



Container Redemption Services: The Hospitality Sector

Dave West, CEO. 27/09/2017

CitizenBlue is in the final stages of selection to operate the Sydney Inner City Automated Collection and Sorting Centre as part of the NSW Container Deposit Scheme "Return and Earn" commencing on December 1st, 2017.

This paper has been developed to help explain both how the CDS will affect your business and the nature of the services we are happy to offer to assist you. Please note that our basic services are offered free of charge as we are paid by the CDS Coordinator to provide the services we offer.

Recognising that much of the beverage consumption around the city, inner west and eastern suburbs happens away from home, our priority has been to develop an efficient, convenient service for the hotels, restaurants, cafes and venues in the area and have been testing a variety of systems for the last six months to ensure we can maximise your earnings via refunded deposits and broader waste savings. This weekend we will partner with Yours and Ours to operate an inhouse trial where we will redeem some 60,000 beverage containers and recover another 5,000 plastic cups across 48 hours of fun festival mayhem at Stuart Park in Wollongong.

What is Return & Earn? Return & Earn is the NSW Government's Container Deposit System – aimed at drastically cutting the amount of beverage litter currently polluting our streets, parks and waterways while also boosting the amount of plastic, aluminium and glass recycled in NSW. The scheme will see some 500 collection points established across the state – these collection points provide a range of services – some are Reverse Vending Centres established in major shopping areas and presenting a shop front operation for the public to redeem their empties on the way to the supermarket. Others, like CitizenBlue's operation in Rosebery, will offer a full service using technology and equipment to quickly handle the larger volumes of containers returned from businesses like your own.

Container Deposit Systems are a common feature of waste and recycling across the developed world, with over 40 states and nations having deployed them to effectively lift recycling rates as high as 95% and cut litter in half.

In broad terms on in November this year, Exchange for Change (the Scheme Coordinator) will levy bottlers a fee based on the payment of a 10¢ refund plus a handling fee to operate the collection network using a formula that factors in the projected levels of redemption, the value of the scrap earnings from the recovered containers. The extent to which these charges will affect your own prices is generally as elastic as any other aspect of the beverage industry, we have attached is a copy of the Exchange for Change's initial estimate of costs for your information.

What Beverage Containers are included? Most empty beverage containers between 150-millilitre to 3-litre will be eligible for a 10-cent refund when presented at an approved collection point. Beverage types that are not included in the scheme and, do not qualify for a refund are: plain milk (or milk substitute); cordial; concentrated juice; registered health tonics; wine; and spirits. Larger containers of plain water, juice and flavoured milk containers (1 litre or more) are also excluded.

Who is CitizenBlue? CitizenBlue and its member groups (who are a consortium of NSW Charities working on tackling litter and marine plastic pollution) is a newly established non-profit organisation and are unabashed champions of the use of Deposit Systems.

We also have wide recognised expertise and understanding and are equally sensitive of the need to actively seek to help large points of beverage consumption harness the features of a Container Deposit System, and our members have authorised us to share the knowledge and experience gained over 15 years studying the operation of Deposit Systems across every jurisdiction in the world.

We understand that these systems can disrupt your business and affect your pricing, but we also seen many deposit system operations that, when deployed become hugely popular across the hospitality sector.

Our Pledge to You is to ensure you receive the highest quality service and assistance to recycle your beverage container waste. Our aim is to measurably improve your businesses waste efficiency, the cleanliness of your premises and surrounds and save you money.

You can be assured of our motivation to maximise your redemption level, as the official authorisation by the Network Operator to pay your refund is the same transaction which authorises our fee for sorting your containers.

Our Pledge to the NSW Community is to not only recover some 50million beverage containers a year that have entered the environment or represent the greatest threat to do so but also to reinvest every cent we earn back into cleaning up our streets and parks and eliminating the proliferation of plastic in our harbour and on our beaches – for every container we recover via the CDS we have the financial resources to recover another 3.75 similar pieces of garbage.

Key Redemption Issues:

1. Anyone can deliver any eligible beverage container to any collection point and receive a refund. This means that you can choose to drop off at the most convenient collection point, have a recycler or contractor collect and deliver your containers to a collection point, or use one of many collection points that will offer to collect your containers for you.
2. Only an authorised collection point may earn the fees to handle the collection, sorting and counting process – so take advantage of the service.
3. You will only receive a valid refund for a container that is presented in tact (not a broken bottle or crushed can) and where the bar code can be scanned at an authorised collection point. There are many ways to help your staff handle beverage waste more easily that will minimise breakage that your collection point should offer to you.
4. Separating eligible and non-eligible containers is difficult in a busy venue (particularly keeping beer and wine separate. Given your establishment size you should expect your collection point to offer you assistance with separation, bins, bags trolleys etc. to hold your containers, audit reporting identifying the containers they collect that are ineligible for a refund and those eligible containers rejected due to breakage etc.
5. There is no reason you should not earn the full 10¢ refund for every eligible container presented to the collection point.
6. You have the right to be paid instantly, in cash, upon presentation of a valid container to a collection point, but given the time to count and sort your volumes of returns it is probably easier to leave your empties for counting and receive your refund via an electronic payment.

CitizenBlue Services to the Hospitality Sector:

CitizenBlue aim to ensure that our collection systems ensure the fast and uninterrupted flow of your bar, kitchen and servery areas, by providing all our hospitality sector customers with:

1. An appropriately sized bag and bin system to contain your empties in your waste storage and under bar areas.
2. We can collect your empties on a regular schedule reflecting the frequency with which you fill the bins, the collection service comes at no cost so long as we pick up the minimum of 1,500 containers necessary to pay for the pickup. You don't have to sort your containers – we are happy to save you time by doing the sorting at our premises; which also allows us to maximise your redemption level. Non CDS containers will be recycled through a partnership we have formed with a local Materials Recovery Facility but may attract a small charge for their disposal.
3. We operate both a business hours collection and a night key service where we access a secure area and collect your empties out of trading hours.
4. If you would prefer to drop off your empties to our facility in Rosebery, your delivery is prioritised through our express unloading dock and we are also able to provide you with a pin code to access our unloading docks after hours.
5. If the volume of empties you produce at your premises is sufficient we can also look at providing scanning and counting devices to record bar codes on premises – speeding up the redemption process even further.
6. As part of our wider campaign transform Sydney into the cleanest city in the world we are also able to install several public place recycling bins around your premises to capture keep your property boundary spotless. These bins are serviced daily and will also help to inform your patrons about the CDS so they will understand why their prices may have gone up.
7. Pop Up Refund Stations and anti-litter Bins can be provided and staffed by CitizenBlue for any events your business caters.
8. Each month we will provide you with a report on the average price impact our customers (and the public are experiencing) and a benchmark against your own price experience so that you are well prepared if any bottler is acting unscrupulously.



High Speed Bulk Sorting Machines from Tomra Australia will allow us to redeem 15,000 containers an hour.



To minimize any disruptions to your trade, CitizenBlue can pick up or receive your empties 24/7.

9. Our automated sorting and counting machines collect a wealth of information and we are able to provide you with real time reporting on the type and number of containers we received (potentially even brand data), refunds paid and the fate of any rejects. This allows you to reconcile against your sales and keep track of the real impact of the redemption services.

What We Need to Know to Provide you with the Best Service

1. What are your monthly sales of packaged beverages? If possible, could we also get a breakdown by product groupings (so we know the proportion of empties that are excluded from the CDS). This is most easily tracked through your purchasing records.

2. What waste and recycling storage capacity do you currently have? Where are your containers stored for collection now?

3. Briefly describe how you sort, collect empties from your bar and servery areas:

4. Do you prefer to deliver or collect? What are your preferred collection times?

5. Do you provide catering for external events and/or undertake events on premises? Would you require a redemption service or refund bins setup to capture your empties?

6. Are there any special needs or considerations we should know to affect an efficient redemption service for you?
