



Single-Use Item Consultation Report

Campus and Community Planning

October 22, 2018



THE UNIVERSITY OF BRITISH COLUMBIA
Campus + Community Planning

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Executive Summary

On June 13 and 14, 2018, consultation sessions were held with approximately 20 food service stakeholders on reducing single-use items (SUIs) on campus. Following the consultations, a survey was sent out to food service outlets on campus, including UBC-run and independent businesses, completed by 36 respondents. The participants for the consultations and surveys were staff affiliated with food service outlets and food businesses on the academic UBC campus, primarily those with managerial, administrative and procurement roles.

Through the consultation and survey, stakeholders were presented with nine proposed actions. Overall, responses indicated their strong support for a single-use item reduction strategy. From the survey responses, proposed actions that received the strongest support were:

1. Mandatory standards for single-use items materials
2. Require staff training for recycling and single-use item reduction programs
3. Implement standardized recycling bins and signage – front and back of house
4. Eliminate single-use items (especially straws)
5. Require single-use items to be given out only upon request, rather than receiving them automatically (especially in regards to shopping bags, straws, and cutlery)

The results from the consultation and survey indicated support for a strategy to reduce single-use items on campus, and varying levels of support for each of the proposed actions. However, there was significant diversity of opinion, especially pertaining to cost and logistics of implementation. The most frequent comments identified the need for customer-based education, closely followed by support for elimination of some single-use items, and finally, a desire to place the cost of those items onto the consumer.

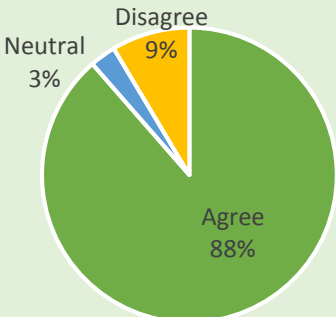
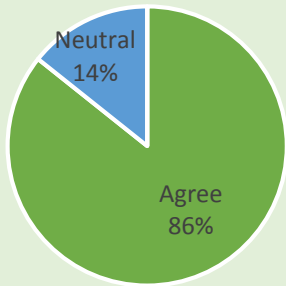
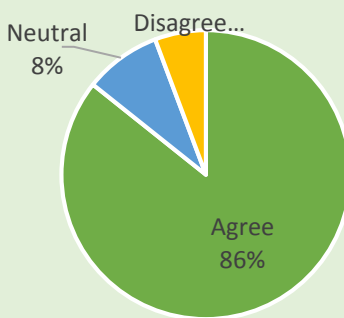
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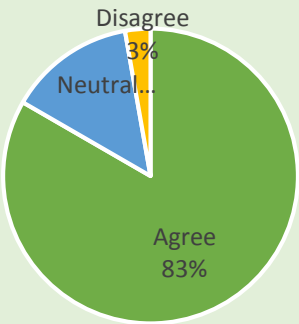
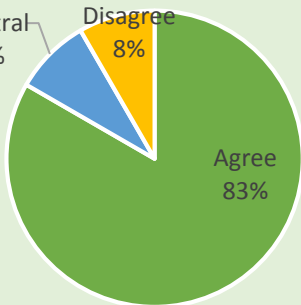
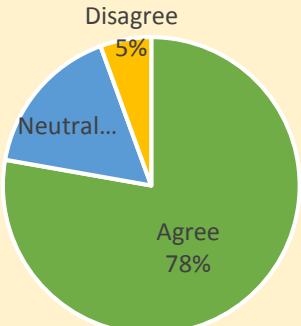
Summary of Input by Action

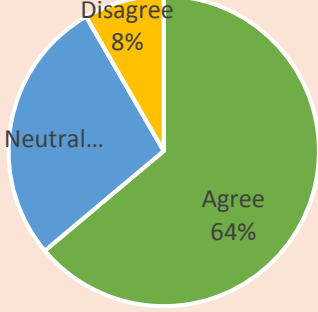
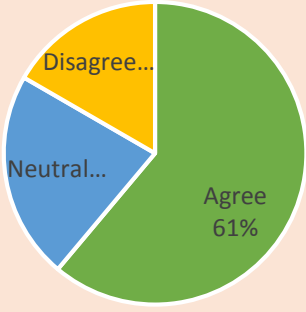
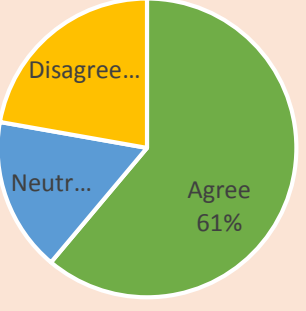
Results are summarized in the table below and ranked by level of support¹. The second column summarizes the level of support from the survey voting, and the third column summarizes the most common comments related to each action.

Cells highlighted in green represent general positive response; cells highlighted in yellow represent general neutral response; cells highlighted in orange represent general more negative response.

¹ The ranking is achieved by cross-referencing the percentage of support for each action with a ratio that accounts for the positive and neutral opinions of actions, rather than just the positive. This was done by weighting opinions – a positive opinion received 2 points, a neutral opinion received 1 point, and a negative opinion received none. The average between the support for each action and the positive and neutral to negative opinion ratio, and this average was used to break any ties in ranking support received for each action.

Action	Approval	Summary of Comment Themes
ACTION 7 - Mandatory standards for single-use items materials	 <p>A pie chart showing the distribution of responses for Action 7. The chart is divided into three segments: a large green segment for 'Agree' at 88%, a smaller yellow segment for 'Disagree' at 9%, and a very small blue segment for 'Neutral' at 3%.</p>	<ul style="list-style-type: none"> - Distribute best practice guide to food outlets on campus (14) - Obvious recyclability (5) - Group purchasing (4) - Mobility concerns (3)
ACTION 9 – Require staff training for recycling and single-use item reduction programs	 <p>A pie chart showing the distribution of responses for Action 9. The chart is divided into two segments: a large green segment for 'Agree' at 86%, and a blue segment for 'Neutral' at 14%.</p>	<ul style="list-style-type: none"> - Create simple standardized online staff training (11)
ACTION 8 - Implement standardized recycling bins and signage – front and back of house	 <p>A pie chart showing the distribution of responses for Action 8. The chart is divided into three segments: a large green segment for 'Agree' at 86%, a yellow segment for 'Disagree...' at 8%, and a blue segment for 'Neutral' at 8%.</p>	<ul style="list-style-type: none"> - Impact of standardization on logistics and operating costs (12) - In favour of simple standardized stations (12) - Consumer based education (5) - In favour of staff training (4) - Find source of improper sorting (4)

<p>ACTION 3 - Eliminate single-use items</p>	 <p>Strongest support for eliminating straws</p>	<ul style="list-style-type: none"> - In favour of eliminating single use items (21) - Service expectation to receive certain SUIs (12) - Need a cultural shift (9) - Consider quality (9) - Issues with loss/theft (7) - Requires corporate buy-in for certain outlets (7) - Consumer based education (5) - Reusable dishware needs access to a dishwasher (5) - In favour of only providing upon request (4) - Avoid plastic materials (4)
<p>ACTION 1 - Require single-use items to be given out only if customers ask for them, rather than receiving them automatically</p>	 <p>Strongest support for applying to shopping bags, straws and cutlery</p>	<ul style="list-style-type: none"> - In favour of providing only upon request (13) - Encourage customer to BYO through (dis)incentive (7) - Creates time consuming work for staff (5) - In favour of offering “to stay” as primary option (5) - Against providing SUIs only upon request (4)
<p>ACTION 2 - Implement fees for single use items, or rebates for Bring-Your-Own, at least \$0.25 for cups</p>	 <p>Strongest support for adding fees to cups, followed by food containers</p>	<ul style="list-style-type: none"> - In favour of placing cost on consumer (20) - Creates time consuming work for staff (6) - In favour of offering a discount (5) - What do the fees go towards? (3) - Consumer based education (3)

ACTION 5 - Require reduction plans, annual reporting and meeting reduction targets	 <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Agree</td><td>64%</td></tr><tr><td>Neutral...</td><td>28%</td></tr><tr><td>Disagree...</td><td>8%</td></tr></tbody></table>	Response	Percentage	Agree	64%	Neutral...	28%	Disagree...	8%	<ul style="list-style-type: none">- Consumer based education (5)- Creates time consuming work for staff (5)- Create a certification program with incentives (4)- Educate businesses to understand the importance of reporting (4)- Support reporting on acquisition numbers (3)
Response	Percentage									
Agree	64%									
Neutral...	28%									
Disagree...	8%									
ACTION 4 - Annual reporting of the quantity of single-use items distributed	 <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Agree</td><td>61%</td></tr><tr><td>Neutral...</td><td>28%</td></tr><tr><td>Disagree...</td><td>11%</td></tr></tbody></table>	Response	Percentage	Agree	61%	Neutral...	28%	Disagree...	11%	<ul style="list-style-type: none">- Support reporting on acquisition numbers (7)- Use reporting to encourage consumer education and awareness (6)- Creates time consuming work for staff (4)- Use acquisition numbers to create a certification program (3)
Response	Percentage									
Agree	61%									
Neutral...	28%									
Disagree...	11%									
ACTION 6 - Mugshare/cup exchange program (implement or participate in a campus program)	 <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Agree</td><td>61%</td></tr><tr><td>Neutr...</td><td>28%</td></tr><tr><td>Disagree...</td><td>11%</td></tr></tbody></table>	Response	Percentage	Agree	61%	Neutr...	28%	Disagree...	11%	<ul style="list-style-type: none">- In favour (11)- Concerned about implementation logistics (10)- Improve incentives (8)- Consider quality (6)- Hygiene concerns (5)- Issues with theft/loss (4)
Response	Percentage									
Agree	61%									
Neutr...	28%									
Disagree...	11%									

Detailed Results by Action

In this section, comments received for each action are summarized, and the survey voting results are shown.

ACTION 1 - Require single-use items to be given out only if customers ask for them, rather than receiving them automatically (Action from City of Vancouver's Single-Use Item Reduction Strategy)

Participants were generally in favour of providing SUIs only upon request, specifically for straws and cutlery. It was also commented that customers should be encouraged to bring their own using incentives and disincentives and offer “to-stay” prior to offering a SUI. There were concerns over reusable items consuming too much staff time and those that were against only providing SUIs upon request. Other comments included reusable items getting lost or stolen, that customers expect to receive certain SUIs, to only offer compostable/ recyclable options and concerns regarding hygiene.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 1	30	3	3	83%
Shopping Bags	21			
Cups	18	2	3	
Food Containers	16	1	2	
Cutlery	24	3	1	
Straws	28	3		

ACTION 2 - Implement fees for single-use items, or rebates for Bring-Your-Own, at least \$0.25 for cups; Fees/rebates must be actively marketed to customers; Loyalty program for Bring-Your-Own

A strong majority of survey respondents were in favour of placing the cost of the SUI onto the consumer. Respondents agreed this was best accomplished through a fee, though the fee thought to be appropriate varied, up to one dollar. Some respondents indicated they already offer this type of program. Other respondents were in favour of offering a discount, while some were more concerned with how the fee would be used. Participants expressed concerns about the demands on staff time and others said more consumer-based education needed to be implemented. Additional comments stated that fees are not enough of a disincentive on their own (in general); some were against charging a fee for SUI, while others believed a best practice guide needs to be distributed. There were comments regarding mugshare with concerns about storage space, while others believed that using less SUI cups would decrease the need for storage space.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 2	28	6	2	78%
Shopping Bags	16	3	1	
Cups	25	5	1	
Food Containers	21	3	2	

Cutlery	15	3	2	
Straws	13	3	1	

ACTION 3 - Eliminate single-use items (Action from City of Vancouver's Single-Use Item Reduction Strategy: plastic straws, with exemptions; also foam/polystyrene)

The majority of the comments received were in favour of eliminating SUI – specifically foam, straws, and bags – while eliminating cutlery, containers, and cups had less support. Participants indicated that it is a service expectation to receive most SUI, while others believe that a cultural shift is required to alter consumers' perceived need for these items. Concerns were raised regarding issues with loss and theft for reusable items, the quality of SUIs and reusable items, and the need for a dishwasher if providing reusable items.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 3	30	5	1	83%
Shopping Bags	15		1	
Cups	12	3	1	
Food Containers	12	2	1	
Cutlery	11	3	1	
Straws	28	4	1	

ACTION 4 - Annual reporting of the quantity of single-use items distributed

Participants were generally in support of reporting on acquisition numbers specifically, and to use these values to encourage consumer education and awareness, as well as introducing a certification program. However, this action had the lowest approval percentage, equal to that of Action 6, though Action 4 had fewer dissenters and more neutral opinions. The concerns addressed were regarding the demands on staff time to report these numbers, and the impact this would have on logistics and operating costs. Other respondents saw no value in businesses reporting these numbers.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 4	22	8	6	61%
Shopping Bags	16	1	1	
Cups	19	3	2	
Food Containers	18	2	2	
Cutlery	19	3	2	
Straws	20	2	2	

ACTION 5 - Require reduction plans, annual reporting and meeting reduction targets (Action from City of Vancouver's Single-Use Item Reduction)

Similar to the responses on Actions 4 and 6, Action 5 did not receive overwhelming support. Participants were concerned about consumer-based education, the time it would take for staff to report, and the impact it would have on logistics and operating costs. Some participants thought creating a certification program with incentives would be beneficial, while others felt that the businesses needed to be educated to understand the importance of reporting.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 5	23	10	3	64%

ACTION 6 - Mugshare/cup exchange program (implement or participate in a campus program); Food container exchange program

The mugshare and food container exchange programs were met with the least support, tied with Action 4, and the greatest opposition of all proposed actions. Concerns pertained almost entirely to implementation logistics. Some participants believed that incentives need to be improved in order to make it successful. Overall there were many concerns regarding these programs, specifically the quality, hygiene concerns, loss or theft, and storage space.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 6	22	6	8	61%

ACTION 7 - Mandatory standards for single-use items materials; Straws: non-plastic only - e.g., paper; Food containers and cutlery: compostable, non-plastic - e.g., fibre based; Cups: Recyclable, non-compostable - e.g., plastic, metal, coated fibre

Responses were overwhelmingly in favour of distributing a best practices guide to food outlets. Respondents agreed that the SUIs need to be easily identified by consumers as recyclable. Some participants were in favour of group purchasing on campus, while others were concerned about consumer mobility issues. A suggested solution was a drop off location for reusable dishware in the residence buildings to help with theft and loss.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 7	31	1	3	89%

ACTION 8 - Implement standardized recycling bins and signage – front and back of house

Respondents were split equally with those in favour of simple and standardized stations, and those concerned about the impact that standardization would have on logistics and operating costs. Participants stated that an increase in consumer-based education, staff training, and finding the source of improper sorting would aid with this standardization, but stated that we should consider staff retention for this action.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 8	30	3	2	86%

ACTION 9 - Require staff training for recycling and single-use item reduction programs

Generally, participants were in favour of a simple, standardized online staff training module. Other comments were focused on standardized stations, consumer education, and to consider staff retention when designing this training.

Survey Voting	Agree	Neutral	Disagree	% Agree
Action 9	30	5	0	86%

Summary of Comment Themes

Through the survey and consultation we received various comments about the proposed actions. These comments are best represented as a sum rather than in their individual categories. Overall, we collected 270 comments. Only those mentioned in multiple actions, with a sum of 10 or more comments are displayed below.

The most comments received were for the need for consumer-based education, closely followed support for eliminating single-use items and placing the cost of these items onto the consumer. In the case of consumer-based education, there were little-to-no specific suggestions, apart from support for making information available to consumers and the need for responsibility for education not resting solely on the outlets. This suggests that education programs should reach both food service employees and customers. Other comments expressed belief that a best practice guide should be distributed to the outlets on campus, support for providing SUIs only upon request, and support for standardized stations. The most common concerns were in regards to creating additional work for staff, that certain SUIs are a service expectation, the impact that these actions would have on logistics and operating costs for the businesses, and issues with theft or loss or reusable items. Ultimately, for some of the outlets to participate in any of the actions listed above they require corporate buy-in – this may only apply to outlets that are part of a larger commercial operation outside UBC.

Only comments that that were representative of 5% or more of the comments received were included in the table below. A full list of comments is provided in the appendix.

Responses	# of Comments
In favour of eliminating single use items	21
Creates time consuming work for staff	20
In favour of placing cost on consumer	20
In favour of SUIs providing only upon request	17
Consider quality	15
Distribute best practice guide to food outlets on campus	14
In favour of consumer-based education	13
Impact of standardization on logistics and operating costs	12
In favour of simple standardized stations	12
Service expectation to receive certain SUIs	12
Create simple standardized online staff training	11
Issues with theft/loss	11
In favour of mugshare/eco-to-go	11
Support reporting on acquisition numbers	10
Concerned about implementation logistics	10

Conclusions

Overall, there was some level of support for each of the proposed actions. However, there was diverse opinions especially pertaining to the cost and logistics of implementation. Specifically, there was great interest in mandatory standards for single-use item materials on campus. There was also strong support for required staff training surrounding recycling and SUI reduction programs, implementation of standardized recycling bins and signage in front and back of house settings, the requirement that SUIs only be distributed upon request, and the complete elimination of SUIs (with exemptions, i.e. straws for those that require their use).

This suggests a general desire for standardization in practices across campus, which is in line with UBC's 2014 Zero Waste Action Plan. Though all proposed actions received a majority share of support, Actions 4, 5, and 6 received much less than all others. Actions 4 and 5 were pertaining to annual reporting and required reduction plans, which received opposition due primarily to the increased workload the proposed actions would cause. Action 6, the implementation of the mugshare program or a cup exchange program/a food container exchange program, received the least support and most opposition of all proposed actions due to concerns regarding logistics and loss of materials.

Appendix

The following are the complete set of comments received, organized by action.

Action 1 Comments - Require single-use items to be given out only if customers ask for them, rather than receiving them automatically (Action from City of Vancouver's Single-Use Item Reduction Strategy)

"At our UBC location, we currently ask if it is for here or to go. If it is to stay, then ceramic plates, cups, cutlery etc. are used; however, 'to stay' customers make up a small percentage of our customer base - probably equivalent to the number of people who bring their own mugs/containers. If it is 'to go' we do assume a single use item is needed if they do not give us a re-usable mug. When customers use a re-usable mug, they get a discount on their drink (basically the cost of the cup), similarly if someone asks for an extra cup they are charged the equivalent of the discount as a deterrent. The logistical problems we face associated with re-usable mugs is that: they often need to be cleaned/rinsed first which slows our line down; we cannot write drink orders on mugs which slows us down; and the cups are not standardized size wise. The same problems and more would be faced for food containers as many products are pre-made & packaged for speed of delivery & hygiene purposes. Paper shopping bags are currently only given out if requested but we will ask if one is needed if there is an obvious mobility issue (i.e. person on crutches, wheel chair etc.). We have no problem asking if customers require cutlery or straws as we already do this for cutlery."

"It's tough to serve beverages if there aren't any cups. In the future people may walk around with their own reusable cup but we're not there yet. Also, for catering events, it's tough to expect 500 guests to bring their own cutlery, food containers or cups."

"Food takeout containers may be difficult for businesses and could be compostable, reducing impact significantly. If this policy is not taken on for all the options above, I suggest adopting a best practice policy so that if single use items must be used, they be compostable and low impact. Cups I chose because there are circular economy options which can easily replace single use cups."

"Cost prohibitive measures are in place to dissuade users from acquiring or using these things, but not incentives are not available for not-using them."

"Customers need to be educated and taught to bring in their own containers, cups, and utensils."

"We will need 'sippy' lids for fountain pop. Also: alternative bags for Pretzels and the opportunity to sell reusable items at all concession outlets across campus. Perhaps a small retail shelf setup?"

"Are you going to eat here or take away?"

"Marketing campaign — cups at Mercante should be glass first."

"This question would depend on whether you were staying to consume or leaving to consume."

"We are better to ask the customer rather than to provide china in the first place. Otherwise we both have to wash a cup — which is a waste — as well as provide a cup."

“Cups without lids. A lot of lids are wasted because it’s the wrong size or someone else touched it. So, giving lids upon request.”

“Most guests when getting takeout require cutlery and will ask if it is not readily available. I do not see many people take additional cutlery when leaving the units.”

“Often given too much, more than needed! (Cutlery, napkins, etc.).”

“Only provide a paper straw upon request.”

“Store behind counter.”

“For our establishment single-serve food containers and cutlery are expected with product we serve. With anything extra, we follow the only on request strategy.”

“Ask-receive: straws, cutlery.”

“We are moving to a compostable bamboo cutlery.”

“At high volume self-serve areas, handing out cups for coffee/tea will be in much demand.”

“Coffee stations are self-serve in residence dining operations, so the guest is filling their cup (own or a disposable cup) without any interaction or intervention of a staff member. Food containers at a service point require staff interaction but at self-serve areas such as soup, salad bar or parfait bar stations, there is no interaction with staff.”

“Have the staff provide the lid for the correct size cup - need to consider the labour and time for this time of method.”

“Ask-receive policy: Can this policy be implemented for food-delivery providers?”

“Disposable vs reusable loss-rates (cost over time comparison).”

“Silverware loss rates: what are these?”

“UNA — challenges for businesses — training customers to ask for cutlery, how this might impact business after. Retraining the customers to ask for cutlery, etc.”

Action 2 Comments - Implement fees for single use items, or rebates for Bring-Your-Own, at least \$0.25 for cups; Fees/rebates must be actively marketed to customers; Loyalty program for Bring-Your-Own

“We already do this ... 20 cents for bring-your-own mug. It is hard enough to make a business run and customers are already taxed to death! Incomes in Vancouver are not supporting the cost of living now.”

“Don't provide bags - forces consumer to bring their own (like Fort McMurray city bylaw). Cups should not be charged for - do a reduction if you bring-your-own.”

“Consistent amount between cafes — level playing field.”

“Demonize single use — cost of cup takes into account 25 to 50 cents, paid for cup, externalities of waste plus disposal.”

“Paper cup cost, labour, storage, disposal/recycling infrastructure, waste management.”

“75 cents cup cost at Granville Island — elderly clientele.”

“We have offered a discount for bring-your-own cups for 30 years, which is on our signage board, which has little impact. I am not in favour of programs that create more paperwork for us as a business and/or would be a source of error by our staff such as loyalty programs for bring-your-own. Speed of delivery is also important while keeping standardization/consistency and hygiene in mind. Since many products are pre-made & pre-packaged we would have to waste the cup/container if someone brought their own container. Additionally, if items had to be done made-to-order, it would create staffing and service issues.”

“Test behaviour change and dollar threshold that will push change.”

“Isn’t compostable cup better? (This confusion is widespread, much misinformation about sourcing cups).”

“Psychology of fee vs. discount.”

“Blank 75 cents is worrisome.”

“Disincentive: pay 25 cents.”

“Taking 75 cents from students is a big thing.”

“They may be okay paying the \$1 or \$2 many times over; the fee doesn't do anything.”

“Very behaviour based; people that don't ‘care’ also often have enough money to not care about fees.”

“We'd love to see a standardized/collaborative mug and/or container share across campus.”

“I feel there should be an additional fee added to the bill, not a discount applied – similar to what most chain grocery stores are doing.”

“I'm not sure if discounts can be provided for all the above options, but a disincentive fee I strongly support.”

“Starbucks \$2 cup; if there was an opportunity to develop a very cheap plastic cup and not have the paper as an option (problem with this is that people will not bring their own cup).”

“Students have water bottle, food container, coffee cup — many.”

“The incentive system tied to the ‘discount’ program is inadequate. As I've suggested, the stronger the incentive, the lesser the need for marketing. The discount program needs to be dismantled regardless of how much that offsets the financial models we've depended on for years.”

“Storage savings in reducing single-use cup usage (lids, cups).”

“Costly to be a part of loyalty programs, monthly fees and too much work.”

“Loyalty program - people find ways of cheating the system.”

- "Increase the incentives for bringing your own mug. Twenty-five cents."
- "Fee has to be something they really notice, like \$1 at least."
- "Cost of soda / coffee is nothing — cup."
- "Increase the fee on bags - more than 25 cents."
- "Maybe charge little bit more. Fifty cents."
- "There has been no eco-to-go progress with the fees."
- "Leasers: fee is negotiable, but there has to be corporate buy in again, which would have to be instigated."
- "Opportunity to roll out discount across UBC."
- "Discounts need to be advertised well."
- "Have offered 25 cent discount (cost of cup and lid) for 20 years."
- "We currently have this program in place. Perhaps we need to improve the signage."
- "Explore options to recover cost of waste disposal from businesses that distribute the waste."
- "Where does the fee go? Aligned to return to community, recycling system, waste reduction."
- "Eco-to-go, fairly well advertised."
- "Public ask 'wash my cup'."
- "Waste signage for foreigners requires pictorial only."
- "If the incentive is large enough we shouldn't need one."
- "Reinvesting in circular systems."

Action 3 Comments - Eliminate single-use items (Action from City of Vancouver's Single-Use Item Reduction Strategy: plastic straws, with exemptions; also foam/polystyrene)

- "We'd love to see this, but we think more time/buildup is needed to execute this in order to really eliminate these kinds of items. Plastic straws and foam containers though could and should be immediate."
- "Ensure exceptions are justified and created in consultation with all stakeholders. I support a full elimination of single use as linear economy models must be done away with."
- "I think you know my stance on this one."
- "Residence dining environments have a high loss rate of reusable dishware and cutlery at the present time. This is due to the guest not wanting to use or pay for a disposable container for their meal, do not

want to use plastic cutlery to eat their meal, or they have the best of intentions of returning the reusable items to the dining hall, but they instead end up elsewhere. If there is no single use option available to them, the rate of attrition of these items will increase and will not be a sustainable option.”

“Eliminating things that are unnecessary like straws and non-recyclable materials I agree with. As we are a fast food establishment we obviously need to continue to use other single use items.”

“Shopping bags right away but other items will probably be a longer-term goal.”

“No problem eliminating polystyrene/foam products; however, I do not agree with eliminating all single use items. Shopping bags - You need somewhere to put extra items that one cannot reasonably carry - people don't always anticipate that they are going to buy something plus there are mobility issues (i.e. wheelchair, crutches, broken arm etc.) that require bags to carry the items. Cups, food containers, and cutlery - it is not feasible to have zero disposable cups, food containers etc. for every food business in the city.”

“Bags - retail experience.”

“Bags - location in hospitals might be difficult for Cafe AMC (people come unprepared).”

“Meat sales for grocery stores need plastic bags for sanitization purposes.”

“Could be applied to all items listed, however, for single-use containers that may be necessary for consumers to use at times, restrictions/regulations could be applied to the material of the container being handed out (i.e. no use of Styrofoam/materials that are unable to be recycled/composted.”

“We have tested and will be moving to a non-plastic straw. All current single use containers are compostable. We provide all 1st year students with a reusable take out container.”

“Not practical to expect people to bring food containers and cutlery when they eat out for lunch.”

“Fibre fork is inadequate right now.”

“In 5 years people may start to always bring their own cutlery.”

“Put a tag on cutlery and dishware to beep when people leave with them.”

“Something (compostable cutlery) that works in the compost system is a challenge.”

“Splinters from fiber cutlery.”

“Foam and polystyrene should not be used, cardboard or paper - recycled cutlery only, straws are not a necessity just a convenience we have gotten used to.”

“Foam/ Polystyrene will not be used for food containers.”

“No qualms with styrofoam ban, plastic straw ban.”

“Plastic bag ban.”

“We only provide, if the customer asks for them now. However, in the hospital setting some customers require the use of a straw.”

"We have tested and will be moving to a non-plastic straw. All current single use containers are compostable. We provide all 1st year students with a reusable take out container."

"Focus on ban of straws — need total consistency."

"People care about the purpose — need a recyclable straw."

"A big issue is simply materials — avoiding plastic more extensive for outlets."

"Another problem is space planning — lease planning has to be changed which needs to happen very early in the process needs to happen at the corporate level."

"Again, corporate buy-in; but it is going to be a Vancouver-wide thing soon enough, so it won't just have to be UBC pressuring them."

"Approaching private lease holders to see how they could get ahead "ease them into it" providing them the ideas and things like that."

"Challenge will be national tenants have rules and regulations — has to be an order from their 'head office'; cannot change the tenant policy until there is actual turnover."

"Cutlery going missing is already a huge problem. Put a tag on cutlery and dishware to beep when people leave with them."

"Difficulty of determining biodegradable vs. compostable vs. paper."

"Dishwasher for AMS Nest issue is that students would take dishware."

"Eat-in restaurants - considered a low hanging fruit to implement."

"Eat-in tableware: staff training is challenging."

"Entrepreneurs will fill void of bans on plastic items."

"Europe: espresso, quick 15-minute chat; different cultural experience."

"Fibre spoon is too small."

"Franchise aspects and corporate buy-in."

"Further material science."

"Get buy-in from the corporate office, its a great initiative and people like to be leaders, but it is difficult for the small tenants."

"High level — Vancouver is takeout scene."

"How to measure? Greenhouse gas emissions?"

"If food containers are used, ensure that they are compostable."

"Interested in getting normal cutlery to stay. Only the beginning for this."

"Need a mentality shift."

“Need complimentary alternative.”

“No dine in option because that building doesn't have the dishwasher.”

“Ordering systems and trouble you have to go to the top of every chain.”

“Put warnings about the environment on cups like cigarette warnings.”

“See IKEA on how you place your finished products on the rack then the staff will sort it out.”

“The elimination of items such as cups, food containers, cutlery will depend on the choice of the students (if they eat at the dining hall or choose to grab and go).”

“UBC ban might be hard to ban.”

“Vancouver is a takeout scene.”

“Water orbs!”

“We are not able to completely eliminate but can discourage with a fee.”

“What about people bringing their own materials to campus?”

“What is better: paper or plastic?”

Action 4 Comments - Annual reporting of the quantity of single-use items distributed

“Acquisition numbers are necessary in the current absence of waste audit numbers. Waste audit numbers going forward should be done by Dining Hall, Large Service Center, and any other business operating on campus within our sphere of influence. And these need to be weighed against acquisition numbers in order to paint a picture of what is actually happening since no one seems to know (Google: What is an elephant? - old Buddhist anecdote).”

“Differences between recycle BC and campus recycling so it's tough to utilize.”

“Ensuring that its scalable and comparable business to business.”

“They track what they order and what is left.”

“Acquisition numbers can be used to know volume of waste produced plus estimate burden of single use on custodial effort, waste management effort.”

“Keeping it simple for auditing person.”

“This is creating more work for businesses that is not entirely easy to collect. I also don't want my tax payer money used on collecting annual usage of containers, cups, cutlery etc. This is a waste of time and money. If you want data analysis of these issues you should go to the manufacturers/distributors with delivery locations in Vancouver.”

“I do not see how this will have any impact on the end consumer.”

“Strongly support metrics and reporting structures for this plan.”

“This information is shared upon request now.”

“We have acquisition numbers from purchasing side.”

“Incorporating the stars way of doing it i.e.: 10% reduction is bronze star.”

“Toronto does a health certification system but for zero waste.”

“Annual reporting would make people aware of the waste with these products.”

“Cultural diversity, it really starts at home because if you don't sort there, how are you going to expect people to be sorting elsewhere? Targeting the housing education as well.”

“Educating people to understand what zero waste actually is. Sorting it out is not zero waste. Need to start over with this.”

“Encouraging actual zero waste.”

“Publicly display their targets – how much they have reduced and continue to report it.”

“Who does this reporting go to? Who is monitoring?”

“Language utilization.”

“Waste contracts not reporting data.”

“Opportunity for someone on the till i.e.: cup of water, have to track the cup, but if people forget to put it in it will not be super accurate.”

“We have enough government forms and reports to complete ... which seemingly are not read.”

“Who does this reporting go to? Who is monitoring?”

Action 5 Comments - Require reduction plans, annual reporting and meeting reduction targets (Action from City of Vancouver's Single-Use Item Reduction Strategy); Certification or recognition program for leading businesses

“Substitute store revenue, close shop, and celebration dinner for the best zero waste shop on UBC Campus (aka big prize).”

“Decal for shop. Like LEED certifications.”

“I am not opposed to a recognition program, but I am opposed to requiring annual reports, reduction plans, etc. which are costly and time consuming.”

“We won't achieve anything we don't measure.”

“Question: procurement vs waste sorting: easier to report on procurement?”

“Nobody wants a city inspector or auditing.”

“Third party monitoring, going through books.”

“Success of many programs should be bottom-to-top: reporting on waste. Educating businesses is key — making businesses feeling the buy-in importance.”

“Accountability would be great. Currently, we've decided to go with plastic containers again in 2018/2019, knowing that it's inevitable that the containers will end up in our waste stream and that our engagement is at 5% because our incentive will not generate uptake among students beyond that. This basically means that we try nothing new, agree to generate the same amount of waste for another year and that we will inevitably fail to move forward towards our goals for 2020.”

“A big issue is simply materials- avoiding plastic more extensive for outlets, something that works in the compost system is a challenge.”

“Challenge will be international tenants have rules and regulations; has to be an order from their "head office" cannot change the tenant policy until there is actual turnover.”

“I'm not about a pat on the back – this information can be published so consumers are aware businesses are making an effort to reduce and recycle.”

“This is very customer orientated, so depends on customers awareness and education on topic.”

“Students need to recycle better — intercultural dimension of waste-sorting and recycling.”

“Perception of scrutiny, top down.”

“Small businesses will have trouble creating “annual report”, doing research, reporting.”

“Worry that implementing this planning and tracking will kill small businesses. Mom and pop will need support (resources, templates, auditing assistant).”

Action 6 Comments - Mugshare/cup exchange program (implement or participate in a campus program); Food container exchange program

“I feel this needs to be a more robust container than our current mode. Something that is not confused as being disposable (stainless steel). I also feel that the cost of this could be included in the meal plan and every student would receive one at the beginning of the year.”

“Great idea but not easy to implement successfully or smoothly.”

“Haven't given this idea much thought, would be interesting to see how it would work.”

“Like mugshares - need to figure out the logistics. Dislike the movement of mugs from location to location like eco-to go.”

“Container exchange is already in place in residence dining, with a reward program and a disincentive charge on disposable options. Mugshare/cup exchange would be another level of this program that would

have to be monitored and managed separately and would create another level of exchange that might get confusing with the container exchange. Are they interchangeable?”

“Eco-To-Go Plastic containers have a high break-rate.”

“Inevitable. Stainless steel is the way to go.”

“PLA [polylactic acid]-lined sleeve for cups?”

“Some concern for plastic containers to be free of bacteria/viruses if shared, porcelain/glass easier to remove bacteria/viruses and can handle hot temperature/bleach.”

“Go-Box: snaps not watertight.”

“Laziness is a big issue – drop off areas will need to be in random areas all over the place. When people sign up they get a map – there could be an app!”

“My biggest concerns are over logistics, storage, hygiene, and pricing. I do not feel that these have been adequately addressed/answered to be able to participate. I would be open to reading more information about this program, but do not feel it has been fully thought through. I.e. pricing is not available, and I assume it would have to be standardized across all participating locations, so the fees set may not match up with specific business models for the associated "cost" of storing/carrying the mug share cups.”

“Put the ownership on the owner of the containers to bring it to where it needs to go.”

“Bring about mug into Tim’s, etc.”

“Eco-to-go fees are not recognized by students; does not make a large enough impact.”

“Food safe? Storage? Really cumbersome.”

“According to health, patron hands cup — should be sterilized before rim of coffee cup.”

“Concerns about hygiene.”

“UBC Food Services already has a container share program in place in our Residence Dining Rooms. Participation was about 30% of take out meals in 2017/18, but we have developed a strong incentive program to improve participation in 2018/19.”

“Tackled through larger deposit on cups, somewhere between 1 and 15 dollars.”

“What is the best cost/price to encourage them to return it?”

“Absolutely support this option. I would love to see a food container program expanded alongside a cup exchange. Research and incorporate best practices from around the world.”

“Implement whatever program to encourage reuse and exchange.”

“Eco-to-go high loss/theft rate approximately 300 to 400 in 7 months with Eco-To-Go.”

“If cup is in garbage, will not be used again.”

“Loss of product (mugs).”

“Students putting down mug.”

“Container sharing program processes in place. Working on ordering and numbers.”

“BYOC.”

“Bought as a vendor, vendor interested in working.”

“Green container to go. Deposit return system for the containers – 10 dollars.”

“JJ Bean at UBC is participating mugshare/cup exchange program at the moment.”

“Not sure what the program entails but it sounds intriguing.”

“Pop up coffee shop with mugshare.”

“Unsure of how this would work but has potential.”

“We currently have a container program but not a mugshare/cup program.”

Action 7 Comments - Mandatory standards for single-use items materials; Straws: non-plastic only - e.g., paper; Food containers and cutlery: compostable, non-plastic - e.g., fibre based; Cups: Recyclable, non-compostable - e.g., plastic, metal, coated fibre

“Messaging customers at multiple levels will be required to secure buy-in.”

“Changing the language in combination with affordable way to provide a cup would be good.”

Action 8 Comments - Implement standardized recycling bins and signage – front and back of house

“Janitorial — not going through bags.”

“Take responsibility for sorting off of consumer.”

“Goes back to training and education, sometimes staff do the wrong thing the main issue is logistics and it impacts the operating costs.”

“It all costs money and the pressure is always to keep costs down.”

“Put materials into bins.”

“I think this needs to be done city wide otherwise there will continue to be confusion. Problems: space constraints for the size of bins required. Many companies have custom garbage/recycling areas that are costly to replace/redesign. Where do the bins get emptied to? i.e. is the compost further away than the garbage area?”

“Agree in theory but disagree for the following premise. Having the ability to audit the difference between a controlled environment (back of house) vs public/uncontrolled (front of house) would allow for better determinant of improper streaming practices and therefore better targeted marketing/education opportunities.”

“Back of house recycling is not an issue with many of the items identified (cups, straws, containers, cutlery). Standardized bins and signage has been implemented across campus already and yet there continues to be contamination at the front of house/guest level.”

“The arena and stadium have not been on the same program until recently. Athletics has not to date provided the systems required – often just placing one or two generic garbage cans near the concession which gets filled with everything. Special consideration of volume needs to be looked at for concert and big game crowds. Often in excess of 7000 people. Normal systems are taxed.”

“Bin standardization — who will pay for these bins (front and back of house).”

“Costs for implementing recycling is an expense.”

“Creation of a standard in the end would be best, we need it to be implemented.”

“Customers need a simple system for sorting (drinks equal recycling, food equals compost).”

“Education will help.”

“Great idea.”

“Growing pains – retraining.”

“Logistics: right now we have the four options, compost needs to be picked up every night.”

“More effort to educate students is necessary.”

“Need a clear guideline — start implementing without guideline for property manager.”

“Need sorting before process.”

“Needs to be more convenient.”

“Once it is clearly understood what is needed. For example, does compostable mean compostable wherever it is sent to, or are compostable products producers of methane in a landfill bad? If so then we shouldn't be using compostable products? This makes recycling a priority and adds confusion over compostable standardized signage.”

“Incentive is probably social.”

“People still litter — but don't want to be seen.”

“Really enjoy the 3D boxes - make sure it captures its location.”

“Staff training — engage and get buy-in from businesses?”

“This needs to be supported with a cost effective/subsidized program from UBC. For instance, the cost of 4 stream bins from operations presents a significant obstacle due to cost.”

“This should be UBC wide, not just some buildings or some units. It's a bit of a mess now.”

“Transition management – who pays?”

“What is the role of university to property management, commercial? Definitely property management role to reach to businesses, have all the tools — materials and guidelines should come from Campus and Community Planning.”

“Who is stewarding this material? Mandate one employee to stand at each of the nearest waste bins?”

Action 9 Comments - Require staff training for recycling and single-use item reduction programs

“Keurigs and no recycling on campus.”

“Commercial tenants get a package, but is there anything to verify that they have gone through it?”

“People often half-ass it, who is going to assume the charge for the training of people?”

“WHIMIS training, responsibility is on the manager, do the same for sorting it out.”

“Employee turnover.”

“Supervisor has to ensure that this is done and followed.”

“Training can happen and then down the road, but then what about retraining?”

“Hire extra staff so trained personnel sorts in into the bins.”

“Have a general bin then have someone go through the bin to sort it out.”

“Lack of communication about what is compostable between building operations and the food outlets – need to make this line of communication more clear.”

“Need to train about mixed material.”

“Standardized online modules.”

“UBC staff training and hope for diffusion, but then what about when they go elsewhere?”

“Education on how to sort the waste.”

“Customer training is more important. Most staff I deal with are already pretty strong in most of these areas if their work stations are set up for it.”

“Keep it simple and short.”

“I do not believe staff are the problem - customers don't know what to do and the cause of problems is often outside food that has been brought into our store.”

“Certainly, staff training and talking points regarding any changes and impacts to guests have to be developed and implemented so they understand the need for the change and to advise guests of the options available to them.”

“Also true - our staff are not trained, and don't know very simple things about waste diversion - they need help.”

Additional Feedback Comments

“Consistent implementation.”

“Economically viable.”

“Clear direction, expectations.”

“I think a big part of the waste problem with single use is the lack of standardized materials/containers. If UBC was able to take a leadership position on this and source for instance a standardized cup, plate-ware and/or cutlery option for all the many outlets and businesses that operate on campus, there would be much less consumer confusion and waste stream contamination. As a business owner, justifying the additional cost of compostable or otherwise more sustainable products is difficult (although we ultimately do) and is sometimes quite frustrating as we see consumers still throwing recyclable materials in the garbage and the same with compostables. If for instance, the whole campus used one type of disposable coffee cup that was either recyclable or compostable it would be easier to educate and gain consumer adoption. What is confusing from a consumer side is that some cups for instance are recyclable, some are compostable, and some are neither. The same goes for packaging and cutlery. Finally, a supplier and cost incentive could really make this single-use strategy gain traction if UBC could find a way of leveraging the considerable scale of buying power that the collective F&B outlets represents. If for instance we were able to get a compostable coffee cup at a price that was better than a throw away, I feel that the incentives and actions would easily align. Likewise, the cost of 4-streams and signage deter us business owners from participating in what could be a uniform and cohesive waste strategy. If every food outlet on campus had the same waste receptacles, the same signage, and ideally the same single-use items, I think the results would be dramatic.”

“Please promote circular economy models wherever possible and include a recognition of lifecycle analysis as key to best practice reporting.”

“What is this strategy? No to the mug exchange. Yes to standardized signage throughout Vancouver/BC to train citizens about what needs to be done. Note there are always exceptions - plastic straws for those who require them to eat. No to more taxes, fees, report writing. Yes to working towards better reduction and streaming of waste to appropriate locations.”

“I feel like this was a biased survey with unrealistic requests/questions for businesses and that it was also fishing for certain answers.”

“What is the probability of the university looking to upgrade the current composting machine, to be able to handle a greater degree of "compostable" fibre-based items.”

“Lots of education and marketing so that the retailer is not seen as offering poor customer service when we do not provide these things.”

“Reducing the number of single use items is the easiest way to reduce them in the recycling streams. If they are not available to use, then no one has to worry about them being in any garbage or recycling stream. This strategy has to also put ownership on the user to make responsible choices and not leave the operator to bear the brunt of what may be deemed as poor customer service or options for the guest. This must come with a communication strategy that is campus wide that targets our international student population and those living outside the Lower Mainland where single use items are still the norm.”

“I'm happy to see the strategies you're deliberating/looking to implement.”

“As far as our catering unit goes, we should start by being 100% compostable. With time, we can reduce the amount of items we send out with each order (at Scholar's we already have fees in place for disposables). We can achieve this by educating our clients to have reusable mugs in their office for example. Same goes with plates and cutlery. I think a bit part of this project is education and get people to understand the impact of their actions. When that's achieved, we'll all be in a better place, but it comes down to individual choices.”

“Set the standards high, then measure and track honestly, but provide the infrastructure to make it workable in high volume areas like event concessions.”