

# REDUCING YOUR WORKPLACE WASTE



**FIGHT THE  
LANDFILL.CO.NZ**  
PATUA TE RUAPARA



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa

# CONTENTS

---

<b>WHY REDUCE OUR WASTE</b>	<b>04</b>
<b>IT STARTS WITH YOU</b>	<b>05</b>
<b>GETTING STARTED</b>	<b>06</b>
<b>WHAT CHANGES CAN YOU MAKE</b>	<b>07</b>
<b>RECYCLING SERVICE PROVIDERS</b>	<b>09</b>
<b>KEEPING TRACK</b>	<b>10</b>
<b>CELEBRATING SUCCESS</b>	<b>10</b>
<b>CHECKLIST</b>	<b>11</b>
<b>WHY WASTE MINIMISATION IS GREAT FOR BUSINESS</b>	<b>12</b>
<b>BUSINESS WALK THROUGH GUIDE</b>	<b>13</b>

## ABOUT THIS GUIDE

The purpose of this guide is to enable businesses to think differently about the waste they are generating and empower them to make simple changes with a big impact.



# WHY REDUCE OUR WASTE?

New Zealand is experiencing a significant shift in the expectations of customers, employees and other stakeholders which means environmental sustainability is now a key part of doing business. Reducing the waste that is created in and by your business is an important part of your environmental impact, and offers numerous benefits:

## **CUSTOMER PERCEPTION**

Many New Zealanders (83%) say they would stop buying from a company if they heard about them being irresponsible or unethical.\*

People want to understand and feel good about what they are purchasing and who they are dealing with. Sharing the story about your sustainability efforts enhances your brand.

## **EMPLOYEE ENGAGEMENT**

Many New Zealanders (73%) say it's important for them to work for a company that is socially and environmentally responsible\*. Bringing your employees with you on the journey creates engagement within the workplace and empowers them as individuals to make personal changes around sustainable living.

## **REDUCE COST**

Reducing the amount of waste your business creates leads to a direct reduction of your disposal costs.

Diverting waste by recycling is also beneficial as in most cases recycling services cost less than those that send waste to landfill. Reusing resources will also save you on your purchasing and handling costs.

## **SAVE RESOURCES**

There is often a 'take, make and waste' approach in the things that we use and buy. Resources are 'taken' and used to 'make' what we use. Once we have finished using it we throw it away - 'waste'. Not only are we throwing away things that have value but we are also often not considering the additional resources, time, energy, and transport that have been used to create that product.

Focusing on waste minimisation leads to a more circular approach where resources are used for as long as possible. This ensures we can extract more value from them whilst in use. At the end of their useful life they can be repurposed or materials can be recovered.

## **INNOVATION**

Finding new ways of doing things when it comes to waste minimisation fosters innovation. New ways of procuring, new partnerships and new ways of thinking are all beneficial upsides.

## **PROCUREMENT**

Many New Zealand businesses, councils, and government departments are now including sustainability requirements and measures as part of their procurement processes.

\* Colmar Brunton Better Futures Report 2017





# IT STARTS WITH YOU

We often feel that the changes we make as one person or one organisation won't make a difference. The reality is far from this, as we often underestimate the impact of what can appear to be a simple, isolated change:

## **ONE SMALL CHANGE:**

Waste minimisation is not an all or nothing game. It's about focusing on what you can do and making one change at a time.

Simple changes are achievable and make people feel empowered. This approach creates a 'gateway' that will lead to further change without feeling overwhelmed by trying to tackle everything at once.

## **THE RIPPLE EFFECT OF CHANGE:**

The changes you make to minimise your organisation's waste will have a continuing and spreading impact.

What you do will help to role model and normalise behaviour to your employees, suppliers, competitors and customers. Change is totally possible because of the actions of one person or organisation.



# GETTING STARTED



## MANAGEMENT SUPPORT

It is important to engage the decision makers in your organisation. Giving them context around the 'why' is as important as helping them understand the how of waste minimisation. Linking waste minimisation to the company's strategy and corporate brand, and getting agreement to include it in business processes and reporting will help ensure long-term success. Getting them onboard early means you are more likely to get the resources you need.

**RESOURCE:** In the resource section you'll find a handy one-page summary to help you tell the story



## GREEN TEAM

Approaching waste minimisation as a team is a far more effective way of creating and embedding change. Establish a team of passionate and motivated people who represent a cross section of the organisation. Think about which parts of the business need to be represented. It's important that you have a full picture of where and how waste is created and also have the right people to enable change. The number of people you have on the team will depend on the size of your organisation.



## UNDERSTAND YOUR WASTE

Conduct a walk-through waste inspection of your site. This involves a snapshot of your current processes and the waste you create. It will give you a picture of where the opportunities are, and where to start. A full waste audit where an external provider will measure and cost your waste in detail is available as a more advanced option. Refer to the resource section for local waste audit service providers.

**RESOURCE:** Refer to the 'Business Walk Through Guide' in the resource section.



## SHARE - BRING PEOPLE WITH YOU

For the plan to work you need to bring people with you. This includes your broader organisation as well as customers, suppliers and other relevant stakeholders. People need to understand the 'why' and have clarity of what is expected of them. It is important to get input into the development of your waste minimisation approach and to ensure there is an ongoing process for feedback. This allows people to feel heard and ensures the implementation is as user friendly as possible.

**NOTE:** It is recommended you do this stage after completing the business walk through - if people are aware their waste is being looked at, it may artificially change their behaviour.



## PLAN - HOW YOU WILL REDUCE YOUR WASTE

From your walk-through you will have a sense of the opportunity areas within your organisation. The next step is to develop a waste minimisation plan. This will outline the 'what' and 'how' of what you are going to do to minimise your organisation's waste. Having a plan, writing it down and sharing it will help ensure changes are made and sustained.

**RESOURCE:** Refer to the following 'What changes can we make' section for ideas on how to start reducing your waste.



# WHAT CHANGES YOU CAN MAKE

The Waste Hierarchy is a simple framework for the different ways we can deal with our waste. Focusing our efforts at the top of the hierarchy is the easiest and most effective way to reduce waste.



The most effective way to manage waste is to avoid it in the first place.

Often we do things out of habit. Considering the waste you are creating, **rethink** with fresh eyes the way you are doing things to see if there is an alternative or swap that won't impact the outcome.

Is there anything that you are providing or receiving that you can do without. Are there steps you can take to **reduce** the quantity of waste that is being generated?

## Examples include:

### RETHINK

- Replace your staffroom coffee capsule machine with plungers or machines that use beans.
- Provide a 'library' of reusable crockery and containers that staff can use for takeaways and avoid single use cups, plates and cutlery.
- Go paperless by leveraging digital technology.
- If you do staff rewards make them desirable items like reusable coffee cups. They can be branded to show your commitment to reducing waste at work
- Can you rent, borrow or share it? There are endless solutions.
- Consider partnerships with others in your community e.g. do both you and your neighbours need a laminator?

### REDUCE

- Buying in bulk reduces packaging waste. Double length toilet paper halves the packaging waste and you only have to change the roll half as often!
- Reduce mail waste by removing yourself from distribution lists for unwanted magazines, promotional materials etc. Opt to receive email correspondence over printed mail where possible.
- Promotional branded merchandise - how many pens and stress balls does one person really need? If you do purchase items always ask your supplier to not package them individually.
- Say no to unneeded extras like straws, serviettes, bags, soy sauce packets. As a retailer - only provide them if they are requested.

# WHAT CHANGES YOU CAN MAKE

If it's not possible to avoid using and disposing of an item, consider if there is a way to **reuse** it.

Is there anything that you are using or providing that is disposable, that can be replaced with a **reusable** option?

Is there another organisation or a charity that could **reuse** what you are going to dispose of, or can you re-gift something you will not use? Can you **repair** something instead of replacing it?

Is there anything that you can **repurpose** for an alternative use? Can you convert organic waste to compost to **recharge** the soil?

## Examples include:

### REUSE

- Switch from disposable to reusable products e.g. refillable toner cartridges and white board markers, reusable cups and hand towels.
- Non-confidential single sided paper can be reused for notepaper. Used envelopes can be re-stickered.
- Use local buy, sell and swap networks to source what you need and re-home what you don't.

### REPAIR

- Repair old furniture and office equipment.
- Buy furniture from suppliers of used office furniture.

### RE-GIFT

- Doing an office refit or have end of line stock? Ask local second hand shops or charities if they can rehome your old office furniture and end of line products.

### REPURPOSE

- Waste paper can be shredded and used for packaging.
- Sturdy packaging cases can be used for office storage.
- Pallets and wooden cable reels are popular for people making their own outdoor furniture. Offer it online and see if you get any interest before sending to landfill or recycling.

### RECHARGE

- Composted organic waste can be used to recharge the soil

Once you have made all the steps to reduce and reuse your waste, the next option in the hierarchy is recycling.

The reason recycling falls further down the hierarchy is due to its complexity. It takes resource, time and energy to collect and process materials. Plastics and paper can only be recycled a limited number of times as their quality is reduced each time.

Ultimately they will become waste. Glass and aluminum are better suited to ongoing recycling. Recycling is also only viable if there is an end market demand for the materials. The international recycling market is changing and we may see stricter restrictions in the future which will impact plastics we can dispose of.

Is there anything that is currently being disposed of to landfill that can be **recycled**?

Do you have the right information for your area on what can be **recycled** and how it is collected?

Are there any component parts that can be **recovered**? Have you considered sending your electronic waste to a service that **recovers** and **recycles** the products?

## OTHER THINGS TO CONSIDER

### PURCHASING APPROACH

Incorporating waste minimisation into your purchasing policy will create a framework to help you reduce your waste and to influence others to do the same.

### SUPPLIERS

Source from suppliers who are on-board with taking a more sustainable approach (consider including this as a criteria in tender processes). Ask for no/less packaging. If they can't help you, look for someone who can.

### MATERIALS AND PACKAGING

Can you source reusable instead of disposable products?

Consider the types of materials that are being used. Can you switch to products that are made from recycled materials instead of products that use virgin materials?

Can you request less packaging, or an alternative type of packaging? If your usual supplier can't help you, are there other alternatives that can?

### LIFE CYCLE

Consider the total life cycle of a product when making a purchase decision. Is it better to invest in a higher quality product that will last longer and is repairable?

What happens at the end of a products useful life - will it have a resale value, can it be repurposed or recycled?

### PARTNERSHIPS

Working with other businesses can help with your waste minimisation.

The possibilities are endless - from sharing resources, to buying in bulk, or even having a joint worm farm.

# RECYCLING SERVICE PROVIDERS

Below is a list of some of the recycling and waste providers in and around Hamilton. The Council cannot recommend specific providers, and other providers are also available. Please note these businesses are privately owned and operated. Please contact them directly to understand their charges and services to find the best solution for your waste.

MATERIAL	DETAILS	PROVIDERS
<b>Mixed materials</b>	There are two transfer stations in Hamilton where a number of waste and recycling streams can be handled.	<ul style="list-style-type: none"> <li>- Lincoln St Transfer Station (operated by Waste Management and Essential Recycling).</li> <li>- EnviroWaste Sunshine Ave Transfer Station.</li> </ul>
<b>Paper and cardboard</b>	Non plastic coated and without food residue.	<ul style="list-style-type: none"> <li>- Numerous providers operate in the region.</li> </ul>
<b>Mixed recyclables</b>	Plastics, glass, cans, aluminium cans.	<ul style="list-style-type: none"> <li>- Numerous providers operate in the region.</li> </ul>
<b>Metal</b>	Various metals including steel, aluminium, brass, copper.	<ul style="list-style-type: none"> <li>- Scrap metal recyclers.</li> </ul>
<b>E-Waste</b>	This includes obsolete electronic appliances such as mobile phones, computers, and televisions.	<ul style="list-style-type: none"> <li>- South Waikato Achivement Trust.</li> <li>- Go Eco Hamilton.</li> </ul>
<b>Building and construction</b>	It is helpful to be able to identify if your waste wood is treated. For further information visit: <a href="http://branz.co.nz/REBRI">branz.co.nz/REBRI</a>	<ul style="list-style-type: none"> <li>- Demolition Traders.</li> <li>- Resene Paintwise Recycling.</li> <li>- D&amp;T McDonald.</li> <li>- Various wood recylers.</li> </ul>
<b>Food waste</b>	Food waste.	<ul style="list-style-type: none"> <li>- Food waste: Local Community Gardens and Pig farmers.</li> <li>- Food rescue: Food Banks and Kaivolution Food Rescue.</li> </ul>
<b>Green waste</b>	Other organic waste such as garden waste.	<ul style="list-style-type: none"> <li>- Hamilton Organic Centre.</li> </ul>
<b>Hazardous waste</b>	Chemicals, asbestos etc.	<ul style="list-style-type: none"> <li>- Refer to: <a href="http://waikatoregion.govt.nz">waikatoregion.govt.nz</a></li> </ul>
<b>General waste</b>	For waste that cannot be reduced, reused or recycled.	<ul style="list-style-type: none"> <li>- Numerous providers operate in the region.</li> </ul>
<b>Recycling bins</b>	<p>Having a user friendly sorting system is important. There are standardised NZ bin colours for waste and recycling which should be utilised.</p> <p>Rubbish = red.            Yellow = plastic and paper recycling.            Blue = glass recycling.            Green = food waste &amp; compostable packaging.</p> <p>Full details can be found here: <a href="http://wasteminz.org.nz">wasteminz.org.nz</a></p>	<ul style="list-style-type: none"> <li>- Refer to Wasteminz for a guide on options for recycling bin suppliers.</li> </ul>





## **KEEPING TRACK**

*"If you can't measure it, you can't improve it"*

- Peter Drucker

You'll be reducing your waste, saving money and engaging people on your waste minimisation journey.

Keep a track of the progress you're making - it's a great way to keep everyone engaged and motivated.

Key measures to use include the volume of waste and recycling your business is creating over time e.g. number of bins and the cost you are paying for disposal.

## **CELEBRATING SUCCESS**

*"Until further notice, celebrate everything."*

- David Wolfe

Changing habits and reducing your waste is a journey - sharing the story and celebrating your success will help embed waste minimisation as a way of doing business for your organisation.

### **INTERNAL**

Celebrate with your staff: Highlight the actions they're taking and the results they are achieving.

Ensure waste minimisation priorities and measures are reported in all management meetings and documents.

### **EXTERNAL**

Bring your customers with you on the journey.

Include your suppliers in what you are doing. Celebrate them when they make changes. Tell others about who is helping you create less waste - it can be as simple as tagging them in a social media post.

# CHECKLIST

*"Step by step and the thing is done."* - Charles Atlas



# WHY WASTE MINIMISATION IS GREAT FOR BUSINESS

Here is a simple summary to help engage others within your business around the importance of waste minimisation.



## CUSTOMER PERCEPTION

People want to understand and feel good about what they are buying and who they are dealing with.



## EMPLOYEE ENGAGEMENT

Many New Zealanders (73%) say its important for them to work for a company that is enviromentally responsible.\*



## REDUCE COST

Reducing the amount of waste your business creates, leads to a direct reduction of disposal costs.



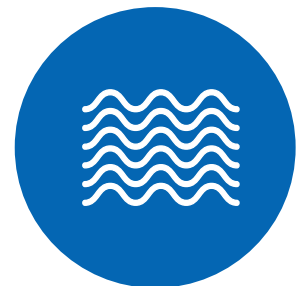
## SAVE RESOURCES

Reducing your waste creates a more circular approach where resources are used for as long as possible.



## INNOVATION

Minimising your waste creates new ways of procuring new partnerships amd new ways of thinking.



## CREATE RIPPLES

Demonstrating waste minimisation behaviours will help role model and normalise it to others, creating a continuing and spreading impact.

\* Colmar Brunton Better Futures Report 2017

# **BUSINESS WALK THROUGH GUIDE**

Take a walk around your business premises to get an understanding of the types of waste you are creating.

## **IT'S IMPORTANT TO UNDERSTAND WHAT YOUR PROCESSES AND COSTS ARE:**

- what sort of bins do you have and where are they?
- who is doing the sorting, emptying?
- who is collecting your waste/recycling?
- what are you currently paying for waste management? (look back over a reasonable period of time to ensure you capture any seasonal fluctuations).

## **IN DECIDING WHERE TO START REDUCING YOUR WASTE, SOME HELPFUL QUESTIONS TO THINK ABOUT ARE:**

1. Biggest waste issue: what type of waste do we have the most volume of?
2. Most worrying waste issue: what bothers us or is a reputational risk?
3. Easiest fix: what is something we can do right now?
4. Best fix: what will make the most difference but we're not able to complete/complete in full right now?
5. Local opportunity: what waste provides us with an opportunity? e.g. We could sell it or give it away.
6. Waste Management Provider: how can my waste management provider help me?



