



Sunnyvale

## How to Make your Food Scraps Collection Program a Success Employee Training Guide

It may seem daunting to set up a food scraps recovery program, but with a little training, your staff will be on board in no time! Use the helpful tips and talking points in this training guide to make learning quick and easy.

### *How do we set up the training for staff?*

- **Include all staff** that handle food waste.
- **Train on location** - Use examples of materials staff handles regularly, the bins they'll use and where they are located, and posters showing acceptable material.
- **Identify a green leader** on each shift who can answer questions and conduct new staff orientations. Encourage staff to share ideas to improve the system after implementation.
- **Improve recycling** - While training, revisit and re-train staff on best practices for recycling other materials such as containers and paper products. Remind staff to keep those materials separate from food scraps collection bins.



### *Why should we do this program, what are the benefits?*

- **It goes to higher and better use** - Food scraps from our program will be processed and turned into methane gas for energy recovery, a much more beneficial use than landfilling it! Material that isn't used for energy will be turned into fertilizer.
- **It's the law** - AB 1826, the Mandatory Commercial Organic Recycling, requires it. For more information about the law see the [CalRecycle](http://CalRecycle) web page.

### *Quick Tips*

- **Make it convenient** – Place bins in convenient locations for staff use
- **Use colored bins** - Color-code the bins:
  - **Green = Food Scraps**
  - **Blue = Recycling**
  - **Black or Gray = Garbage**
- **Provide good signage** – Post signage clearly above or on the sides of each bin
  - Go to <https://sswr.com/food-scraps-collection/> to download a poster
- **Don't overfill bags** - We recommend using smaller bins and bags. Food scraps are heavy!

- **Keep it clean** - Use **clear** bags for **all** bins so it is easy to see and remove contaminants
- **Knot it** - Tie a knot to close each bag – no loose food in containers
- **Keep lids closed** – Close external bin lids to keep litter and odors to a minimum

### *What can go in the food scraps bin?*

#### **YES:**

- All food trimmings and plate scrapings, including meats and shellfish, eggs and dairy, fruits, vegetables and bakery items
- Coffee filters and tea bags
- Pits, peels, and shells
- Spoiled or moldy food

#### **NO THANKS**

- Liquids (strain soups, solids can go into the food bin)
- Grease/oil (small amounts are accepted, large amounts need to be collected by waste-oil collection service)
- Glass, metal, plastic or other recyclables
- Garbage, plastic gloves, foil wrappers, plastic straws, plastic stir-sticks, produce twist-ties, produce stickers, or other small contaminants
- Paper products such as napkins, plates, cups, bowls (not even the compostable ones)

#### **What if the food scraps bin gets contaminated with non-food materials?**

- **First time** - A warning will be issued after the first instance of contamination found.
- **Second time** - The driver will refuse to empty the bin until contaminants are removed and you'll pay a return trip fee to have it emptied.

### *Need Help?*

Call Utilities Customer Service at (408) 730-7400 for help with:

- Billing questions
- Missed pick-ups
- Collection days or times
- Additional containers
- Landscaped material or wood waste (requires a separate bin)

Call City of Sunnyvale Recycling Program for help:

**Mary Lindemuth** at (408) 730-7484 or **Christina Raby** at (408) 730-7742

- Free tools and resources
- General problem solving