

Organics Recycling Program

SuperMarket

Operations & Training Manual





Introduction

Congratulations on your decision to begin organics recycling. An Organics Recycling Program is the most important and significant recycling program you can implement; diverting approximately seventy-five percent of your waste stream from the landfill.

Organics recycling does not have to be a daunting task. Dedication, proper implementation, training and follow-up will yield positive results. The *Organic Diversion, LLC Operations and Training Manual* will assist you in implementing and sustaining a successful organics recycling program.

Once your company's "program manager" has been identified, this manual will provide key information for developing, implementing, training, monitoring and publicizing your program. The "program manager" will:

- Learn how to save money by separating and recycling organic materials
- Improve your company image through sustainable business practices

The most successful organic recycling programs are sustained through a fundamental cultural change in associate behavior. Learning to separate organic materials from trash is critical to assuring maximum benefits from your program. Organic materials are a renewable resource and if properly separated, can save your company money. The new culture of "separating organic wastes" from "trash" requires constant reinforcement to achieve desired results. Going hand-in-hand with the necessary culture change is the need for continual monitoring or quality control over your program by designated associates. Your company will be assured of maximum savings provided each store consistently delivers clean, quality material to local organics recycling facilities.

This manual is also on the enclosed CD including exhibits, forms letters and Excel spreadsheets for your convenience.



Table of Contents

1 Introduction	1-1
2 Table of Contents	2-1
3 Getting Started	3-1
<i>Getting Started Overview</i>	3-1
<i>Steps to Implement an Organic Recycling Program</i>	3-1
4 Compile Waste Generation Data	4-1
<i>Waste Generation Overview</i>	4-1
<i>Solid Waste Audit</i>	4-1
<i>Monthly Tracking</i>	4-2
<i>Year End Waste Audit</i>	4-3
5 Collection Systems and Supplies	5-1
<i>Collection Overview</i>	5-1
<i>“Organics Only” Compactor</i>	5-1
<i>In-Store Collection System</i>	5-1
<i>Liner Bags</i>	5-2
<i>Liner Bag Bands</i>	5-2
<i>Supply Item Listing</i>	5-3
6 Conduct Staff Training	6-1
<i>Staff Training Overview</i>	6-1
<i>What is Organics Recycling or Composting?</i>	6-1
<i>Why should we recycle our organics?</i>	6-1
<i>What about donating food?</i>	6-2
<i>What Is Training?</i>	6-3
<i>How to Make Training Work</i>	6-3
<i>Organics Recycling Program Training Objectives:</i>	6-3
<i>Training Best Practices</i>	6-4
<i>Nature’s Science at work: Compost 101</i>	6-4
<i>Nature’s Science at work: Compost 101</i>	6-5



Table of Contents - Continued

<i>Must Know Info</i>	6-6
Acceptable list of materials.....	6-6
Unacceptable list of materials	6-6
Waxed Corrugated.....	6-7
Depackaging.....	6-7
Increase your organics volume	6-7
Liner Bags.....	6-7
<i>Frequently Asked Questions</i>	6-8
<i>Launching Your Program</i>	6-11
Pre Roll-out Activities	6-11
Program Roll-Out	6-12
Launch Day.....	6-13
<i>Maintenance</i>	6-14
<i>Leadership Ensures Success</i>	6-15
<i>Tools</i>	6-17
<i>Post-Training Quiz</i>	6-18
7 Start Your Organics Recycling Program	7-1
<i>Program Announcement</i>	7-1
<i>Sample Letters and Signs</i>	7-1
Sample Letter to Associates.....	7-2
Sample Letter to Vendors	7-3
Customer Signs	7-4
Associate Signs	7-5
8 Monitoring.....	8-1
<i>Monitoring Overview</i>	8-1
<i>Critical Feedback Mechanisms</i>	8-1
<i>Organic Diversion, LLC and the Organics Recycling Facility:</i>	8-1
<i>The Program Manager and Organics Recycling Point Person:</i>	8-1
<i>Monitoring Guidelines</i>	8-3
9 On-Going Support	9-1
<i>On-Going Support Overview</i>	9-1
<i>The Role of Coaches</i>	9-1