



## Retail Outlets

AN ICI WASTE REDUCTION STRATEGY HANDOUT

### Revy introduces consolidated waste reduction and recycling programs

Revy Home Centres in B.C., Alberta, Saskatchewan and Manitoba hired WasteLess Environmental Services Inc. in 1998 to help upgrade their existing waste management program. The resulting consolidated waste management and recycling program has minimized waste and ensures regulatory compliance.

After an in-depth study of waste streams, WasteLess recommended that Revy adopt a three-pronged approach to:

- 1) minimize solid waste,
- 2) develop a consolidated hazardous waste plan, and
- 3) provide practical ongoing training.



#### Solid Waste Minimization

The audit of Revy's waste stream revealed that high volumes of wood and cardboard were being disposed of.

Significant wood waste reductions were achieved by managing pallets efficiently, reusing wood waste, and giving away reusable wood. Although cardboard was recycled previously, a more aggressive approach has resulted in significant reductions of paper waste. A consolidated all-fibre program – including packaging materials, boxboard, office paper, and advertising flyers – was implemented for the Fraser Valley and in stores on the prairies. All other B.C. stores have cardboard and paper recycling integrated with community recycling initiatives. Revy stores also recycle used batteries.

#### Hazardous Waste Plan

Revy implemented a hazardous waste program in all B.C. and prairie outlets. All store managers and assistant managers were trained in hazardous waste identification, classification,

labeling, storage, inventory, disposal, and formal documentation. All hazardous waste transactions for each store are funneled through a central point to ensure compliance with all environmental regulations.

#### Training

To guarantee the long-term success of these programs, initial training and aggressive follow-up was considered vital. An in-depth training manual was produced that covers all aspects hazardous waste handling. On-site visits by WasteLess personnel ensure that waste handling and minimization procedures are being adhered to, even during busy seasons.

For more information, contact Carl Sawatzky at [csawatzky@wasteless.com](mailto:csawatzky@wasteless.com)



### Enjoy the benefits of wasting away!

Here's how your retail operation can save money, boost its "green" image, protect the environment, and support provincial and local legislation.

1. Establish a Waste Reduction Committee, with representatives from all operational areas (e.g. administrative offices, individual departments, cafeterias/lunchrooms, janitorial services).
2. Research waste reduction success stories in the retail sector.
3. Conduct a waste audit in each operational area to determine the types and amounts of waste generated. Contact the Regional District for a *Waste Audit Kit*.
4. Set waste reduction goals, develop a Waste Reduction Plan, and introduce policies and procedures that support the plan (e.g. purchasing policies that require less packaging). Contact the Regional District for a *Waste Reduction Planning Kit*.
5. Identify "champions" and establish waste reduction programs in each operational area. Concentrate first on areas that produce the most waste.
6. Provide suitable recycling containers for each area (e.g. easily-accessible bins in office areas) and arrange for regular pick-up.
7. Educate employees (including janitorial staff) and patrons about procedures. Include recycling information in your orientation for new employees. Promote your goals and achievements by presenting recycling information in the newspaper, on posters, on the web site, through e-mail, in an employee handbook, etc.
8. Recognize staff who participate in the waste reduction program.
9. Monitor, evaluate and refine your program regularly. Enlist the help of department and janitorial staff to identify areas where more aggressive education or promotion is required.
10. **Enjoy the benefits!**



### Waste Reduction Benefits

**Financial Benefits** include waste management and treatment costs, reduced overhead and administrative or health and safety costs, increased productivity and/or improved product quality, and/or reduced expenses in raw materials.

**Regulatory Benefits** may include fewer compliance requirements, decreased risk of violating regulations, and reduced time and frustration associated with reporting, permit applications, etc.

**Public Image and Marketing Benefits** can be realized by promoting your environmentally-conscious practices, which could lead to free media exposure and increased sales.

**Liability Benefits** can be gained particularly if hazardous waste generation is reduced or eliminated.

**Ecological Benefits** include extending the lives of non-renewable resources, decreasing the volume of waste for disposal, and reducing the future potential of damaging or polluting the environment.

# Packaging Whoas!

Packaging materials, particularly corrugated cardboard, make up a large portion of any retail store's waste. These hints will help you reduce and recycle paper-related packaging waste.

- Ask manufacturers/suppliers to provide products with less packaging or packaging that can be reused or recycled.
- Reuse incoming packaging for outgoing parcels.
- Encourage staff to provide bags only when requested.
- Provide appropriate and adequately-sized recycling containers or share with a neighbouring business.
- Provide adequate separation and storage space.
- Segregate all materials to reduce contamination.
- Educate janitorial staff about proper separation procedures.
- Install a cardboard compactor if volumes warrant it.

## Share your commitment and successes!

Research shows that increasing numbers of consumers support environmental initiatives and actively seek out stores involved in environmentally-responsible activities such as waste reduction. If you have or are implementing a comprehensive waste reduction/recycling program, let existing and potential customers know about it.

- Promote your waste reduction/recycling activities and successes in advertising, newsletters, bill stuffers, etc. Cost-share these initiatives with manufacturers/suppliers who have worked with you to reduced packaging waste.
- Support community waste reduction/recycling initiatives through advertising tags, promotional materials, etc.
- Recognize customers' exemplary waste reduction efforts in your advertising, publications, etc.
- Invite a local recycling company to set up a display in your store/mall.
- Sponsor a tour of recycling (e.g. sorting) facilities for local school children.



## The Paper Chase!

While 75 percent of organizations recycle paper to some extent, it still accounts for the biggest portion of business waste. Therefore, the most important things you can do to divert waste are to reduce, reuse, or recycle all paper products.

### Reducing Paper Waste

- Set up a purchasing system which enables all departments or neighbouring businesses to buy "common" paper products in bulk;
- Optimize office and operational processes to eliminate paper waste;
- Educate staff about proper use of printers and photocopiers;
- Use e-mail, post messages on a central board, or circulate single copies for internal communication;
- Save documents on disc rather than making hard copies;
- Proof documents on screen before printing;
- Eliminate unnecessary forms;
- Circulate one draft of report for corrections by several people;
- Use self-sticking fax memo notes instead of fax cover sheets;
- Circulate reports and publications rather than making individual copies;
- Revise mailing lists to avoid unnecessary mailings; and
- Encourage staff to bring "litterless" lunches.

### Reusing Paper Products

- Educate staff/students about photocopying on both sides of paper, using paper that's been printed on one side for drafts, etc;
- Use reusable boxes and mailbags for shipping.
- Re-label file folders, etc.

### Recycling Paper Products

- Introduce policies that promote the purchase of materials that contain recycled content;
- Provide suitable equipment (e.g. desk-side containers, large bins for areas of high paper generation);
- Ensure regular pick-up service; and
- Monitor and refine program.

## Contact Information:

B.C. Green Economy Initiative	<a href="http://www.gov.bc.ca/ges/">www.gov.bc.ca/ges/</a>
B.C. Materials Exchange	1-800-667-4321
B.C. Recycling Hotline	1-800-667-4321
Recycling Council of B.C.	(604) 683-6009 <a href="http://www.rcbc.bc.ca">www.rcbc.bc.ca</a>
Regional District of North Okanagan	(250) 545-5368 <a href="mailto:solidsolutions@nord.bc.ca">solidsolutions@nord.bc.ca</a>