AS OF SEPTEMBER 1, 2018**

**ACCOUNT** 

Ethan Allen Retail Inc.

Eve Sleep Inc.
Everrest Inc.
Exel Inc.

Ezine Inc.

Factory Direct Inc. Flex-A-Bed, Inc.

Flotation Innovations,Inc.

Fredman Bros. Furniture Company Inc. Friendship Upholstery Company Inc.

Future Foam Inc.

FXI Inc.

GF Health Products Inc. Hammer Bedding Corp. Health Care Co. Ltd

Hickory Springs Manufacturing Company

Hickory Springs of California, LLC

Hill-Rom Inc.
Inncor Inc.

Innovative Bedding Solutions Inc.

Invacare Corporation

J & J Upholstery and Window Treatments Inc.

Jeffco Fibres Inc.

Jiaxing Taien Springs Co., LTD Joerns Healthcare, LLC

Jussi Beds Keetsa Inc. Kingsdown Inc.

Klaussner Home Furnishings Inc. Latex Foam International, LLC

Leggett & Platt Inc.

Linon Home Decor Products Inc.

Lippert Components Inc. Live and Sleep, LLC.

Made Rite Bedding Company

Magniflex USA Ltd.

Mantua MFG. Co.

McNeillys Inc.

Medical Depot Inc.

Medline Industries Inc.

MFL Inc.

Moonlight Slumber, LLC

MTJ American Naturally Beds Inc. Nature Sleep System, LLC

Neiser Mattress and Furniture Corp.

Nipponflex, LLC

**DBA NAME** 

Ethan Allen
Eve Sleep Inc.
Danican
Exel Inc.

Eastern Accents Lady Americana SW

Flex-A-Bed Innovations

Glideaway Sleep Products

Friendship Upholstery Company Inc.

Foam Craft FXI Inc.

GF Health Products Inc. Shifman Mattress Health Care Co. Ltd

HSM HSM

Hill-Rom Company, Inc.; Hill-Rom Holdings, Inc.; Hill-Rom DTC, Inc.

Sleep Innovations Inc.

IBS

Invacare Corporation

J & J Upholstery and Window Treatments Inc.

Jeffco Fibres Inc.

Jiaxing Taien Springs Co., LTD

Joerns Healthcare

Colet & Scandinavian Bed Company & Carpe Diem

Keetsa

Kingsdown Inc. Enso Sleep Systems Talalay Global

Leggett & Platt, Incorporated Linon Home Decor Products Inc.

Lippert Components Inc.

Live and Sleep Made Rite Bedding Magniflex USA Ltd. Mantua MFG. Co. McNeilly Furniture

Drive Medical Design and Manufacturing Medical Device Manufacturer and Distributor

MFL Inc.

University Sleep Products

MTJ American

Arizona Premium Mattress

Jazvin

Neiser Mattress and Furniture Corp.

Nipponflex, LLC

#### **AS OF SEPTEMBER 1, 2018**

**ACCOUNT** 

Norix Group Inc.

Northeast Mattress, LLC Norwalk Mattress Co., Inc. Oddello Industries, LLC Organic Mattresses Inc. Pacific Urethanes, LLC

Paramount Industrial Cos., Inc

PPJ, LLC

Pragma Coroporation
PranaSleep, LLC
Prestige Fabricators Inc.

Progressive Products Inc.

Puffy, LLC

Purple Innovation, LLC
Rainbow Bedding Co. Ltd.
Rainbow Bedding, Ltd.
Reliatex of Connecticut, Ltd.

Rest Easy, LLC

Rest-Medic Sleep Products

Restmore, LLC.
Restopedic Inc.
Restwell Mattress Co.
Revive Sleep Inc.
Rio Home Fashions, Inc.

Safavieh International, LLC
Safe For Home Products, LLC

Seahawk Designs Inc.

Sealy Mattress Manufacturing Company, LLC

Select Comfort Retail Corporation Select Comfort SC Corporation Serta Simmons Bedding, LLC Shanghai Shenbao Mattress Factory Shen Zhen L&T Industrial Co. Ltd.

Shevick Sales Corp.
Sinomax USA Inc.
Sleep Studio, LLC
Sleeping Pure, LLC
Sleepmaster Ltd.
Sleeptek MFG Limited
Solstsice Sleep Products Inc.

Somnium Inc.
Southerland Inc.

Span America Medical Systems, Inc.

Spring Coil of the USA, LLC

Sommex Bedding Corporation

Suite Sleep, Inc.

Switlik Parachute Company Inc.

**DBA NAME** 

Norix Furniture

Northeast Mattress, LLC Norwalk Mattress Co., Inc. Oddello Industries, LLC Organic Mattresses Inc. Pacific Urethanes Paramount Sleep

Customatic Adjustable Bedz

Pragma Corporation

PranaSleep

Prestige Fabricators Inc.
Progressive Products, Inc.

Puffy Mattress

Purple

Rainbow Bedding Co. Ltd.
Rainbow Bedding, Ltd
Reliatex of Connecticut, Ltd.

Pacific Mattress Co.

Rest-Medic Sleep Products/Luen Tai Global Ltd.

Restmore
Restopedic Inc.

Restwell Mattress Factory

Revive Sleep

Rio Home Fashions

Safavieh Naturepedic

Seahawk Designs, Inc.

Sealy Mattress Manufacturing Company

Sleep Number Comfortaire

Serta and Simmons

Shanghai Shenbao Mattress Factory

Luen Tai Global Ltd.
Sleep on Latex
Sinomax USA Inc.
Authentic Comfort
Sleeping Pure
Sleepmaster Mattress

Sleeptek MFG Limited
Solstice Sleep Products Inc.
Sommex Bedding Corporation

Somnium Inc.
Southerland Inc.

Span America Medical Systems Comfort Bedding of the USA, LLC

Suite Sleep

SWITLIK Comfort Technology

#### **AS OF SEPTEMBER 1, 2018**

#### **ACCOUNT**

Technogel US Inc.

Tempur Sealy International Inc.

The Bedding Group Inc.

The Hourse of the Foaming Case Inc.

The Original Mattress Factory Inc.

The Standard Mattress Co.

Therapedic of New England, LLC

Therapedic Sleep Products Inc.

TudorHouseFurnitureco Inc.

Ultracomfort Inc.

University Loft Company

Ureblock S.A. DE C.V.

Venture Products, LLC

Vinyl Products Mfg. Inc.

Vispring Limited

Vi-Spring Llmited

Washabelle, LLC

White Dove Mattress Ltd

Woodhaven Furniture Industries

Yaasa Studios Inc.

Yankee Mattress Factory Inc.

Zhejiang Alright Home Textiles Co., Ltd.

Zinus Inc.

#### **DBA NAME**

Technogel US

Tempurpedic, Tempur, Sealy, Stearns & Foster

The Bedding Group Inc.

Orthosleep Products

The Original Mattress Factory

Gold Bond

Therapedic of New England

Therapedic, Eclipse, Eastman House

Tudor House

Qomfort

University Loft Company

Ureblock

Venture Products, LLC

Vinyl Products Mfg. Inc.

Vispring Limited

Vispring

Washabelle, LLC.

White Dove Mattress

Woodhaven Furniture Industries

Yaasa Studios Inc.

Yankee Mattress Factory Inc.

Zhejiang Alright Home Textiles Co., Ltd.

Zinus Inc.