

# Implementing a Reusable Foodservice Ware Program in Your Business

Webinar

October 11, 2023

10:30 a.m. – 11:30 a.m.



# Land Acknowledgement

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

# Recording



This webinar is being recorded only for the purpose of creating a summary of the question and answer period.

# Introduction

# Webinar Objectives

1. Overview the City's Reducing Single-Use Program
2. Hear from a panel of 3 City of Toronto Reducing Single-use program service providers
3. Give an opportunity for you to ask questions

# Introductions

## City of Toronto, Solid Waste Management Services

- Anthony Krmek
- Marie-Helen Brillinger

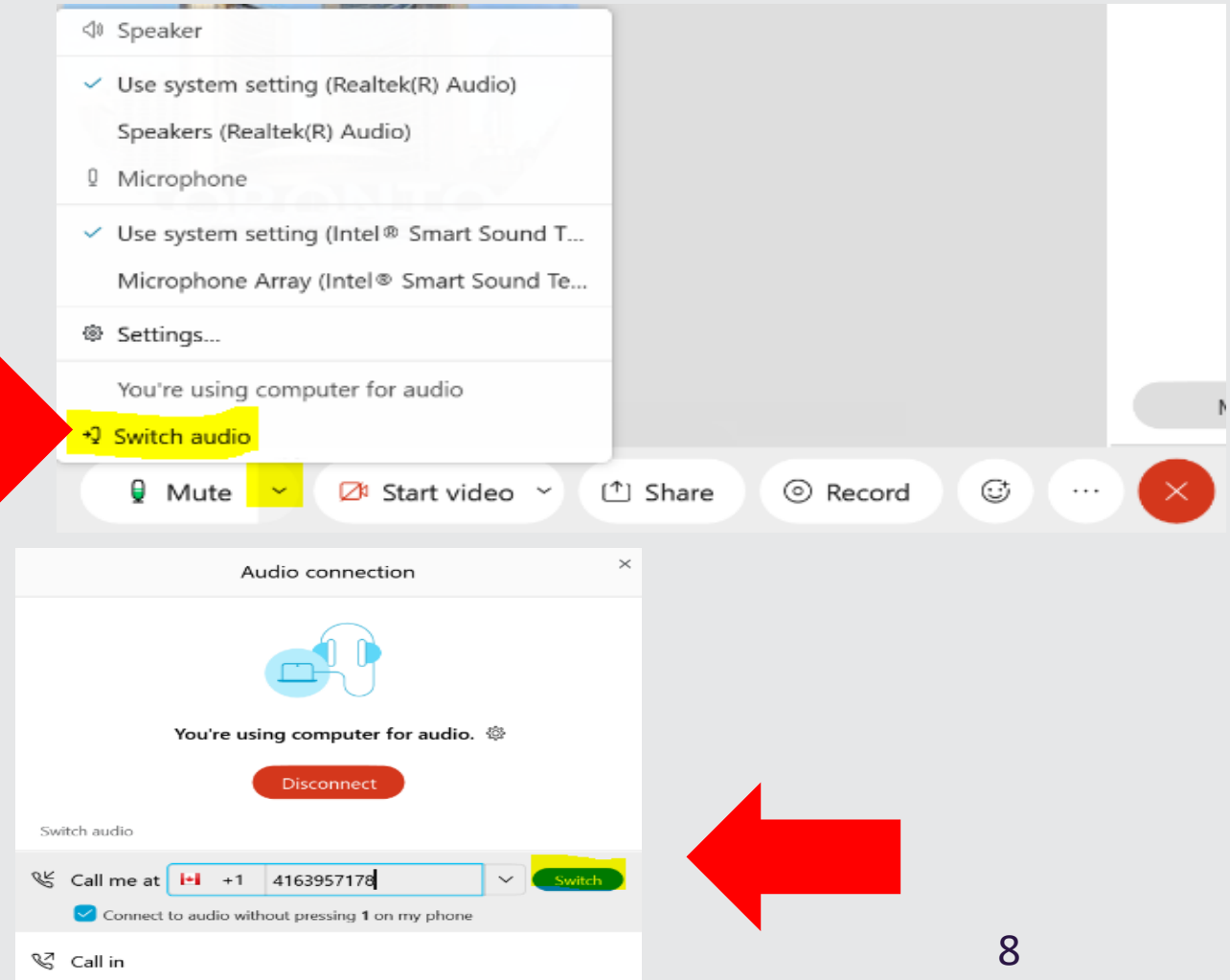
## Reducing Single-Use Program Panelists

- Kayli Dale, Friendlier
- Megan Takeda-Tully, Suppli
- Scott Morrison, Muuse

# Webex Basics

# Webex Audio Trouble?

1. Click **the arrow** beside your mute button
2. Click **“Switch audio”**
3. Use **“Call me”** function
  - Enter your phone #
  - Webex will call your phone
  - No long distance charges



The image shows two screenshots from a Webex interface. The top screenshot displays the audio settings menu, where the 'Switch audio' option is highlighted in yellow and pointed to by a red arrow. The bottom screenshot shows the 'Audio connection' dialog box, where the 'Call me at' field is filled with '+1 4163957178' and the 'Switch' button is highlighted in yellow, also pointed to by a red arrow.



# Audio still not working?

## Call Into the Meeting

Dial: **416-915-6530**

When prompted for a meeting number enter:  
**2633 168 4701**

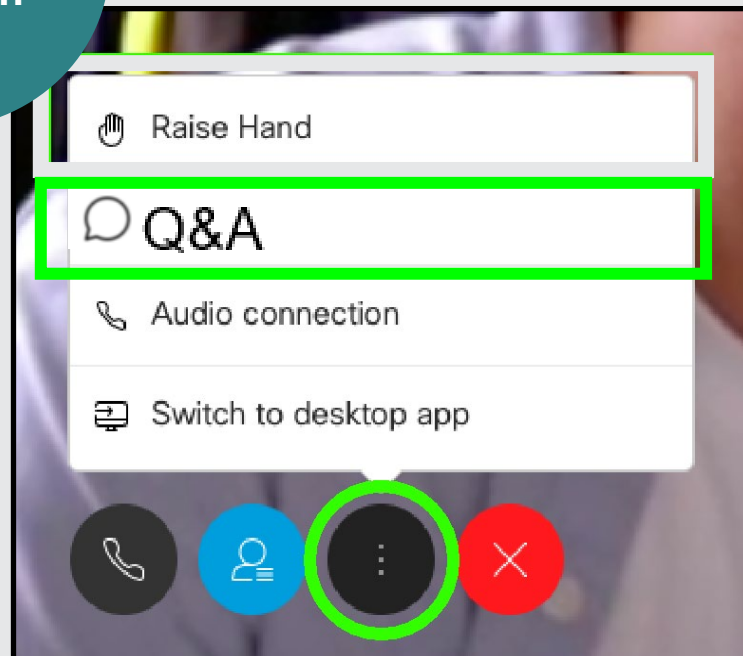
# Participating by Computer



## Via the internet browser

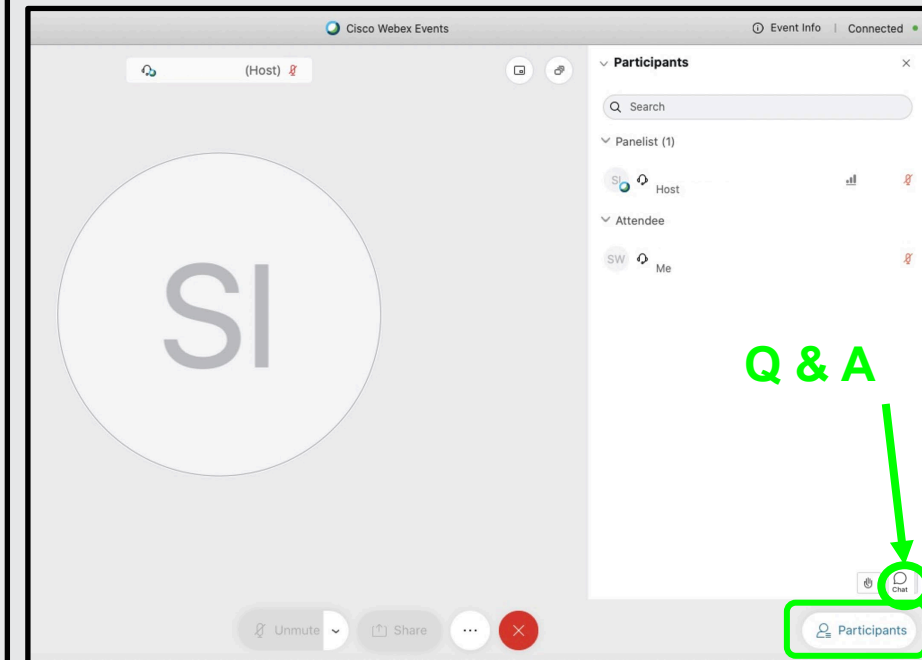
Click the “...” button at the bottom of the video window and select “Q&A”.

Type your question



## Via the Webex App

Click the Participants button at the bottom of the video (the Participants panel will open to the right). Then click the “Q&A” button at the bottom right.



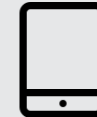
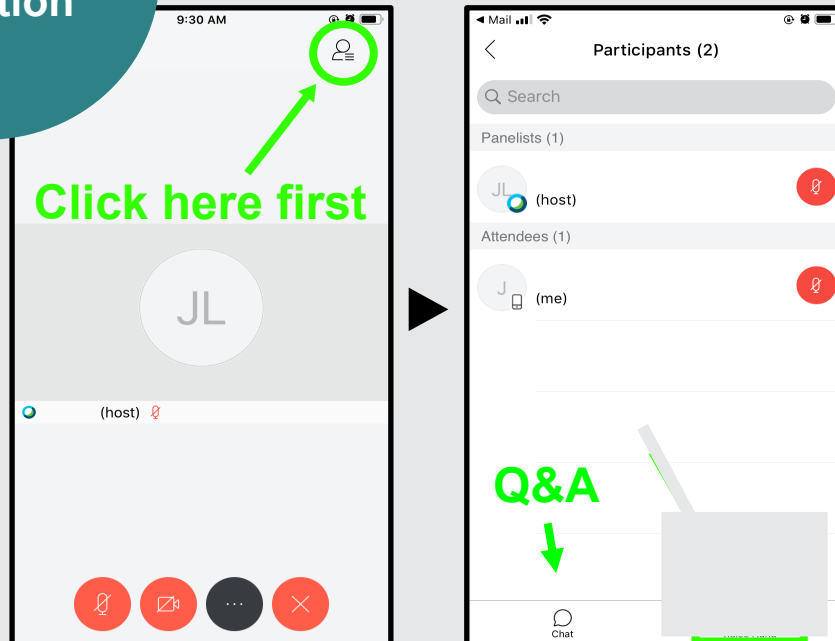
# Participating by Smart Phone or Tablet



## For smartphones

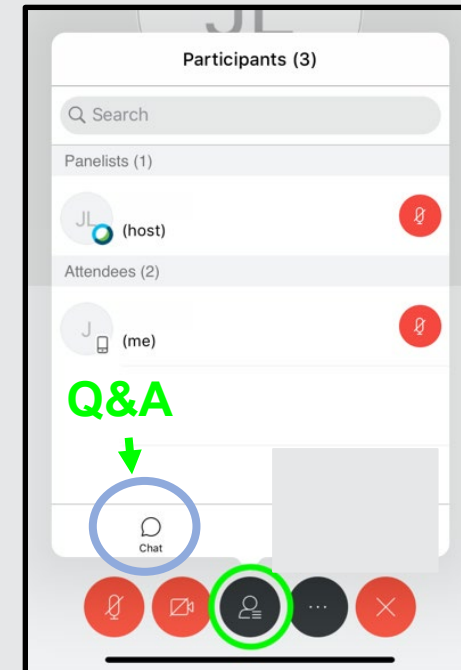
Click the Participants panel button at the top right corner of the screen. Then click “Q&A” at the bottom right of the screen.

Type your question



## For tablets

Click the Participants panel button at the bottom of the screen. Then click the “Q&A” button at the bottom right.



# Raising Your Hand by Phone



- To raise your hand virtually, **key in \*3.**
- The Host will see a hand up beside the last four digits of your phone number
- During the Q&A period, the Host will unmute you and let you know that you can speak

# Code of Conduct

## Be Patient

Virtual meetings don't always run as smoothly as planned.

## Be Brief

Limit yourself to one question or comment when called on to speak.



## Be Respectful

The City of Toronto is an inclusive public organization. Discriminatory, prejudicial or hateful comments and questions will not be tolerated and you will be removed from the meeting.

**We want to hear from you –  
all questions are good questions!**

# Disclaimer

The panelists presenting at today's webinar are being recognized as Reducing Single-Use Program participants. They have been selected to present because of their enrollment in the Reducing Single-Use Program and represent a variety of types of reuse systems available to businesses that can assist in the reduction of the use of single-use and takeaway items in a businesses operations. The City is not endorsing any one specific company or business. None of the opinions expressed by the panelists should be consider those of the City. The City encourages you to visit the [Reducing Single-Use Directory of Service Providers](#) to see a listing of all Service Providers who have been accepted into the Reducing Single-Use Program.

# City of Toronto Reducing Single-Use Program

# Reducing Single-Use Program

## Stage 1 – City of Toronto Single-Use and Takeaway Items Reduction Strategy



### What are single-use and takeaway items?

- A single-use or takeaway item is any product designed to be used once, after which it is disposed of, either into the garbage, Blue Bin (recycling) or Green Bin (organics).
- Typically, these products are not designed for durability or reuse.



# The City's Reducing Single-Use Program



In June 2021, Toronto City Council approved the updated **Single-Use and Takeaway Items Reduction Strategy – Stage 1**, taking into consideration the social, financial, and health-related impacts on Toronto residents and businesses due to the COVID-19 pandemic.

Three program objectives:

1. Voluntary measures
2. Recognition
3. Education and support for the public

# Objective #1:

To encourage and enable businesses to take small, **voluntary** steps to eliminate the unnecessary use of single-use and takeaway items in their day-to-day operations.

# Objective #2:

To **recognize** and celebrate businesses that are demonstrating leadership in reducing single-use and takeaway items

# Objective #3:

Public education to encourage the use of reusable cups and containers and refuse items they don't need

# Reducing Single-Use and Takeaway Items Guide

## NEW: Reducing Single-Use and Takeaway Items Guide

### Reducing Single-Use & Takeaway Items Guide

#### Product alternatives guide for Toronto food service businesses










The City of Toronto remains committed to helping residents and businesses reduce waste and litter from single-use and takeaway items. Reducing single-use and takeaway items supports the City's [Long Term Waste Management Strategy](#) and aspirational goals of a zero waste future and circular economy.

The City's Single-Use and Takeaway Items Reduction Strategy targets reducing single-use and accessory items made from all types of materials, not just plastics. Single-use and takeaway items require valuable

resources and energy to produce, collect and dispose of. These items often end up in landfill or as litter, which can pose risks to the environment and animals.

We would like to thank Toronto residents and businesses for their feedback and support for waste reduction heard during the City's public consultations on single-use and takeaway items in 2018, 2019 and 2022, as well as for their waste reduction efforts to date and moving forward. Together, we can keep more waste out of landfill and benefit the environment.



	CUPS Cold Beverages   Hot Beverages	CONTAINERS Hot and/or Wet Prepared Food   Dry Prepared Food	ACCESSORY ITEMS Utensils   Other
BEST	<b>Reusable</b> ✓ <ul style="list-style-type: none"> <li>Accept reusable cups from customers</li> <li>Provide reusable cups for dine-in service</li> <li>Choose durable reusable cups that can withstand repeated cleaning according to Toronto Public Health standards</li> <li>Consider a deposit-return or cup-sharing program</li> <li>Choose durable reusable cups that can be recycled at end of life</li> </ul> 	<b>Reusable</b> ✓ <ul style="list-style-type: none"> <li>Accept reusable containers from customers</li> <li>Provide reusable serviceware for dine-in service</li> <li>Consider membership in a container-sharing program or offering your own branded reusable containers for sale</li> <li>Choose durable reusable containers that can withstand repeated cleaning according to Toronto Public Health standards</li> <li>Choose durable reusable containers that can be recycled at end of life</li> </ul> 	<b>Reusable</b> ✓ <ul style="list-style-type: none"> <li>Distribute only upon request</li> <li>Provide reusable utensils, including chopsticks, for dine-in service</li> <li>Serve condiments such as ketchup and mustard in reusable cups or dispensers</li> </ul> 
GOOD	<b>Recoverable</b> ✓ <ul style="list-style-type: none"> <li>Choose cups that are made with a single plastic such as High-Density Polyethylene (HDPE), Polyethylene terephthalate (PET) and Polypropylene (PP) or paper fibre material, not lined or layered with other materials</li> <li>Choose recyclable plastic lids</li> <li>Choose cup sleeves made with recyclable paper</li> <li>Check with your waste collection service provider to ensure any alternatives are accepted by them in their recycling or organics program</li> </ul> 	<b>Recoverable</b> ✓ <ul style="list-style-type: none"> <li>Choose aluminum containers and recyclable lids</li> <li>Choose products made from a single plastic such as High-Density Polyethylene (HDPE), Polyethylene terephthalate (PET) and Polypropylene (PP) or paper fibre material, not lined or layered with other materials</li> <li>Check with your waste collection service provider to ensure any alternatives are accepted by them in their recycling or organics program</li> </ul> 	<b>Recoverable</b> ✓ <ul style="list-style-type: none"> <li>Distribute only on request</li> <li>Use paper straws that are not lined with other materials such as plastic</li> <li>Check with your waste collection service provider to ensure any alternatives are accepted by them in their recycling or organics program</li> </ul> 
AVOID	<b>Problematic materials</b> ✗ <ul style="list-style-type: none"> <li>Avoid cups and lids that are labelled as compostable or biodegradable</li> <li>Avoid black plastic and foam cups and lids</li> </ul> 	<b>Problematic materials</b> ✗ <ul style="list-style-type: none"> <li>Avoid containers and lids labelled as compostable or biodegradable</li> <li>Avoid foam and black plastic containers</li> </ul> 	<b>Problematic materials</b> ✗ <ul style="list-style-type: none"> <li>Avoid single-use plastic utensils (any colour)</li> <li>Avoid utensils labelled as compostable or biodegradable</li> <li>Avoid pre-packaged single-use utensils bundled with other items such as napkins</li> </ul> 

Federal Single-Use Plastic Prohibition Regulations introduced restrictions on

- checkout bags, cutlery, foodservice ware, stir sticks and straws starting December 20, 2022
- ring carriers starting June 20, 2023
- flexible straws packaged with beverage containers starting June 20, 2024

### Quick Facts

- Reusable products are the lowest waste option.
- Paper products coated with plastic or wax cannot be composted in the City's Green Bin organics program or recycled in the City's Blue Bin recycling program. These products should be disposed of in the garbage unless otherwise advised by your waste collection service provider.
- Most paper fibre products are compatible with the City's Green Bin organics program if soiled with food or drink residue.
- Compostable and biodegradable plastic items, such as cups, containers and utensils, are not accepted in the City's Green Bin organics program or Blue Bin recycling program. These products should be disposed of in the garbage unless otherwise advised by your waste collection service provider.

### Resources

City of Toronto customers can check the Waste Wizard at [toronto.ca/wastewizard](https://toronto.ca/wastewizard) or via the TOWaste app to find out if alternative products are accepted in the City's Blue Bin recycling and Green Bin organics programs.

Learn more about why compostable and biodegradable products are not accepted in the City's organics and recycling programs at [toronto.ca/single-use](https://toronto.ca/single-use).

For more ReduceWasteTO Reducing Single-Use program information and resources, visit [toronto.ca/reducingsingleuseprogram](https://toronto.ca/reducingsingleuseprogram).

For more information on the Federal Single-Use Plastic Prohibition Regulations, including guidance documents and fact sheets, visit <https://www.canada.ca/en/environment-climate-change/services/managing-reducing-waste/reduce-plastic-waste/single-use-plastic-overview.html>

Disclaimer: This guide is not intended to provide information about food safety practices nor provide legal advice on applicable food safety laws and requirements. All premises that manufacture, process, prepare, store, handle, display, distribute, transport, sell or offer for sale food must comply with the Ontario Food Premises Regulation (O.Reg. 493/17) under the Health Protection and Promotion Act.

# Get Involved

## Become a Program Participant

Exciting opportunities for businesses to register and to become an official Program Participant.

- Complete and submit an online application form by visiting:  
[www.toronto.ca/reducingsingleuseprogram](http://www.toronto.ca/reducingsingleuseprogram)
- Upon approval as a Program Participant\* your business will receive **branded promotional materials** to display in your place of business including official window clings and posters

\*Terms and conditions apply



# Thank you!

## Contact Information

You may contact us for more information or to provide feedback:

Email: [WasteStrategy@toronto.ca](mailto:WasteStrategy@toronto.ca)

Telephone: 416-392-3760

# Panelist Introductions

## Reducing Single-Use Program Participants – Service Providers

- Kayli Dale, Friendlier
- Megan Takeda-Tully, Suppli
- Scott Morrison, Muuse



# Kayli Dale, Friendlier



**friendlier**  
BECAUSE THE PLANET ISN'T SINGLE-USE.

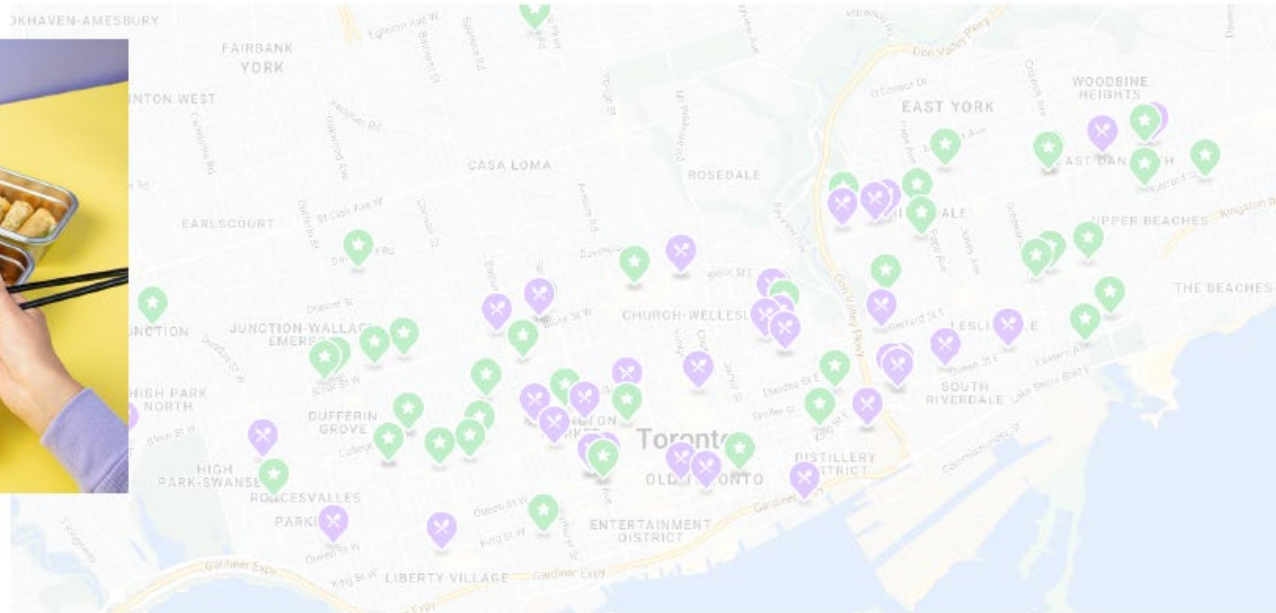
Trusted by over 200 businesses including:

 COMPASS GROUP  
 SKIP THE DISHES  
 aramark  
 Loblaws

[www.friendlier.ca](http://www.friendlier.ca)

# Megan Takeda-Tully, Suppli

**suppli.** | Same food. Less waste.



[www.mysuppli.ca](http://www.mysuppli.ca)  
[@mysuppli](https://www.instagram.com/mysuppli)

# Scott Morrison, Muuse

*Sustainability is in your hands*




## **For Consumers**

- FREE to borrow unlimited items, return within 30 days,
- No App to download - use phone camera to scan any item,
- Order through 3rd party apps, ie Uber, Skip, Ritual, Shopify & more!

## **For Vendors**

- Monthly subscription designed to save vendors \$ compared to single-use starting as low as \$22.50/Month,
- You-Wash or We-Wash models available,
- Choose between Universal or Customized products, allowing for branding of packaging or a customized consumer interface.

 @muuse.ca    [www.muuse.io](http://www.muuse.io)    [reuse@muuse.io](mailto:reuse@muuse.io)



# Questions?