

# LITTER FREE BUSINESSES

A TOOLKIT FOR BUSINESSES TO REDUCE SINGLE-USE PLASTIC



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# SO YOU WANT YOUR BUSINESS to TAKE ACTION for LITTER FREE RIVERS? BRAVO!

Australians love the great outdoors and we save a special place in our hearts for our rivers. From the outback to the ocean, rivers support a variety of human activities including agriculture, aquaculture, fishing, recreation and tourism and provide vital habitat for wildlife, including the iconic platypus.

Unfortunately all freshwater species, including the platypus, are experiencing serious threats to their survival caused by pollution and changes to habitats. Even though the majority of plastic items are used and disposed of on land, our freshwater environments are subject to extensive pollution by plastics, entering through the litter stream and storm water discharge.

Millions of tonnes of plastic end up in our rivers and the ocean every year which animals can ingest or get entangled in. Single-use plastic is an unnecessary convenience with a big impact.

#### What's the Problem with Single-Use Plastic?



**Used once, lasts forever.** Every year we use over **300 million tonnes** of new plastic. Half of this we use just once.



In Australia, 150 million plastic bags end up as litter, only **3%** of them are currently being recycled and **200,000** bags are dumped in landfill every hour.



Australians use **2.7 billion single-use plastic straws** every year. Used on average for 20 minutes, they then can take anywhere from 450 years to never to break down.



#### Plastic breaks up not down...

fragmenting into ever smaller pieces, microplastics are turning our rivers into plastic soup, and end up in the food chain, and in us!

#### Reducing plastic is good for our rivers and oceans...



**8** million tonnes of plastic waste leaks into the world's oceans every year.<sup>2</sup>



Freshwater ecosystems provide habitat for at least **126,000 known species** of fishes, molluscs, reptiles, insects, plants and mammals despite covering less than 1% of the Earth's surface.



Entanglement in litter, especially discarded fishing line and yabby traps, cause many drowning deaths of platypus.



Plastic pollution adversely impacts over **700 species** 

#### And good for your business



Reducing disposable products reduces waste and associated removal costs.



Many shoppers look for the "green" credentials of a store to decide between competitors.



Research indicates that 8 out of 10 shoppers support a plastic bag ban.<sup>1</sup>



Business decisions can influence producer responsibility more greatly than consumer decisions alone, having an even bigger positive environmental impact.

<sup>&</sup>lt;sup>1</sup> Review of the Plastic Shopping Bags (Waste Avoidance) Act 2008. Martin Aspin Independent Consulta<mark>nt.</mark>

<sup>&</sup>lt;sup>2</sup> http://science.sciencemag.org/content/347/6223/768

### WHAT CAN YOUR BUSINESS DO?

Disposable items are in every aspect of our lives but the fact is that there ARE alternatives! While consumers create the demand for disposable items, more often than not it is because of convenience and because alternatives are not readily available. Businesses can do their part by cutting the supply of single-use plastics altogether.

Plastic has only been widely manufactured and distributed for 60 odd years. Business has been operating for a lot longer than that! We don't need plastic to run successful businesses. Given the increasing awareness and demand about the litter in our rivers, we would argue that the more environmentally sustainable a business operates, the more sustainable the business model is in the long run!

This toolkit contains everything you need to go Litter Free:

- 1. **Identify the problem:** how to do a plastic waste audit and a supply chain audit
- 2. **Find solutions:** a list of alternative items and suppliers and case studies of businesses that have made the switch
- 3. **Influence decision makers:** communicating with your customer base, staff and directors, FAQs
- 4. **Celebrate and spread the good word!** PR and marketing how-to's, posters
- 5. **Personal service** for everyone that downloads a toolkit we will arrange a 10 minute phone call to see how you are getting on, if you need any assistance or guidance. We want you to succeed and are here to help! Please contact the Taronga Community Conservation team any time on <a href="mailto:pfo@zoo.nsw.gov.au">pfo@zoo.nsw.gov.au</a> or 02 9978 4733.



### CHAPTER ONE: IDENTIFY the PROBLEM

#### **How To Conduct An Audit**

The first step in reducing litter is to understand how much you are creating currently. This provides a baseline for measuring your success and communicate your impact to staff and customers.

A bin audit is a great way to see how much plastic you dispose of in your workplace and will help you to determine areas that can be improved in your internal operations. You can opt for a comprehensive audit, weighing all the rubbish or go for a simple audit and just count the number of plastic items.

#### What you need:

- Rubber gloves & tongs
- Newspaper or tarpaulin
- Record sheet
- Weighing scales
- Rubbish from bins
- A suitable place to sort rubbish (out of the wind!)

#### What to do:

- 1. Spread the rubbish or waste onto a newspaper or tarpaulin.
- 2. Separate it into different categories: food/compostables, cardboard, paper, metal, soft and hard plastics.
- 3. Separate plastics into type bottles, containers, cling film, single-use types (eg straws, lollipop sticks), food packets etc.
- 4. Weigh or count the number of pieces in each group.
- 5. Write down weights or counts in the spreadsheet provided.
- ① Note which bins or what area you've audited somewhere so you can replicate it again in future.

#### **Finding The Source**

Examine all of the items in the plastics category and see how many of each type were collected. What has been generated onsite vs from externally? How much is single-use? Are there alternatives? How can your staff lead by example?

Reducing plastic is an excellent way to gain exposure for your store in the media. To be able to scream and shout about the great work your store is doing you need to know the specific figures.

#### Supply Chain Audit

Conduct a **Supply Chain Audit** to identify items that are in your supply chain but don't go through your waste stream (e.g. coffee cups that get taken away by customers, heavily packaged food products that you sell, sauce sachets etc.)

#### Pick one or more items from the record sheet or your operations to begin.

- 1. **Assess the amount** you ordered in the last month and how long it took you to hand these out to customers. Audit how many you give out a week/peak day. How often do your order plastic bags, how many is in your order? Separate it into different categories: food/compostables, cardboard, paper, metal, soft and hard plastics.
- 2. **Analyse your processes** Where are the items ordered from? Who by? How are they given out to customers? Do you receive goods wrapped in single-use plastic?
- 3. **In three months time**, complete the same assessment to determine the amount of single-use plastic you've saved from entering the waste streams, or worse, the environment. Celebrate the impact no matter how small and keep the momentum going.

#### **Record Sheet**

Plastic type	Number of items	Weight	Amount per week	Amount per month	
Cups and lids					
Chromin					
Straws					
Bags					
Bottles					
Soft food packaging (eg. sauce sachets)					
Foodware: Cutlery, Plates, Cold drink cups					
Take away containers: Plastic, Polystyrene					
Other					

Do you want to assess your onsite waste and explore reduction options? Contact a local <u>Bin Trim assessor</u> - they can help you reduce waste, implement recycling strategies, and help you apply for funding to instigate these strategies in your store.

### **CHAPTER TWO: TAKE ACTION**

#### Phasing out single-use plastic from your business requires a double-pronged approach that includes:

- 1. Fostering a 'BYO' culture amongst your customers and encouraging a behaviour shift to reflect this. Separate it into different categories: food/compostables, cardboard, paper, metal, soft and hard plastics.
- 2. Offering customers an alternative to single-use plastic items.

And if you can, influence producers and manufacturers to stop using plastic products and packaging, or switch to using recycled content.

#### 1. Encourage Your Customers To BYO

Ensuring customers remember to bring their own reusable cups or bags with them is equally as important as providing alternatives. Consider rewarding behaviour and creating loyalty amongst your customers by offering a discount or incentives like double reward stamps.

Communication is essential when it comes to fostering behavioural change amongst your shoppers. We've dedicated an entire chapter outlining how to ensure your customers are aware of the efforts you're making and what they can do to help.

#### 2. Reduce Then Switch

See the following sections for ways to reduce common litter items from your business operations. All the hard work has been done for you - there is a comprehensive list of suppliers included in this toolkit to make switching easy.

#### 3. Support Your Staff

Supporting your staff through the change is just as important as guiding your customers. You need to bring everyone on board to make the switch sustainable and create a new litter free culture. We've got a game plan for communicating the switch and then sharing the good news around.

#### 4. Go Further

Take a look at the goods you receive. If there is a lot of excess packaging first see if you can reduce it, or recycle it appropriately if it's unavoidable.



### LESS POLLUTION IS the BEST SOLUTION

#### **Straws**

The fact is the vast majority of customers don't need a straw to drink, and there are always options out there for customers that physically require straws.

The simplest thing to do is **stop displaying or offering straws** as the default. Many businesses have found it instantly reduces use and cost by up to 80%! These savings offset the purchase of paper straws or a small supply of metal or glass straws that can be washed and reused instead.

See our supplier list for straw alternatives. If you want extra support or to delve deeper into this issue, The Last Straw has many resources available.

#### **Bottles**

Plastic drink bottles are a tough one. Many prepackaged drinks come in plastic containers, rather than glass, aluminium or paper. Plastic is the least recyclable material, only 9% worldwide is recycled at all and it can only ever be down-graded through the recycling process. Compare than with aluminium, where 75% of the material produced is still in circulation today.

Consider offering beverages in washable cups or stocking products with more recyclable packaging. This isn't always feasible though. In that instance, the best option is to encourage your customers to recycle their beverage containers through the <a href="NSW">NSW</a> Return and Earn system. Why not become an over-the-counter drop off for the scheme?



#### **Coffee Cups**

The best way to cut down on disposable coffee cups is to incentivize customers to bring their own. Foster a culture of BYO by offering double reward stamps if they BYO mug or cup, or offer a 50¢ discount.

If you sign up to the <u>Responsible Cafes</u> program, they provide information, tools, and promote your café on their website. Save money, save waste AND free promo? What's not to love?!

Of course, may customers will still want the so called "disposable" cups. The most environmentally responsible option in this instance is to supply fully compostable cups.

Next best is recyclable cups. <u>Simply Cups</u> or a similar system should be utilised to ensure cups are properly recycled.

#### Takeaway Containers And Cutlery

Fostering a BYO culture in your customer base also means making allowances for that in areas you may not first consider. People bringing their own coffee cup is nothing new, but what about a reusable take away container? **Letting your customers know that if they Choose to Reuse**, you will support them is a great way to encourage a behaviour shift and start these conversations.

Let <u>Trashless Takeaway</u> know and get free promotion on their app!

There are **great plastic free alternatives** for every range of take away container out there. Whether for hot or cold food, soups, sandwiches or ice cream there are wonderful compostable alternatives available. Many companies even do custom printing for that personalised product. The possibilities are endless!

Many places that supply compostable containers also offer compostable cutlery.

#### Soft plastic and foil packets

Have you heard of <u>Plantmade</u>? If you sell or package your products in soft plastic or foil pouches

check out this amazing product that feels and functions like plastic, but, you guessed it, is made from plants!

#### Bags

Here's our guide for plastic bag alternatives, listed from most environmentally beneficial to least.

#### 1. Cardboard delivery boxes

If you've got the space, provide cardboard boxes for customers to use. This is not only a great reuse opportunity from you deliveries, but can help reduce your paper recycling costs.

### 2. REUSABLE BAG Made from polypropylene or PET plastic

PRO: These bags can be reused for many years, and can be recycled through supermarket soft plastic collections. These bags can be branded for your business and sold at a profit.

CON: Made from fossil fuels.

#### 3. REUSABLE BAG Made from cotton

PRO: Can be reused for many years and are made from a renewable material. They can be branded for your business and sold at a profit.

CON: Growing cotton uses a lot of water and chemicals and is non-recyclable.

#### 4. PAPER BAG Recycled/recyclable

PRO: Made from a renewable material and can be recycled in your kerbside recycling bin CON: Can only be reused a few times (will tear with too much weight or moisture). Paper manufacturing uses a lot of energy, water and chemicals.

OTHER OPTIONS: <u>Boomerang Bags bag share</u> <u>scheme</u> or <u>Tees to Totes</u>

PLEASE NOTE: We **DO NOT** recommend biodegradable bags. For reasons why, see the <u>FAQ</u>.

If you're not ready to phase plastic bags out entirely, consider placing a surcharge on plastic bags and only providing a bag if the customer asks.

#### **Buy Recycled!**

Buying products that contain recycled content creates a stronger recycling market in Australia,

further improving the industry. Closing the loop on recycled materials means less waste, which equals less litter in our rivers!

#### **Balloons**

Helium balloons are a great promotional tool, but they are also a deadly threat to marine life. Balloons can travel hundreds of kilometres, often landing out to sea. They float up into the atmosphere where they burst and fall into the sea, looking like an enticing meal to turtles and other animals!

Please **don't use balloons** in your in-store displays or promotions, or offer them to customers. Use bubbles to attract attention or cloth bunting to add colour to a display.

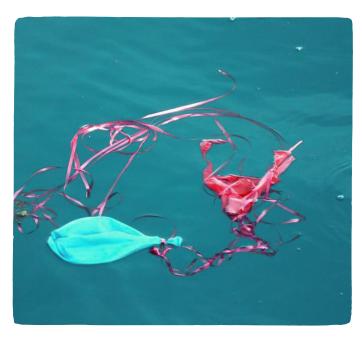


Photo: Balloons Blow

Implementing a fee for plastic bags has had incredible results around the world. In the UK, plastic bag usage dropped by 85% since a 5p (7c) charge introduced. Within the first six months, the number of single-use bags handed out dropped from 7 billion to 500 million.

### **SUPPLIERS**

There are a number of online retailers offering everything reusable for your home, school or business from bottles, to lunchboxes, to plastic free cleaning. Here are some highly regarded stores to get you started.

	Cups	Bottles	Containers	Straws	Catering	Cleaning	Packaging
<u>Biome</u>	$\odot$	$\odot$	$\bigcirc$	$\bigcirc$	$\odot$	$\bigcirc$	
Hello Green	$\odot$	$\odot$	$\bigcirc$	$\odot$	$\odot$	$\odot$	
<u>Greenpack</u> *Discount available.	$\odot$	$\odot$	$\odot$	$\bigcirc$	$\odot$	$\odot$	$\odot$
Going Green Solutions	$\odot$	$\odot$	$\odot$	$\odot$	$\odot$	$\odot$	$\bigcirc$
KeepCup, Joco Cups, Huskee Cup	$\odot$						
Frank Green	$\odot$	$\odot$					
<u>Biopack</u>	$\odot$		$\odot$	$\odot$	$\odot$		$\odot$
<u>Plantmade</u>					Q	)	$\bigcirc$
<u>Vegware</u>			$\odot$	Q	)		$\bigcirc$

<sup>\*</sup> Greenpack offers sustainable, plastic free food packaging and tableware.

Use the code "Taronga Friends" at checkout for a discount especially for Litter Free Rivers Businesses.

#### Excess packaging?

Talk to your suppliers and manufacturers about their packing protocols. Ask them to join the <u>Australian Packaging Covenant</u>. Do you have to unravel reams of plastic film or contend with large amounts of polystyrene (Styrofoam)? There are two questions to ask: Can it be reduced? Can it be recycled?

<u>Visy</u> is a packaging and resource recovery company which has tailored business recycling services, and integrated logistics and freight. As a partner of <u>Operation</u> <u>Clean Sweep</u>, they are dedicated to reduce plastics leaking into the environment and are a good company to recommend to your suppliers if they need better packaging.

If you import large quantities of goods or use shipping in your supply chain, consider <u>Swire</u> who are making strides in best practice sustainable shipping.

#### **Services**

Programs such as <u>BinTrim</u> can help you cut down your waste. For a full list of services to help you go plastic free and beyond see Resources (page 18).

### **CHAPTER THREE: COMMUNICATION IS KEY**

We've provided a communication guide for your business that will help you shout about your new initiative from the rooftops! **Start your communications before you begin making the switch**. Once the wheels for your litter-free business are in motion, begin the communication process both internally and externally.

#### Internally:

Organise a staff training, morning tea or email to brief them on the changes that will take place. Understanding amongst staff members is essential for effective communication to the wider public – if your teams are fully aware of the 'whys' and 'hows', they'll ensure your customer base is too.

Show fellow staff photos or videos of the impacts of plastic pollution on wildlife – seeing for yourself the harm to wildlife is powerful. Start light with <u>this one</u>, tug intensely at the heart strings with <u>this</u>, or <u>let the UN explain</u> the problem in full.

Prompt discussion in a positive way - the solution is in your hands! Every bit counts, and that's why it's so important to take any action you can. Use staff meetings to touch base with how things are progressing and to receive feedback. We've included an internal policy that can be emailed or printed and posted in staff rooms.

**BONUS**: Taronga Zoo's Community Conservation team can help you communicate effectively to your staff.

#### Externally:

Make it known amongst your customers that you're going "Litter Free" and transitioning away from single-use plastic. We've included in-store collateral and other links and resources to help you. By communicating the changes before they actually happen, you'll prepare your shoppers for a litter free business.



### **CHAPTER THREE: COMMUNICATION IS KEY**

### Other Ideas for the Lead Up to Your Phase Out:

- Run a colouring in competition to educate children and their families and offer prizes as incentives. We've included colouring-in templates in this toolkit.
- Run an online poll over the period of a few months to start the conversation amongst the community and gauge their reaction.
- Write an opinion piece or letter to the editor to local media to highlight the issue and promote your business! Need help? Contact pfo@zoo.nsw.gov.au to ask for help.

#### Once the switch has happened:

Continue spreading the word! If you send a regular newsletter, let your database know you've officially made the switch. Ask staff to pop a note in their email footer/signature. Write a blog or create a landing page for your website. Send out a media release on the action you've taken.

Use the hashtag #LitterFreeRivers to highlight the actions you are taking, and connect with the network of other Litter Free businesses.

Replace your 'we're transitioning' posters with the 'Thanks for joining us' option.

Show off your point of difference. Contact us for your exclusive window sticker to let anyone who walks past your business see your commitment to Litter Free Rivers.



Consider organising a launch event the day you officially go litter free. This can be something as simple as face painting and bubble blowing, or throwing a morning tea for staff.

Share your story online. Think about why you decided to ditch single-use plastic – was it to protect your local environment? Reduce cost? Increase your "Green" credentials? Post on your business social channels about the action you've taken.

Notify your old suppliers of why you are no longer using them. This message is critical for turning the tide in the manufacturing industry. If businesses no longer want to receive or supply single-use plastic then the industry will have to change to meet the new demand.



#### **Template: Staff Training Points And Policy**

#### **Litter Reduction Policy:**

[YOUR BUSINESS NAME HERE] aims to reduce single-use plastic in store in an on-going commitment to sustainable environmental solutions. All staff are to encourage our customers to use a variety of alternatives, such as free cardboard boxes and recycled bags either brought in or purchased in store. Staff are to ensure bag packing principles still apply and provide exceptional customer service whilst adhering to the single-use plastic reduction policy.

#### **Plastic Reduction Procedure:**

- 1. Do not offer customers single-use plastics including straws, bags, cups or containers unless requested.
- 2. If requested, politely explain our plastic reduction policy and encourage the customer to refuse or use an alternative.
- 3. For customers with a disability or who are adamant they need a disposable item, be considerate and do not attempt to "educate" as it may be offensive. Not all disabilities are visible.
- 4. Be considerate of how to reduce single- use plastics whilst still adhering to the larger company policies and procedures.
- 5. Offer double rewards to customers who bring or buy a reusable alternative.
- 6. If you have any gueries please consult your supervisor.

I	have read and understood the plastic reduction policy and procedu					
Signature	Supervisors Signature	Date				
Name	Supervisors Name					



• If I switch to a bunch of paper products (straws, plates etc), isn't that just as bad or worse for the environment?

This is why reusable products are the best option, there is no waste at all!

Paper-like products are not always made of paper, some are made from sugarcane bagasse, a byproduct from sugar production, others from corn starch. These options are great as they help close the loop with other industrial manufacturing processes.

For those that are made of paper, be sure it's 100% recycled or <u>Forest Stewardship Council (FSC)</u> certified, and you know it's coming from a sustainable source.

▶ What's the difference between compostable, biodegradable and degradable products?

These terms are often used as if they are all the same – they are not!

For example, <u>a senate enquiry</u> into the threat of marine plastic pollution in Australia found that degradable plastic bag options are equally as bad for the environment as regular plastic bags, particularly when you take into account that most people are under the impression that they are a solution.

**Compostable** means that the product will break down into organic compounds. Often however, these require commercial composting facilities to break down properly. Check out the Resources (page 18) for composting options for your business.

**Biodegradable** means that the product can be broken down by living organisms such as bacteria and fungi. Biodegradable traditionally meant it was made from plant-based materials too, although this is not always the case anymore. It also requires high temperatures and UV which are not always present in the aquatic environment.

**Degradable** and oxo-degradable means chemical additives have been used in the plastic to allow it to disintegrate faster than an ordinary plastic product. While it may mean an animal might not be entangled or suffocated by the item, the small pieces it breaks into are equally harmful as they can be eaten by even smaller animals. Little research has been undertaken on the effects of micro-plastics in the aquatic environment.





#### Customers may ask:

▶ I use my plastic bags as bin liners. What should I use instead?

Most kitchen waste bins have their own internal removable waste 'bucket', which doesn't really need to be lined with a plastic bag. When the internal 'bucket' is full, just take it out and tip the waste into your green wheelie bin. Give the bucket a quick hose out and tip the water on the garden. Lining the bin with waste newspaper will also help.

If you want to continue using plastic bags to line your bins, try to keep your bin waste to a minimum by recycling where possible, and disposing of your food waste in a compost, worm farm or bokashi.

• We can recycle soft plastics at major supermarkets now. What's wrong with using single-use plastics if I recycle them?

Recycling plastic isn't nearly as efficient as just not producing it in the first place. It's great that you recycle your hard and soft plastics, but the minutes of useful life of a plastic bag just doesn't warrant the amount of resources, energy, and pollution that goes into producing it, and then recycling it. It's worth the effort to bring your own reusable items. Recycling is good for when you forget.

▶ I keep forgetting my reusable items! How can I remember to bring them with me?

Ok, you're motivated, but it's just not coming together for you. Remembering to bring your cup, bags, or container is just a new habit you need to establish. Once you crack it, you'll rarely leave home without them. Here are a few tips to help you build the habit:

- 1. Put a stack of reusable shopping bags in your car or buy a special work mug to keep at the office.
- 2. Stick a reminder note on your steering wheel so you have them when you leave for work.
- 3. Set a reminder in your phone every morning before you leave the house to check that you've got everything with you or download the useful <u>Green Elephant app</u>, which helps you remember your bags. Clever!



### **CHAPTER FOUR: RESOURCES**

<u>Better Business Partnership</u> have a dedicated toolkit to help businesses remove plastic from their operations, and other sustainability measures such as energy and water.

<u>BinTrim</u> is a tool designed by the NSW EPA to reduce waste, increase recycling, and save money for your business.

<u>Closed Loop</u> provide business waste audit services, coffee cup recycling and sell small commercial composting facilities.

<u>EarthPower</u> is Australia's first food waste-to-energy facility, based in Sydney. They produce green electricity and a nutrient-rich-by-product fertilizer.

<u>Biopack</u> can connect businesses with composters and paper cup recyclers in your area.

Join a community of over 3,600 <u>Responsible Cafés</u> reducing single-use coffee cups!

<u>The Last Straw</u> guides a business to reducing plastic straw use, and educate their customers to refuse them, including staff training, posters, merchandise and social media promotion.

<u>SUEZ</u> offer a complete range of waste recycling services to minimise landfill and litter, including Advanced Resource Recovery Technology.

<u>Boomerang Bags</u> may have a local chapter in your area, and could supply your store with reusable bags. Great for repeat customers!

<u>CitizenBlue</u> can help your business collect empty beverage containers for the Return and Earn scheme.

See if teaming up with <u>Planet Ark</u> may benefit your business as well as the environment.

If you run an office, <u>CitySwitch</u> can help you reduce waste and even <u>close the loop</u> on your refurbishment.

#### **Printable Resources**

The following pages are posters and pages to print:

#### **Posters:**

- We are a Litter Free Rivers business! Help your customers know you are ditching disposable items for good.
- Did you know? Use this once you've phased out single-use plastics.

#### Colouring in templates:

Your colouring in competition for kids. They can pick an animal, colour it in and submit it to you.
 This raises awareness in your community and brings them on board in an engaging way.

#### **Litter Free Rivers Business Survey**

Fill in this short questionnaire to begin thinking about the opportunities and barriers in your business. Send this to <u>pfo@zoo.nsw.gov.au</u> and request a phone call so we can tailor the Litter Free journey just for you!

## LITTER FREE RIVERS - BUSINESS SURVEY

Do you currenti	y offer custome	rs plastic items in your store? (pied	ise tick items used)
Coffee Cups	Bottles	Foodware(Cups, Cutlery, Plates	Bags
Straws	Balloons	Other? (eg. Sauce sachets, wrappers etc.)	Take Away container (Plastic
As α business o	wner, how impo	rtant is (1 = not important, 10 = inc	credibly important):
Cost-saving		Being envir	onmentally sustainable
Customers'	opinion:	Time-saving	g or convenience for yourself
When thinking	through implem	enting plastic-free initiatives in yo	ur business what are the:
PROS (eg saves \$)		CONS (eg upfront co	ost)
ENABLERS (eg er	nthusiastic customer	base) BARRIERS (eg time	e to research alternatives)
What comment measures?	s, if any, have y	ou heard from customers about pl	astic waste and plastic-free
Does your busin applicable)	ness have a sust	ainability or environment manage	r of any kind? (put contact if
Any others com	ments or things	we should know?	
Please email this	survey to pfo@zo	oo.nsw.gov.au and request your free	follow up phone call.



Please support us as we transition away from single-use plastics, and implement more sustainable alternatives for the health of our rivers.



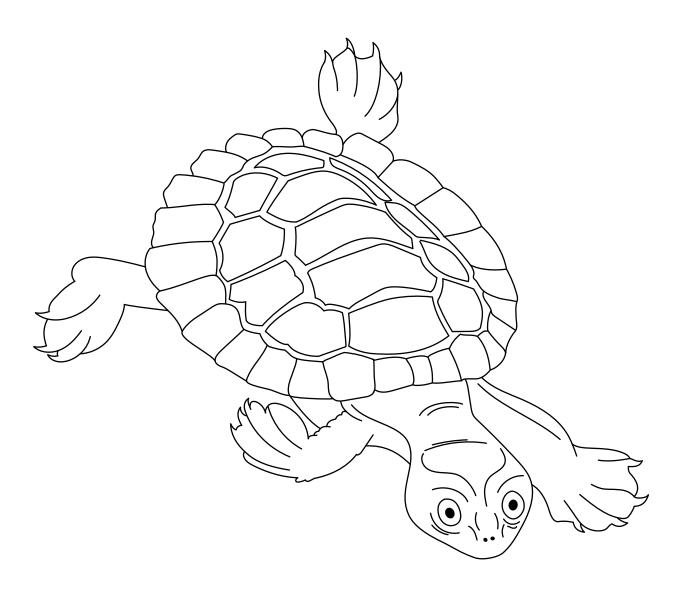
Around 9 million tonnes of plastic ends up in our rivers and ocean as litter every year? Most of this is disposable "single-use" plastic, designed to use once.

We have phased out single-use plastic from this store. We thank you for joining us on this journey, and if you have any questions or comments please see our friendly staff.





## I'M A HERO for the BELLINGER RIVER TURTLE!



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www.litterfreerivers.org.au pfo@zoo.nsw.gov.au 02 9978 4733



