

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 handle 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 become fertilizer, animal feed ingredient or recovered for clean energy.
- **It's the law** - SB 1383, requires it. For more information about the law see the [CalRecycle](#) web page.

Quick Tips

- **Make it convenient** – Place bins in convenient locations for staff use
- **Use colored bins** - Color-code the bins:
 - **Brown = 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/organics-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

- Free tools and resources
- General problem solving