



3 Taking action

Setting up a waste management system to reduce waste, increase recycling and save costs requires planning and action.

The following activity tasks have been designed to help you to work through waste management issues.

To motivate staff – and keep them motivated – it is important to have an action plan in place that addresses some of the longer term waste reduction practices.

It is highly recommended that you conduct a waste audit to see how you are going, and to identify ways to reduce waste and save costs. There are a number of ways to conduct a waste audit, and Taking Action 3.6 provides a guide and a simple template to get you started.

These action sheets provide simple, effective tools to assist organisations to evaluate where your waste occurs and where you can improve.

Contents

Taking Action 3.1	Menu planning
Taking Action 3.2	Purchasing and storage
Taking Action 3.3	Service
Taking Action 3.4	WRAP – developing a waste reduction action plan
Taking Action 3.5	Waste recovery – setting up your waste management system
Taking Action 3.6	Waste audits
Taking Action 3.6.1	A simple waste audit to measure the cost of your waste
Taking Action 3.6.2	Assessment of waste streams
Taking Action 3.7	Review and improve

Taking Action 3.1 Menu planning

This sheet can be used for a single event/meal period/s

Venue _____

Date/event/ meal period	Food preparation offcuts	Quality of food on plates			Quantity of food left over from service back of house and front of house (e.g. buffet)	Type of food	Action
		Low	Med	High			
	Describe item Can this be used in other dishes?					Hors d'oeuvres, entrée, main, desserts, salads, side order, garnish	

3 Taking action

Taking Action 3.2 Purchasing and storage

This sheet can be used for a single event/meal period/s

Venue _____

Top four – five suppliers	Packaging used to deliver products	Possible options/ ideas to reduce packaging/food waste	Outcomes
	eg. Waxed boxes, cardboard, polystyrene	Reusable crates (if you have the storage area) Prepared products	Costs, savings (include waste disposal)

Additional Resources for Purchasing and storage

- Tips to get you started 2.1 Menu Planning
- Tips to get you started 2.2 Purchasing

Taking Action 3.3 Service

You can use this table to identify actions to reduce waste.

Venue _____

Item	Proposed Action	Timeframe for implementation	Outcome
E.g. Sugar portion	Ask customer how many portions they would like? Use refillable condiment dispensers	Two months	Reduced waste Time taken to fill dispensers reduced
Broken plates being incorrectly placed in glass recycling	Staff training to discuss that plates cannot be placed into glass recycling	One month	Glass recycling contamination reduced. Reduced landfill bins required savings \$XX per week
Jam/Vegemite single portions			
Serviettes			

Additional Resources for Service

Tips to get you started 2.5 Service

3 Taking action

Taking Action 3.4 WRAP – developing a waste reduction action plan

Your waste assessment will determine the wastes being generated. A waste reduction action plan (WRAP) will help you to work out how to reduce this waste.

A WRAP includes:

- List of problem materials identified in the waste assessment
- Key actions to reduce, reuse or recycle
- Identified goal or Key performance indicators (KPI) for each action
- Target date for the completion of each action
- Person responsible for making the change happen

Other items to include:

- Achievements to date
- Priorities for the next 2 years
- KPI to be used to monitor improvements

Examples of key performance indicators

- Total waste generation – per annum, employee or \$ turnover
- Increased percentage of total waste stream being recycled – %
- Reduction in quantity of recyclable materials in the landfill waste stream – %
- \$ or % value of supplies purchased from environmentally preferred suppliers

Communicating the WRAP plan

It is important to regularly communicate the progress and achievements of your WRAP to staff through meetings and Toolbox Talks. Regular reminders will encourage and motivate staff to change habits and provide the opportunity for staff to forward suggestions for improvement.

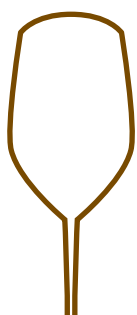
Developing a communications plan will help to coordinate and build motivation over the longer term.

Example of reporting objectives

- Progress toward targets to be monitored quarterly
- Targets to be reviewed annually and updated as required
- Outcomes of monitoring to be reported as a permanent agenda item at all Directors' meetings
- A summary of progress to be provided at the annual general meeting and in the annual report

Waste Wise Certification

Completing a WRAP is Step 2 in the Waste Wise Certification process.



Taking Action 3.4 WRAP Template

(modify or add more detail as required)

Venue _____

Business name:

Address:

Contact person and details:

Business priorities:

See Section 3 for Tips to get you started + action plan

Waste Flow	ACTIONS (tick actions to follow)		Who	When	Target
Menu Planning	Reduce	Develop side order dishes offering customers a choice with regard to how much they wish to eat. Provide customers with options of serving sizes to allow for differing appetites.			
	Reuse	Think about ways in which the offcuts from one dish can be used for another (e.g. celery tops used for drink garnishes, stocks etc.) Think about opportunities to use one food type over a number of dishes (e.g. meat offcuts for shaslicks).			
	Recycle				
	Other ideas				
Purchasing	Reduce	Print your purchasing ordering sheets double sided. Wherever possible buy in bulk to avoid excess packaging. (Remember buying too much will also lead to waste.) Purchase products in concentrated forms, such as cleaning products. Purchase products with minimal packaging.			
	Reuse	Talk to suppliers about reducing packaging by using returnable/reusable cartons.			
	Recycle	Purchase packaging with recycle content.			
	Environmental purchasing	See 4.1 What is green purchasing?			
Delivery and Storage	Reduce	Minimise spoilage – ensure that once received your products are placed in correct storage areas as soon as possible, especially fresh produce. Rotate stock to avoid out of date products. Store left over food in airtight containers (this also stops odours getting into other products, e.g. onion smell in milk).			
	Reuse	Identify packaging that can become reusable containers for storing food – ensuring, of course, that food hygiene issues are addressed.			
	Recycle	Implement a waste management system to recycle packaging and reduce the cost of waste disposal.			

3 Taking action

Waste Flow	ACTIONS (tick actions to follow)		Who	When	Target
Food and Beverage preparation	Reduce	Eliminate non-recyclable drink containers by replacing disposable cups with reusable cups or drink bottles. Portion control – pre-portion dishes, such as cakes, to reduce the incidence of staff serving various sizes.			
	Reuse	In conjunction with menu planning, investigate ways that offcuts from one dish can be used for other dishes.			
	Recycle	Investigate charity organisations to collect excess food of good quality (that has not been served to the public). Investigate options for delivery of food waste to a commercial composter. Recycle packaging.			
Service	Reduce	Use recycled paper when printing menus. Avoid laminating menus (the plastic coating is un-recyclable). Serve sugar in refillable spoon-proof dispensers or paper sachets. Review the way you serve your drinks. Unnecessary straws, excessive decorations and large napkins create more waste with every drink you sell.			
	Reuse	Wherever possible, use reusable cutlery rather than single use disposable cutlery. Review single portion items (e.g. jams, butter, sugar).			
	Recycle	Having a waste management system in place for recycling leftovers can reduce the cost of waste disposal.			
Clean up	Reduce	Make sure your recycling containers are a different colour from your general waste. Develop cleaning management systems, including the accurate measurement of cleaning products.			
	Reuse				
	Recycle	Check that waste is being disposed of in the correct container.			

3 Taking action

Waste Flow	ACTIONS (tick actions to follow)		Who	When	Target
Other areas you may wish to consider					
Printer cartridges	Reduce	Print using draft default (save toner).			
	Reuse	Use recycled cartridges.			
	Recycle	Recycle printer cartridges.			
	Environmental purchasing	Buy recycled cartridges.			
Purchasing	Reduce	Introduce a 'think before you print' policy. Have all staff set their computer printing defaults to minimise paper use and waste.			
	Reuse	Provide containers for the collection of single sided paper for reuse.			
	Recycle	Start recycling or maximise effectiveness of existing recycling systems.			
	Environmental purchasing	Adopt a 'buy recycled' policy for office paper. Trial using recycled content paper.			
Delivery and Storage	Staff and Employees	Conduct Toolbox Talks.			
	Customers & clients				
	Suppliers				
	Local community				
Litter	Avoidance	Provide litter/butt bins in outdoor areas where litter occurs.			
	Reduction	Educate staff to minimise litter.			

How will progress and achievements be communicated?

Signed by:

CEO/Managing Director/Supervisor

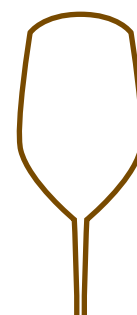
3 Taking action

Taking Action 3.5 Waste recovery – setting up your waste management system

An effective way to assess your current status and identify areas to focus on is to conduct a waste audit. See Taking Action 3.6 Waste audit.

<p>Step 1 Reduce</p>	<ul style="list-style-type: none"> Review and implement Section 2 Tips to Get You Started for reducing waste by monitoring waste flow. Complete Taking Action 3.1 Menu planning 3.2 Purchasing and 3.3 Service. 		
<p>Step 2 Reuse</p>	<ul style="list-style-type: none"> Identify packaging that can become reusable containers for storing food, such as margarine containers etc. (Ensure that food hygiene issues are addressed.) Identify what packaging you can purchase with recycled content. See Frequently Asked Questions 4.2 and 4.3 regarding packaging. 		
<p>Step 3 Recycle Identify items that can be recycled</p>	<ul style="list-style-type: none"> This may be determined by the client or the services of the existing cleaning contractor. Set up a meeting between key groups involved to discuss issues and to explore how a new system could work. Where there is a cleaner/waste contractor, ask for a breakdown of what can be recycled. Ask cleaner/waste contractor/client what bin colours are being used for recycling and waste. 		
<p>Step 4 Determine how many services you wish to have</p>	<p>The basics</p>	<p>Next step improvements</p>	<p>Further improvement</p>
	<p>Commingled bins – glass, steel and aluminium cans, milk and juice bottles (i.e. 1, 2, 3 plastics) and twist top lids from wine bottles</p> <p>Cardboard Oil Landfill</p>	<p>The basics</p> <p>Cork recycling and twist top lids from wine bottles</p>	<p>The basics plus next steps</p> <p>Organic waste (food scraps, coffee grounds, serviettes, plate scrapings)</p>
<p>Step 5 Design and layout considerations</p>	<p>A great place to start is to draw a rough diagram of the kitchen/service/bar area. Do this as a team to enable people to identify the barriers and the opportunities. Other considerations:</p> <ul style="list-style-type: none"> Where possible, reserve an area for reusable storage and full landfill and recycle bins. Ensure that the recycle bins belong to the food service outlet and are not for general use. Provide sufficient unimpeded access for collection and delivery vehicles. Address odour and pest problems (especially cardboard and food). Establish how unlined food waste bins will be cleaned. External bin location – The system that you have for the storage of waste and recycling needs to be suitable to the amount of space you have available. The amount of space you have available for waste management will govern the size and number of bins, as well as the frequency of your waste and recycling collections. What's currently in place? When waste recycling bins are placed in public areas, you made need to lock them to prevent waste contamination. <p>Remember if you divert all your glass and cardboard and other recyclables out of your general waste bin you should be able to reduce the size of your general waste bin, the frequency of collection and save costs.</p>		

<p>Step 6 Decide what & how many bins to use & where to locate them</p>	<ul style="list-style-type: none"> • You may wish to draw a rough diagram of the kitchen/front of house service area to determine where bins are to be allocated. • Look at where your current rubbish bins are located. This is often the best place to also place recycling bins. • Allocate bins in high use areas and as close as practicably possible to staff. It is important that bins are placed near: <ul style="list-style-type: none"> – the bar area – food preparation and service areas – the area where waste from tables is brought in • Use a bin design that is appropriate for your business. If there is a shortage of space in front/back of house, use smaller containers and have them picked up more frequently. Different coloured bin liners can provide good identification. (But make sure that bin liners do not end up in the recycling bin.) • Look at the size of current bins. Just because you are recycling you don't need more bin space, just different bins. So perhaps you can reduce the size of the rubbish bin and put a larger recycling bin in its place. • Make the bins for each waste stream identifiable. Make sure your recycling bins look different to your rubbish bins. A good way to do this is to use colour. • Speak to cleaning staff or your contractor about bin locations and the frequency of removal.
<p>Step 7 Train and motivate staff</p>	<ul style="list-style-type: none"> • Inform staff on a regular basis of where the bins are and what can be recycled. (See Section 5 Toolbox Talks.) • Develop targets for reducing waste and inform staff of progress. • Some waste removalists provide staff training and can give feedback on waste contamination rates and diversion of waste from landfill (i.e. what amount was recycled).
<p>Step 8 Review</p>	<ul style="list-style-type: none"> • Review, review, review. Don't expect to get it right the first time – it takes time to set the system up and getting it working effectively, especially during busy service periods. • Ask staff for feedback and suggestions for improvement. • Get feedback from the waste contractor and work together on ways to improve waste management.
<p>Important:</p> <ul style="list-style-type: none"> • Occupational health and safety issues must always be addressed when removing and storing waste. • Large food waste bins (organics) should only be filled up to 3/4 full, otherwise they become too heavy to move. • Always keep everyone informed, e.g. front and back of house staff, cleaning contractors, events managers etc. 	



3 Taking action

Taking Action 3.6 Waste audit

Measuring your waste needn't be a hard task. There are a number of ways that it can be done.

Undertaking a waste audit is a great way for you and your team to get feedback and to be informed about where your waste costs are going. Remember it's not just the disposal costs that you are paying for.

Types of audits include:

Simple visual audit

Reviews the types of waste that are being placed in bins. This type of audit also identifies how much waste contamination is taking place.

Assessment of food waste

A basic template is provided (see Section 3.6.1) to help you to assess your food waste. This simple audit was undertaken at JJs Café (see Section 7 Good Green Stories) and resulted in large cost savings and a greater understanding of waste.

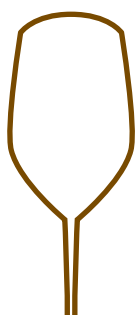
Assessment of waste streams

Enables you to identify the costs of your waste and where you can target your efforts. A template is provided (see Section 3.6.2).

Professional audit

A number of companies conduct audits on a fee for service basis. This type of audit provides you with an in-depth overview of your waste stream by volume and weight, as well as a great opportunity to pin point key areas to manage. It also provides valuable data for communicating with staff and as a basis for setting targets.

Contact Sustainability Victoria on 1800-353-233 (freecall Victoria only).



3 Taking action

Taking Action 3.6.2 Assessment of waste streams*

Venue _____

Waste stream	Pick ups per week	Size of container	Cost per pick up	Total cost	Comments
eg. Cardboard/paper	2	3 metre skip	\$25	\$50	Only 50% full. May need to look at changing pick up frequency and save cost.
Plastics					
Glass					
Oil					
Food organics					
Corks					
Landfill					

* Completing and implementing this activity is part of Step 2 of the Waste Wise Certification process

3 Taking action

Taking Action 3.7 Review and improve

Venue _____

This activity enables you to capture the information of your progress*. To keep staff motivated, report back on progress to date.

Item	Action taken	Areas for improvement	Date reviewed
Menu Planning			
Purchasing/Delivery and Storage			
Food and Beverage Preparation			
Service			
Clean up			

* Completing and implementing this activity is Step 3 and Step 5 of the Waste Wise Certification process

Additional Resources

Section 2 Tips to get you started