

# Welcome to the Retail Toolkit

The Retail Toolkit was developed with the purpose of supporting actionable changes in retail operations to limit food waste across all departments and raise awareness with customers. As part of the Retail Toolkit, the [Food Waste Action Plan Template](#) provides the space for reflection, planning, and strategizing next steps in your food waste journey.

By initiating a Food Waste Action Plan, you create the opportunity to make a positive impact on your community, environment, and your business' bottom line. If you already have a plan, take a moment to review and incorporate any pieces from the Food Waste Action Plan Template that could help take your plan further.

Below, you will find targeted tools that can be used as they are or adapted to your own operations. The Retail Toolkit is broken out into actionable programs and associate- and consumer-facing materials. If you're interested in further improving your waste measurement, separation, and donation practices, the following companies and technologies allow for on-site engagement: [Spoiler Alert](#), [Wasteless](#), [Winnow](#), [LeanPath](#), [Neighbourly](#).

## 1 PREVENTION

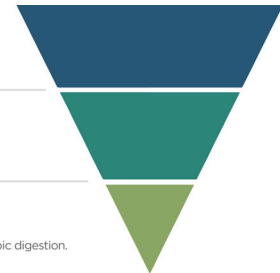
Reducing the amount of food that goes unsold.

## 2 RECOVERY

Donating surplus food to feed the hungry.

## 3 RECYCLING

Diverting food waste from landfills through use as animal feed, composting, or anaerobic digestion.



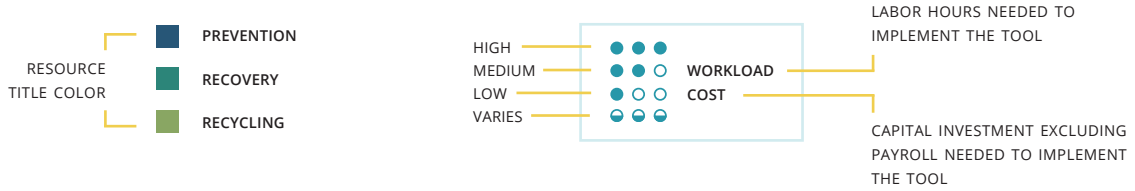
*This hierarchy is adapted from the Environmental Protection Agency (EPA), prioritizing a prevention-first mindset in the effort to reduce waste to landfill.*

This toolkit aligns with [ReFED Retail Food Waste Action Guide](#) and [WRAP's Retail Sector Guidance](#) and can help you work towards a food waste prevention and reduction plan.

For more information on how these tools relate to focus areas within your operation and how to train your staff to implement them, refer to the Resource Reference Guide on page 6.

The following is a **list of our resources** listed by audience, followed by purpose and notes for effective use in-store. All tools can be used or modified to suit the needs of your business' operations.

Use the following key to understand the workload and cost of each resource.



## ASSOCIATE-FACING TOOLS

### BACK OF HOUSE POSTERS

Visual reminders on appropriate waste saving tactics for everyday operations.

#### Reduce Handling

WORKLOAD ●●○  
COST ●●○

Aligned with ReFED's solution for reduced handling, this poster will remind your associates to handle produce with care in order to extend shelf life, reduce food waste, and maximize recovery potential.

##### ACTIONS

- o Print out poster and hang in location to maximize staff visibility

#### Order Quantities

WORKLOAD ●●○  
COST ●●○

Effective product management begins with mindful ordering—use this reminder to keep quantities in check.

##### ACTIONS

- o Print out poster and hang in an appropriate area

#### Donation Myth

WORKLOAD ●○  
COST ●○

Aligned with ReFED's recommendations for implementing donation programs, this poster dispels a common belief regarding sell-by dates to direct more edible food to your community. Communicate with your community partners on what they are willing to accept regarding sell-by dates.

##### ACTIONS

- o Print out poster, write in your store's donation partner and contact information. Hang in location to maximize staff visibility

#### Waste Separation

WORKLOAD ●○  
COST ●○

Remind associates the importance of diverting food from landfill through the various resources invested into food production and the consequences of landfilling food.

##### ACTIONS

- o Print out poster and hang in location to maximize staff visibility

#### Can You Compost This?

WORKLOAD ●●○  
COST ●●○

There are often mistakes that lead to contamination and the elimination of the potentially viable compost material. Determine how to accurately divert unavoidable food waste from the landfill in order to educate your team. Some of those questionably compostable items include:

- eggshells,
- bones,
- coffee pods,
- compostable dish and silverware,
- napkins or paper towels, etc.

- Every municipal compost facility is different so it is important to confirm how your local facility operates. Call your waste hauler or use [findacomposter.com](http://findacomposter.com) to determine your local regulations
- Cost may vary if starting new compost program

##### ACTIONS

- o Fill out the items for your locality, or write in the items after printing
- o Print and post near waste separation / disposal areas as a reminder to staff

## WORKSHEETS

The purpose of these worksheets is to increase communication within the team and across shifts, and provide a starting point for record-keeping. As a suggestion, storing these worksheets with existing store operational materials or into a new food waste binder could help to maintain organization as you add new prevention and reduction activities.

### Floor Walkthrough

WORKLOAD ● ● ○ ○  
COST ● ○ ○ ○

This tool can be used as an option in reducing property-wide waste. Collect information on case temperatures and check through notes at shift changes. Store these sheets for future reference. This worksheet contains details on:

- Waste-preventing inventory management
- Load-line walking
- Tips for setting up a waste separation station
- How to do a waste tracking spot check

#### ACTIONS

- o Print sheet and fill out appropriate store amenities—label departments and cases that will be checked, add any additional notes as they arise within the day
- o Label temperature-controlled cases with numbers to align with cases on checklist form
- o Designate the role(s) within your operation who will be responsible for filling out the walkthrough sheets at each shift change utilizing notes from the previous walkthrough

### Department Checklist

WORKLOAD ● ● ○ ○  
COST ● ○ ○ ○

To be used as an option for monitoring waste in any department, especially one with prep waste. Collect information on case temperatures and check through notes at shift changes. Store these sheets for future reference. This worksheet contains details on:

- Waste-preventing inventory management
- Load-line walking
- Tips for setting up a waste separation station
- How to do a waste tracking spot check

#### ACTIONS

- o Print sheet and fill out appropriate store amenities—label sheet with specific department of interest, note cases that will be checked, add any additional notes as they arise within the day
- o Label temperature-controlled cases with numbers to align with cases on checklist form

- o Shift change—executed at start of each shift / each shift change by Food Waste Action Team member
- o Designate the role(s) within your operation that will be responsible for filling out the walkthrough sheets at each shift change utilizing notes from the previous walkthrough

### Manager Audits

WORKLOAD ● ● ○ ○  
COST ● ○ ○ ○

To be used for tracking trends and anomalies via department checklist and store walkthrough worksheets, for the benefit of store and district managers in devising and adapting store's food waste strategy.

#### ACTIONS

- o Store manager audit—print sheet and review weekly to identify opportunities
- o District manager audit—print sheet and review items with store manager monthly. Use insights to take preventative and adaptive measures, and ensure the food waste strategy is functioning

## CONSUMER-FACING TOOLS

### RECIPES

WORKLOAD ● ○ ○  
COST ● ○ ○

Reframe customer expectations through waste reduction recipes. Print and place near the appropriate items.

#### Banana Zucchini Bread

#### Bell Pepper Dip

#### Simple Syrup

#### Spinach Pesto

- Create opportunity for sale of damaged bananas, zucchini, bell pepper, spinach, and other produce

### DEPARTMENT AND FOOD SAFETY POSTERS

Communicate preparation techniques, storage advice, and food safety education so that customers can shop with a food waste prevention mindset.

#### Bakery — Count Your Slices

WORKLOAD ● ○ ○  
COST ● ○ ○

#### Seafood — Be Cool, Stay Cool

#### Dairy & Other Depts — Date Label Inserts

#### Ambient & Other Depts — Use Your Senses

#### Butcher Department — Bone Broth Recipe

#### Produce — Use it in a Smoothie

##### ACTIONS

- o Print and post in areas of high visibility within the appropriate department
- o For inserts, find the document on the website of the appropriate heights for your cases
- o Print prepared sheet, cut, and slide into shelf edge of chilled cases (esp. dairy and eggs)
- o Or print on pre-perforated sheets
- o Placing markers in a vertical line across 3-4 shelves will improve visibility and message communication

## GUIDES

Implement these heavier lift guides to connect on a personal basis to the needs and interests of your customers. All programs can be altered and adapted to suit your operation.

### Donation Guide

WORKLOAD ● ● ●  
COST ● ○ ○

The first comprehensive donation guide for retailers detailed by role, this guide outlines how to start a donation program by connecting with local food recovery organizations, learning the coverage of the Bill Emerson Good Samaritan Act, and discovering how to obtain your tax deduction.

#### ACTIONS

- o Meet with the appropriate team members—admin, accounting—to discuss the procedures necessary to develop a donation program within your operation
- o Print and store for reference

### Produce Resource Guide

WORKLOAD ● ● ●  
COST ● ● ○

This guide defines the difference between cosmetic marks and evidence of decay in produce, and provides various pathways to make use of those items. Use this guide to establish protocol to make the most of your product and marketing opportunities.

#### ACTIONS

- o Train staff on the difference between cosmetically challenged produce and maturing or damaged produce
- o Implement next steps outlined in the guide that are appropriate for your operation

## RESOURCE REFERENCE GUIDE

Tool	Focus Area	Department(s)	Training & Education
Reduction Recipes	Quality & Damages	Produce	Educate associates on how to answer basic questions regarding recipes
Produce Resource Guide		Produce	Hold training session with all Produce Dept employees regarding current culling and storage practices
Floor Walkthrough Form		All Departments	<p>Hold a multi-faceted training session:</p> <ul style="list-style-type: none"> <li>• Culling procedures and proper merchandising (tie in w/ Produce Quality Guide)</li> <li>• Load Lines—how to inspect and their importance</li> <li>• Store specific markdown procedures</li> </ul>
Reduce Handling Poster		Produce	Train staff on various ways to reduce handling of produce items to extend shelf life and reduce food waste
Donation Guide	Food Safety	All Departments	Train each employee type on donation roles and responsibilities
Donation Poster		All Departments	Discuss with your team the impact that your donations have made or will make within the community
Date labeling & Use Your Senses Posters		Dairy and Ambient	Train staff regarding answering questions basic about date labels using the “sniff test” at home
Know Your Order Poster	Excess	Back of House	Hold a refresher training on proper ordering procedures and how to positively impact food waste reduction
Department Posters	Preparation Waste	All departments	Hold an information session explaining the purpose of the department posters and background information behind each message
Department Walkthrough Form		Single Department – generic form	<p>Hold a multi-faceted training session:</p> <ul style="list-style-type: none"> <li>• What are minimal handling guidelines</li> <li>• Store quality standards</li> <li>• How to ensure proper inventory management</li> <li>• Waste separation (tied to poster)</li> <li>• Store specific markdown procedures</li> <li>• How to do a proper equipment check</li> </ul>
Waste Separation Poster	Miscellaneous — Theft, Shrink, etc.	Back of House	Educate staff on the proper destination bins for waste, and what can and can't be composted