

Sustainable Business Program

Sustainable Hospitality

Waste

- Wasted resources often mean **wasted profits**.
- Restaurants, cafes, pubs and bars generate large amounts of highly recyclable materials, such as **paper/cardboard, glass, plastics, cork as well a large amount of food waste**.

Benefits of good waste management

Good waste management practices can assist you in the following ways:

- Save your business purchasing, labour and disposal **costs**.
- Assist you to meet **legal requirements**.
- Provide business with **competitive edge**.
- Positive **public image**.
- Higher **staff morale**.

How much do you waste?

- Restaurants and cafes typically produce between **2.9—9.1kg** of rubbish for each full time employee per day¹ while pubs and bars typically produce between **4.1—10.4 kg** of rubbish for each full time employee per day².
- The four main types of waste that restaurants and cafes typically throw out that could be avoided, reused or recycled are **food waste, paper and cardboard, recyclable plastics and glass**.

How can you improve waste management?

- The amount of waste sent to landfill from your business could be **reduced by more than 40%**. Here are some tips to help your business save money and reduce waste:

Reduce

- Develop **purchasing policies** which encourage the purchasing of durable and repairable equipment and high quality, reusable products (e.g. linen and tableware).
- Distribute **condiments** from behind the counter rather than single serve packets.
- Good **stock rotation systems** and ordering will cut down on wasted food.
- **Food scraps** which can be a large component of your waste stream, can be composted or fed to worm farms.
- Purchase products in **bulk** and avoid unnecessary packaging.

- Purchase products with minimal **packaging** that can be used more than once.
- Request **suppliers to take packaging back for reuse**.
- Give customers the choice in **meal sizes** to reduce waste.
- Encourage customers to **bring in their own** coffee cups and offer incentives such as a large coffee for the price of a regular one.
- Avoid double packing food by only providing **carry bags** on request, or for large orders.

Reuse

- Donate old **furniture and equipment** to charities rather than throwing them in the trash.
- Donate unused **food to OzHarvest** to be distributed to the needy.
- Encourage staff to **take home** left over food scraps to feed pets or use them in a worm farm at home.
- Ask suppliers to deliver goods in **reusable containers**.
- **Do not use disposable** cups, plates or cutlery.
- Replace paper **serviettes** with cloth equivalents.

Recycle

- **Locate recycling bins strategically and label** them clearly. Place recycling bins in all heavy traffic areas, common work areas, and most importantly, in locations where recyclables are typically generated.
- Consider using **colour coding and/or pictures** to indicate what each bin's purpose is.
- A waste contractor should be able to assist you with a recycling system. **Pick-ups for recyclable materials often cost less than waste going to landfill**.
- Consider **recycling** paper, glass, cans, cardboard, plastic and grease from the kitchen.
- Ask **suppliers** not to provide materials that are difficult to recycle (e.g. waxed cardboard and polystyrene boxes).
- Ensure **cleaners** know how your office waste and recycling systems work and are actively supporting these.

Buy Recycled

- Buy products that are **made with recycled materials**. In this way you are supporting the recycling industry.

Worming down your waste

- **Food** waste typically makes up 22% of the waste from restaurants and cafes³ and 26% of the waste from pubs and bars².
- **Composting**. This converts organic matter—such as food, grass, leaves, soiled newspaper and the like—



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into a sweet smelling earthlike substance. Compost can be used as an alternative to artificial fertilisers: it improves the quality of soil by increasing its ability to hold water and nutrients.

- **Wormfarm.** Worms are voracious feeders, eating up to half their own body weight of fruit and vegetable scraps, juicer pulp, shredded paper, soaked cardboard and eggshells in one day. They turn your food scraps into worm castings, a rich fertiliser-like material that can be used on the garden.

Water

- You could **save up to 30%** of your water bill by reducing your water consumption⁴.

Here are some water saving tips to help you cut costs and encourage your staff to make the most of your business's water:

- Install water efficient devices in **public amenities**. They can account for **15% to 40%** of the total water usage⁷.
- Install **dual-flush toilets**. They use half as much water as conventional models.
- **Leaking taps** can waste up to 200 litres of water each day⁵. To reduce leaks, turn your taps off lightly and replace washers as soon as they begin to leak.
- **Leaking toilets cisterns** and flush mechanisms can waste thousands of litres of water every day. Report and fix leaks immediately.
- **Lever or mixer taps** (with a single lever or knob) let you find the right water temperature quickly. This means staff won't waste water trying to get the balance right.
- When cleaning, get staff to use a **bucket to wash** and rinse where possible, instead of running the tap or hose.
- **Use a broom to clean excess dry spillage** before hosing. When hosing, trigger nozzles save water and are more convenient.
- Include water conservation policies and procedures in staff **training** programs.
- Install a **tap aerator**, which reduces water flow by up to 50 per cent⁶, without a reduction in water pressure.
- Provide incentives for staff to save water by linking water conservation to **staff performance** reports.
- Mention **water conservation plans and progress** in staff meetings.
- Establish an **ideas box** to encourage employees to suggest ways to save water.
- Train your staff to operate the **dishwasher** correctly. Only run when filled to capacity and scrape excess food before loading.
- Minimise the use of garbage disposal units as they can consume up to 30 litres of water a day⁸. Instead, use a **sink strainer** to trap food scraps before disposal.
- Water-cooled **ice machines** use up to 10 times more water than similar sized air-cooled machines. Water cooled ice makers typically use 600 litres of water a day for cooling⁹.

Energy

- Energy **efficiency** is getting the most from the energy we use to meet our needs.
- Energy **costs** are a major expense for retail food businesses. Cutting your energy consumption can significantly reduce your business costs and also reduce the long-term environmental impacts of excessive energy use.
- Businesses in NSW spend \$6 billion⁹ on energy each year, most sources from fossil fuels that generate greenhouse gas and cause **climate change**.
- Businesses that adopt sustainable energy practices will be able to **reduce energy consumption and costs by 15 to 20%**¹⁰.
- Reducing harmful greenhouse gas emissions and saving money are not the only benefits of business energy efficiency. Rewards also include:
 - improved **corporate citizenship**
 - better **community and customer relations**
 - increased **staff productivity and product output**
 - reduced **maintenance costs**
 - improved **occupational health and safety**
- Investment in energy efficiency can often **pay for itself** in just a few months through energy bill savings. .

Improving energy efficiency at work:

Green Power

- Buy electricity through a **certified Greenpower program (look for the green tick logo)** —ask your current supplier to include Green Power sources with your current energy contract.
- If you **power business events with 100% Greenpower**, you'll be able to demonstrate your corporate citizenship by using the Greenpower Event logo on marketing materials associated with the event.

Refrigeration and air-conditioning

- **Defrost fridge and freezer** regularly. This maximises their efficiency. Check and clean door seals and replace them when necessary.
- Keep control of your **thermostat** and ensure it's accurate.
- Improve your **air-conditioning** by installing economisers and timing controls.
- Fit **occupancy sensors** for back-of-house areas such as storerooms and cool rooms.
- Keep evaporator coils free of excessive frost.
- Keep condenser coils free of dust, lint or anything that could reduce air circulation.
- Place **cold foods in the fridge or freezer as soon as they arrive** from the supplier.

Air extraction systems

- **Clean and maintain filters** regularly. Fit each unit with individual switches and dampers. Improve air flow around extraction hoods at fast food restaurants.
- Only operate the **number of fans required** for the level of smoke and fumes at the time.

Cooking

- **Turn off** gas pilot lights when burners are not in use. This can save up to 15% of gas costs¹¹.
- Use **flat-bottomed pans** that fully cover the burner or hotplates. Use tight-fitting lids wherever possible. Keep the area under the hotplates clean for better heat reflection.
- **Preheat** equipment just before you use it, not many minutes or hours in advance. Only preheat equipment that you are going to use.
- **Reduce** the temperature or turn equipment off during quieter periods of the day.

Lighting

- **Service and clean your lighting** installations regularly.
- Install **high-efficiency lighting**—fluorescent lights, including compact fittings, generate one-fifth the greenhouse gas of ordinary globes and produce the same amount of light.
- **Avoid halogens** where possible as these consume lots of energy and produce a large amount of heat.
- **Avoid using a single switch to activate several lights.**
- Maximise the use of **natural light**.

Water heaters

- Investigate the use of **electric or gas-boosted solar hot water systems**. Gas instant hot water heaters are generally more economical than off-peak electrical in a commercial situation.
- If gas is not available, **off-peak water heaters** are the next most economical option.
- **Insulate all hot water tanks and pipes.**
- The **hot water system should be installed as close as possible to the usage point** so heat is not lost during transportation.
- Choose the **best size hot water system** to suit needs.
- **Use less hot water, and turn the hot water system off** if it's not needed for extended periods of time.

Dishwashing equipment

- Select the most **appropriately-sized machine**.
- Make sure equipment is **properly installed**.
- **Fully load** the machine for each cycle.
- Keep equipment **clean and unclogged**.

Orientation and layout of premises

- Maximise use of **natural ventilation** for cooking, use of **natural light** and **space between heating and refrigeration** in kitchens.
- Minimise the **distance between hot water supply and taps**.

Contractors

- Contractors such as **cleaners** plays an important part in the delivery of a business' services. As with purchasing, all activities have the potential to generate environmental impacts.
- Contractors with an **established environmental policy**

- and a **proven track record** on environmental performance are generally more likely to take impacts into account in project management.
- Despite the fact that the contractors will be carrying out the work on your behalf, it is **your responsibility** to ensure that this is carried out efficiently and without environmental risk.
- You should ensure that contractors operate in an **environmentally-responsible** manner and that they;
 - are aware of the your company's environmental policy
 - understand the various environmental implications associated with different activities.
- When preparing documentation for a **new contract**, clauses should be included which stipulate environmental controls and performance.
- One way to assess your contractor's commitment to environmental protection is to carry out **regular supplier auditing**.

Action Plan for sustainability

- **Plan**—Look at your current operations and identify areas for water and energy conservation, and opportunities for waste reduction, reuse and recycling. Check purchasing records to work out whether poor stock rotation or spoilage is leading to wastage. Investigate ways of reducing water and energy use.
- **Implement**—Put the plan into action. Include strategies to involve, motivate and educate your staff. Involve your customers and suppliers. Discuss options with staff for reducing waste and ask for their ideas.
- **Review**—Monitor how the action plan is progressing.

For further advice on how your business can save money and save the environment please contact The Watershed Business Liaison Officer and receive a free consultation. Simply visit The Watershed at 218 King Street, Newtown, or phone 9519 6366 or email watershedbiz@marrickville.nsw.gov.au.

References

- ¹ DEC Waste in the Hospitality Sector—Cafés and Restaurants, 2006,
- ² DEC Waste in the Hospitality Sector—Pubs, Taverns and Bars, 2006,
- ³ DEC Waste in the Hospitality Sector—Cafes and Restaurants, 2006,
- ⁴ Department Energy, Utilities and Sustainability—Saving Water,
- ⁵ Sydney Water Quick Tips—for saving in the business
- ⁶ Sydney Water In the Kitchen,
- ⁷ Sydney Water (2001) Public Amenities. Save water, money and the environment, Sydney Water.
- ⁸ Sydney Water (2001) Kitchens. Save water, money and the environment, Sydney Water.
- ⁹ Sydney Morning Herald, 19 January 2007, Business told to save by going green
- ¹⁰ Living sustainability: Our environment—it's a living thing,
- ¹¹ Department of Environment and Conservation, Information Sheet 8. Energy and Water Use, Department of Environment and Conservation, Sydney



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Contact details for recycling drop off centres (FREE if you to drop items off in business hours - call to check)

Company	Phone No.	Address	Steel	Aluminium	Building material (call to check)	Paper	Paper, glass and plastics	Printer cartridges	Cork & recycled batteries	Computers	Mobile phones	Furniture & small electrical (call to check)	Clothes	Fabric, leather, haberdashery, Cookware crockery & books
VISY drop off centre (FREE) Botany	1300 368 479	Corner baker and Moore St, Botany					✓							
VISY drop off centre (FREE)	1300 368 479	6-10 Burrows Rd South, St Peters				✓								
Reverse garbage	9569 3132	Building 8/142 Addison Rd, Marrickville	✓	✓	✓					✓	✓	✓		✓
The Bower (referral service)	9568 6280	Building34/142 Addison Rd, Marrickville		✓	✓			✓		✓	✓	✓	✓	✓
St Vincent de Paul	9557 1996	187 King St, Marrickville										✓	✓	
Smith family	9557 3020	80 Enmore Rd, Marrickville											✓	
Eastside Glass (Tuesday FREE collection)	0402 435 222	Sydney South, East and Inner West											✓	
Technical aid to the disabled	9808 2012	Royal Rehab Centre, 227 Morrison Rd, Ryde, 2112								✓				
Wesley uniting employment	9684 6366	13 Clyde St, Rydalmere, NSW, 2116								✓				
Australia post - Newtown	8512 4116	292 King St, Newtown, NSW, 2042						✓						
Australia post – Erskineville	9557 2539	108 Erskineville Rd, Erskineville, 2043						✓						
The Watershed drop off (FREE)	9519 6366	218 King Street, Newtown, 2042							✓		✓			
ANZ Bank, Newtown	9550 5033	294 King Street, Newtown									✓			

Please note that the details above were correct at the time of publication. Please contact service providers directly for up to date information.

Contact details for recycling contractors

Company	Phone No.	Email	Website	Cardboard	Paper	Plastic	Steel	Aluminium	Glass bottles	Cooking oil & fat	Food for charity
Visy Recycling	1300 368479	customerservice@visy.com.au	www.visy.com.au	✓	✓	✓		✓	✓		
Sita Environmental Solutions	13 1335	cscsydney@sita.com.au	www.sita.com.au	✓	✓	✓	✓	✓	✓		
Veolia Environmental Services (Collex)	9841 2500	nsw@veolia.com.au	www.veolia.com.au	✓	✓	✓	✓	✓	✓	✓	
Paper-go-round	9550 4784	paperground@optusnet.com.au	www.paperground.com.au	✓	✓						
Document Destruction Services	1300 888420	info@ddsrecycle.com.au	www.ddsrecycle.com.au	✓	✓						
CBD Enviro Services	9666 8099	info@cbdenviro.com.au	www.cbdenviro.com.au	✓	✓	✓		✓	✓		✓
Loumbos	9784 8600	sales@loumbos.com.au	www.loumbos.com.au	✓	✓	✓	✓				
Remondis	9623 4733	info@remondis.com.au	www.remondis.com.au	✓	✓						
Eastern Glass (FREE Tuesday collection)	0402 435222	N/A	N/A						✓		
Wanless Wastecorp	13 92 78	sales@wastecorp.com.au	www.wastecorp.com.au	✓	✓	✓	✓	✓	✓		
All Product Recycling	9825 0876	service@aprecycling.com	www.aprecycling.com	✓	✓	✓			✓		
Auscol	9627 1311	admin@auscol.com.au	www.auscol.com.au							✓	
Scanline (FREE)	9627 6600	samprimo@abgbiodiesel.com	N/A							✓	
All Sydney Recycling Service (FREE)	0425 218 073	sydneyrecycling@dodo.com.au	www.sydneyrecycling.com							✓	
Oz Harvest (FREE)	9516 3877	info@ozharvest.org	www.ozharvest.org								✓

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Free environmental advice for local businesses
Visit The Watershed and learn how your business can save money and the environment

The Watershed

Located at 218 King Street Newtown Ph: 02 9519 6366 watershedbiz@marrickville.nsw.gov.au