



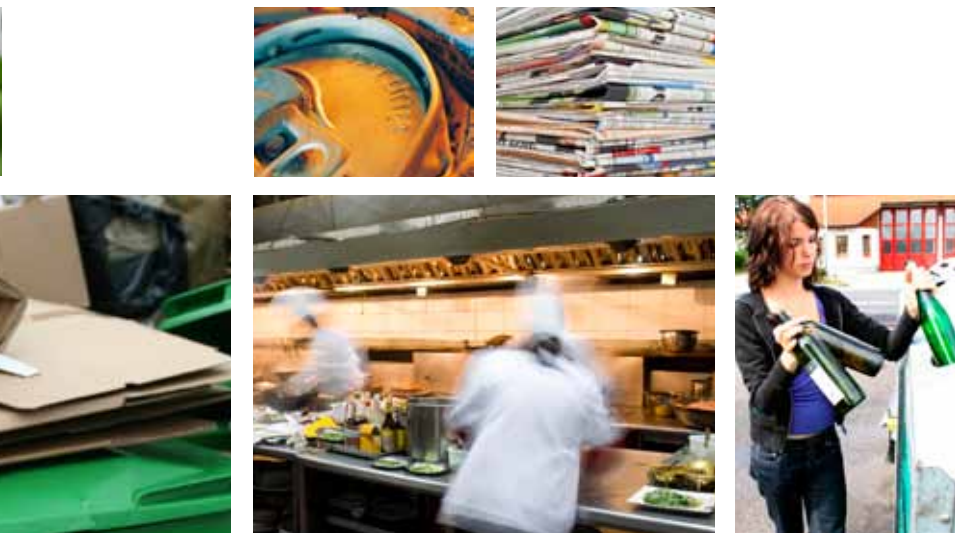
Clean Stream Program

Recycling in the hospitality industry Vision Document



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Introduction

The Clean Stream Project was a 12 month program aimed at increasing the quantity of recovered recyclables and reducing the amount of recycling contamination in hospitality venues across the Gold Coast. This program was run as a joint partnership between Gold Coast City Council and the Packaging Stewardship Forum of the Australian Food and Grocery Council, who represent Australia's largest beverage companies and their packaging suppliers

The project involved the development and provision of training and educational materials alongside the roll out of new internal and external recycling systems for bottles, cans, cardboard and paper in 29 hospitality venues over 2009/2010. Results from the program reveal that the total annual diversion rate for the 20 premises assessed is approximately 488 tonnes of recyclable material, of which glass bottles made up almost 84 per cent by mass – the equivalent of 1.15million stubbies.

This brochure outlines details on recycling at hospitality venues, the results of the Clean Stream Project, and information on how you too can incorporate recycling at your hospitality venue. If your business is interested in setting up its own recycling scheme, please contact Council or visit goldcoastcity.com.au/greengc for a toolkit outlining the steps for successful recycling.

Benefits of recycling

Why should you recycle?

Recycling has a number of benefits that not only help the environment but also your business bottom line. Benefits include:

- Recycling protects our environment by saving precious natural resources
- Demonstrates social responsibility for future generations and provides a positive environmental image for your business
- Reduces energy use and greenhouse gas emissions
- Can reduce water consumption
- Recycling can be cost neutral or provide cost savings through reduced waste collection costs

Key recycling facts

Recycling just one glass bottle saves enough energy to power a washing machine for 10 minutes.

Recycling just one plastic bottle saves enough energy to power a CFL bulb for 30 hours.

Glass bottles and jars and aluminium and steel cans can be recycled indefinitely. Recycling glass saves 74 per cent of the energy it takes to make glass from raw materials.

Recycling just one aluminium can saves enough energy to run a television set for 3 hours.





What can be recycled?

A commingled recycling service allows your business to recycle all of the products listed below in the same bin, this saves staff time not having to separate different materials.

To avoid contamination, place only these items in your recycling bin:

- ✓ Glass jars and bottles
- ✓ Rigid plastic bottles and containers
- ✓ Aluminium cans, steel cans
- ✓ Clean cardboard, newspapers, office paper, magazines and cartons



What can't be recycled?

Contamination is a factor that needs to be considered when recycling correctly. The items listed below are not accepted in the Gold Coast City Council's Material Recovery Facility and need to be placed in your waste bin.

- ✗ NO plastic bags or recyclables inside plastic bags
- ✗ NO plastic without a recycling symbol (1 to 6)
- ✗ NO crockery, china or ceramics
- ✗ NO broken mirrors or glassware
- ✗ NO food scraps
- ✗ NO styrofoam



Recycling at your hospitality venue

How do you set up a recycling scheme?

Setting up a recycling scheme at your hospitality venue is easy by considering the points below.

STEP 1 – Setting up your recycling service

First you need to identify a company to service your recycling bins and collect the commingled material for transport to the recycling facility.

- Gold Coast City Council offers waste and recycling services to commercial customers at very competitive rates. Customers are not “locked in” to lengthy contracts with services able to be changed at any time, and fees are included on your annual rates notice.
- Other waste and recycling service providers can be found under the waste management section of the yellow pages or other business directories for the Gold Coast. These companies also offer various waste and recycling service options for your business.





Some tips about selecting a recycling contractor

Be sure that your recycling contractor holds a current waste carriers licence

Enquire about the level of service and assistance in organising the most appropriate service for your business. This may include site inspections for appropriate bin size and location, collection frequency or ability to change service details.

Be sure to request evidence that your recyclable material is being delivered to a recycling facility and not being disposed of to landfill.

STEP 2 – Setting up your internal recycling system

Consideration of the size, identification and placement of recycling bins within your premises is the next major step in setting up a recycling scheme at your hospitality venue.

- **Location of recycling infrastructure** – it is important to ensure that adequate bins are placed behind the bar and/or in your back of house areas to collect the separated recyclable materials. Recycling bins should be placed next to waste bins to ensure that recycling is convenient and easy for staff to manage during busy periods and also minimise the chance of contamination of the recycling bin contents.

It is also important to consider the space and location of bulk recycling bins external to your venue and ensure they are clearly labelled for staff to recognise. Stickers and other forms of signage for the bins may be available from your recycling service contractor or contact Council for more information.

- **Staff involvement and training** – the Clean Stream Program clearly demonstrated the benefits of staff training and education in delivering a successful recycling scheme for hospitality venues. Clear and concise information on the “Do’s and Dont’s of Recycling” as well as how to avoid contamination and how the new recycling systems will work in front and back of house can help to promote staff awareness and increase the chances of success.
- **Recycling resources and promotion** – launch of the new recycling scheme and the availability of resources alongside staff awareness training is important. Staff are more likely to practice and embrace recycling if trained correctly. Customers may also take an interest if the new on-site recycling scheme is advertised to patrons. You can also consider how recyclable the containers and other packaging items that you use in your day to day business are – perhaps there are alternatives on the market that will assist in reducing your waste disposal costs and increase your recycling efforts.

STEP 3 – Monitoring and troubleshooting recycling scheme

After setting up your recycling scheme, it is important to regularly monitor the results and consider how things can be improved upon if need be.

- Bin audits can be randomly conducted to monitor the contamination in recycling bins as well as the loss of recyclable material in the waste bins. Tools to help you conduct a bin audit can be downloaded from goldcoast.com.au/greengc or regular visual inspections can be undertaken.
- Results including successes can be communicated to staff either on bulletin boards, in newsletters or at staff meetings to maintain commitment and enthusiasm and renew staff awareness of the recycling scheme.
- Possible reasons why staff aren't recycling include recycling bins behind the bar and/or in back of house are not conveniently located, internal recycling bins are not emptied often enough into external bins, signage is not clear to direct staff on correct behaviour, new staff may not be aware of system, or management may not show ongoing interest/involvement in recycling scheme.



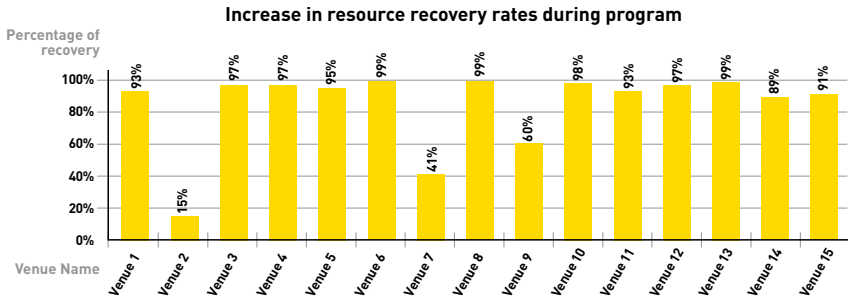
Outcomes from the Clean Stream Program

There were many positive outcomes from the Clean Stream Project that can help your hospitality venue achieve excellent results in your recycling scheme.

Environmental:

- Up to 75 per cent of all waste generated within the participating premises was diverted from landfill
- Glass beverage containers made up 84 per cent by mass of materials found in the recycling stream (collected from all venues)
- The participating venues showed 98 per cent of the glass generated was recovered effectively. This indicates diversion of this material is easily understood by staff, making recycling ideally suited to the hospitality industry

Pleasing results were identified from the majority of participating venues. The majority of premises involved had a resource recovery rate of 89 per cent within the recycling stream.





Financial:

Savings for business owners throughout the program increased dramatically. Prior to endorsing the recycling program, many venues had a 3000 litre waste bin only. After the trial commenced this was reduced in the majority of cases to a 1000 litre waste bin, accompanied by the addition of a recycling container. See table below for an example of the cost comparisons and potential savings.

Annual savings by recycling (example)

Size of container and frequency BEFORE Clean Stream Project	Total
3000 litre (waste) x 1 weekly service	\$2,658.00
Size of container and frequency DURING & AFTER Clean Stream Project	
1000 litre (waste) x 1 weekly service	\$1,699.00
1000 litre (recycling) x 2 weekly service	\$602.70
Total saving per year if recycling is adopted with waste services	\$356.30

*These prices were correct for the period of the Clean Stream Project.
Please contact Gold Coast City Waste Management for current charges (07) 5581 6799.

Gold Coast City Council

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Web: goldcoastcity.com.au/greengc



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