

Whole Foods Market Waste Minimization Programs

CT DEEP Meeting
April 2018



North Atlantic Region facts

- Our region covers Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, and the eastern part of Connecticut
- 41 stores total -32 in Massachusetts, 3 in RI, 3 in CT, 2 in NH, and 1 in ME
- 3 Facilities- Bakehouse, Seafood Processing Facility, and Distribution Center
- Huge variations between rural (Hadley MA) to suburban (Glastonbury) to city (Symphony)

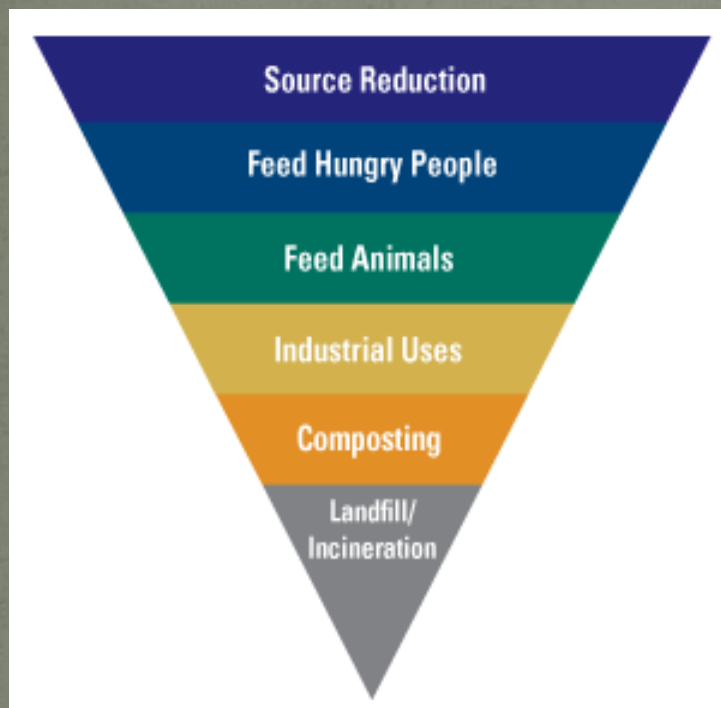


Traditional set up for our stores

- Two self contained 35 yard compactors – one for Compost and one for Trash
- Baler for OCC cardboard
- Container for Single Stream Recyclables
- Designated areas set aside for items we backhaul to our DC – Pallets, Fish Vats, Bales of OCC, stretch plastic, # 5 plastic, etc.
- Food Donation bins - designated area in receiving
- Food Donation bins – designated areas in walkins



EPA Food Recovery Hierarchy



- **Source Reduction** – Reduce the volume of food waste generated
- **Feed People** – Donate extra food to food banks, soup kitchens and shelters
- **Feed Animals** – Provide food to farmers
- **Industrial Uses** – Provide fats for rendering and food discards for animal feed production
- **Composting** – Convert food scraps into a nutrient rich soil amendment
- **Landfill Waste**



Waste is one of our single biggest areas of impact on the environment – and therefore one of the easiest ways for us to make a positive change. When we actively sort through all “waste”, we can divert valuable resources from landfill or incineration.





Waste Diversion

What is Waste? Anything we are “done” with and are disposing.

Does that mean it's trash? No!!! Much of what we consider waste has value or use to someone or something else – so we try to divert as much as we possibly can from going into the trash.

How do we do that?

- 1. Smart ordering/producing:** over ordering or over producing is a big source of waste, and the easiest way to reduce waste is to use all available tools to order and produce just what is needed.
- 2. Can losses/extra product be re-used somehow in the store?** Whenever possible, culls should be going to other teams like Prepared Foods to be reused or turned into something else.
- 3. Donate anything still edible to Food Bank.** If it can't be sold but is still good, we will donate to a local food bank so it goes to feed people.



Waste Diversion Training Videos

- Here are the videos we have:
- For Meat & Seafood teams training:
<http://videofarm/view.php?vid=6658>
- For Bakery & Prepared Foods teams training:
<http://videofarm/view.php?vid=6662>
- For Produce team training:
<http://videofarm/view.php?vid=6663>
- For Grocery & Whole Body teams training:
<http://videofarm/view.php?vid=6664>
- For Specialty & Dairy teams training:
<http://videofarm/view.php?vid=6665>



Partnership with Food Donation Connection

- Began in January 2014, and rolled out to all stores in NA Region by April 2014.
- Almost fully rolled out in all regions currently.
- Offered us the ability to have all items we can possibly donate, be donated.
- Helped us find agencies to pick up 7 days/week.
- Will vet all agencies for us, ensuring they meet the nonprofit standard for the IRS.
- Track recalled items, can trace from store to agency.
- Offered us reporting unlike anything we had previously.



Training Guidelines by team

- These were a collaboration between FDC and our Global Food Safety team.

Prepack Donation Guidelines



1. Pull expiring food and scan into "Food Bank" category.
2. Bag smaller items into 23"x24" food-safe donation bags.
3. Place food in red bins on four-wheel dolly or other storage devices.
4. Place storage devices into the walk in cooler (not freezer) to await Agency pick up.



Expiration Guidelines:

- Manufacturers set up their own quality guidelines for each item they produce. For both customer use and food donation purposes the food is still wholesome and safe to consume beyond that expiration date. The guidelines listed here are general consumption guidelines that are conservative in nature and represent the best practices for the salvage of surplus food. If at any time an agency or a recipient feels that a donated product is unsafe the product should be refused and destroyed.

Prep Prepack Food

Product:	Requirements:	Unacceptable Conditions*:
<ul style="list-style-type: none">SaladsSandwichesPizzaQuicheBurritosEtc.	Chill and store below 41°F	<ul style="list-style-type: none">MoldOff color or smellCompromised packaging
	Can consume 3 days past expiration	



Bakery Donation

We use large food-safe bags to donate multiple items together. There is a general allergen warning on the label since they are not individually packaged and don't have ingredients listed. This helps protect anyone with food allergies who might consume the product.

Bags for all fresh or loose food

These products are not recommended for consumers with food allergies since they are prepared on shared equipment. Please inform the donation agency if any person receiving or consuming this product has a food allergy.

Date

Donor ID#

Weight / Count

Item

USE FOR FOOD DONATIONS ONLY



If Contents are Frozen - See Reheat Standards on Back
Donation Questions: Call 1-800-831-8161
Donation Information: www.foodtodonate.com

Front Plate

These products are not recommended for consumers with food allergies since they are prepared on shared equipment. Please inform the donation agency if any person receiving or consuming this product has a food allergy.

If Contents Are Frozen Food - Properly Thaw & Reheat Food Before Serving

Store Food Frozen

Thaw Properly Prior to Reheating:

Keep food at or below 40°F during thawing process.

Reheat food within 24 hours after thawing

Reheating Temperature Standards:

Rapidly heat food to an internal product temperature of 165°F for at least 15 seconds.

Discard food if these temperature standards are not reached within 2 hours.

USE FOR FOOD DONATIONS ONLY



Back Plate



Most of the agencies we were working with continued along the same way, but some chose to instead partner with a larger agency like Food For Free or Lovin' Spoonfuls, who could pick up at our stores and then supply many smaller agencies. This has proven to be a good model in many ways, and more folks benefit overall.





Total Donations

We were able to double our donations through this program in the first year, and have remained steady since then.

On average, each store in our region donates just under one ton of food per week. We work with over 100 food rescue agencies in New England, many of whom work with other agencies – so the actual reach is quite large.

CT Agencies – Stores

Charity Name
BREAD OF LIFE
CHARITIES OF HOPE INC
CHRYSALIS CENTER INC
HARTFORD RESCUE MISSION
ISAIAH 58
LOAVES & FISHES MINISTRIES INC
MANCHESTER AREA CONF OF CHURCH
SALVATION ARMY GREATER HARTFORD AREA SERVICES
SOUTH PARK INN
ST MICHAEL FOOD PANTRY
WEST HARTFORD FOOD PANTRY

CONNECTICUT FOOD BANK

MEMBER OF
FEEDING
AMERICA

Whole Foods Market Distribution Center
Mr. Carmen Lagaipa
400 East Johnson Ave
Cheshire, CT 06410

May 15, 2017

The Connecticut Food Bank would like to thank you for the donation of **85,359 Lbs.**, you made in **April**, equivalent at **71,133 meals**.

Month	April
Donor	Whole Foods Market DIST CTR

Row Labels	Lbs.
Dry	101
Frozen	264
Produce	84,550
Refrigerate	364
ref	80
Grand Total	85,359

Total



Thank you for your continued support,

Sincerely,
Linda

Linda Hutchings
Procurement Coordinator

Our Distribution Center donates food to both the CT Food Bank as well as the Cheshire Food Pantry.

The DC also sends meat that it can't send to our stores to the Wolf Conservation Center in South Salem NY, to be fed to wolves and other animals.



Food Donations are an important part of our Waste Diversion process – as well as being an important way to help out the community. We have a lot of food that we cannot sell that is still good to eat, and donating it helps others while also keeping it out of landfills.





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Grind2Energy system

- Installed in our Andover store in June 2014
- First grocery store in US to have this system
- Next we installed in 3 city stores: our River St. store in Cambridge, and Symphony and Charles River in Boston.
- We now have this system in 16 stores in NA Region, and 1 each in 4 other regions – 20 total for WFM
- We are looking to open all new stores in NA Region with this system going forward.



Tank

- No room inside for tank at either Andover or River St, so it was put outside
- This required insulation to ensure it doesn't freeze in the winter – which adds to the size of the tank
- Both Symphony and Charles River are inside so no insulation required.
- The next 12 stores all put their tanks outdoors, using a blanket wrap.



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For the truly challenging sites





Jordan Dairy Farm Rutland MA

The slurry of food waste from the 10 stores with the G2E system go to the Anaerobic Digester on Jordan Dairy Farm. The manure from the cows is mixed with the food waste to produce energy, heat and fertilizer.

we're turning **FOOD SCRAPS** into

ENERGY ←

here's
how it
works:

1.  food waste is ground up and stored as liquid
2.  liquid waste is hauled to a digester (zero trips to landfill)
3.  digester transforms waste into renewable energy

these renewable energies include:


electricity


compressed
natural gas


heat



grind²energy™ &

EMERSON™

LEARN MORE AT www.grind2energy.com

In-store messaging


We've created some signage we can post in our stores to let our customers know what we're doing. These signs are in our stores with the Grind2Energy systems, along with a different version of Compost sign that says "food waste only".

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Composting

- We still send the rest of our stores' food waste and other compostable materials to various compost facilities.
- Even as we send more of our organic waste to Digesters, we feel there's still a place for traditional composting in our overall waste diversion program.
- Out of total of 44 locations:
 - 22 locations going to Anaerobic Digestion at 4 different Digesters in 4 different states
 - 22 locations going to complete composting facilities (meaning they take everything from meat to dairy etc)

Waste Diversion Done Right

 Straws are Trash

- 1** Food and Food Related Paper
- 2** Toss Knives & Forks into #5 Recycle bin

- 1** Empty Food into Compost
- 2** Toss Knives & Forks into #5 Recycle bin
- 3** Rinse or Wipe Containers

Empty & Rinse before recycling

Clean & Dry
dry cleaner bags
shopping bags



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Clear Signage is key – both front and back of house.

We partnered with Recycle Across America 2 years ago to introduce their standard recycling labels to our customers and team members. Their mission to increase recycling matches up with ours to reach Zero Waste, and they've been a great partner.

4 items

PRODUCE



Team-Specific BOH signs

We were able to customize our signs by team so that they can know with a quick glance at the sign on the bin, what are the most common items to go into that bin/stream. We also color code our bins to match the signs, so there's a consistent, easy system to know what goes into which waste bin/stream.



We also recycle many items that customers and TMs bring in



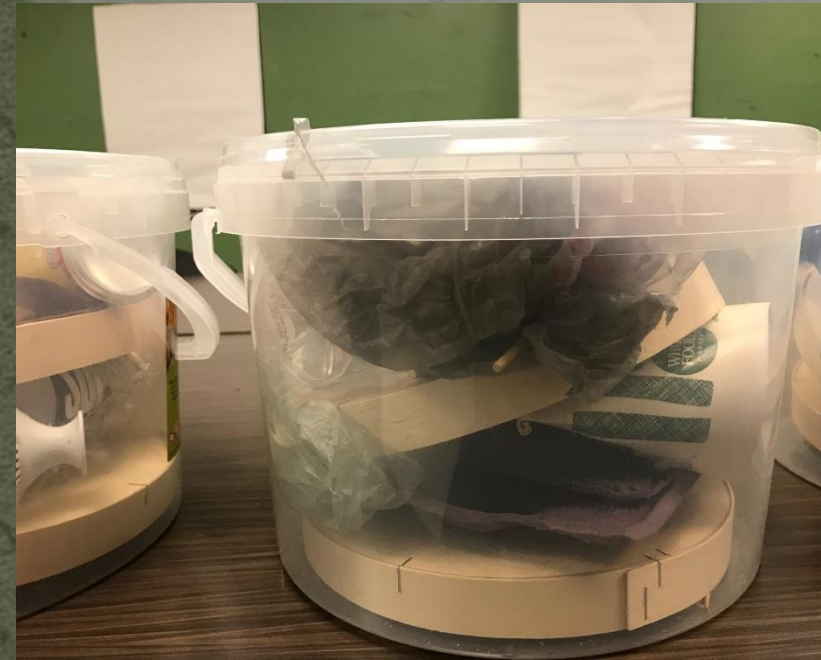
Waste Sorting Made Fun!

ARE YOU A GREEN MISSION WIZARD OF WASTE?

Take the **SORTING TESTS** to find out
how much **GREEN MISSION
MAGIC** you have!



The Supplies





Waste Sorting is more fun in a big group!

This was taken at the end of a two day event. Some of our most dedicated TMs stayed after all the vendors had left to clean up. It paid off for us, helping us to achieve Zero Waste for this huge event.



Zero Waste Day – Ideal and Impact

ZWD in May 2014 was the first one in our region recently – last one was in 2007.

It was a real teaching moment for many TMs – one STL called it “the single best training day all year long”.

ZWD in April 2015, 2016 and 2017 all built on the first one, and now TMs know what to expect.

And ZWD 2017 was the first time the other regions joined us!



Some general Best Practices

Have a space set up to receive and sort “trash”



Have TMs ready to sort and train



Best Practices in Action

A few stores decided to lay out a tarp to just empty bins onto – great visual!!







Glastonbury set up early on ZWD

Our Glastonbury store invented Cuppie – a coffee cup that travels all over trying to clean up litter. Check it out on Instagram or Twitter – [CuppiecleansCT](#).





Joseph Aurigemma is with Lida Perez. 8 mins · 🌱

Just over here saving the planet with my homegirl Lida. ♻️



Remember.....

- The Choices we make today will determine the choices we'll have available to make tomorrow.....so let's make some good ones!!



Thank you for your time today!

Karen Franczyk

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Region

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