

Eataly Boston

Type

Commercial Typology 4: Service Elevator to Shared Compactor Containers

Best Practice Strategies

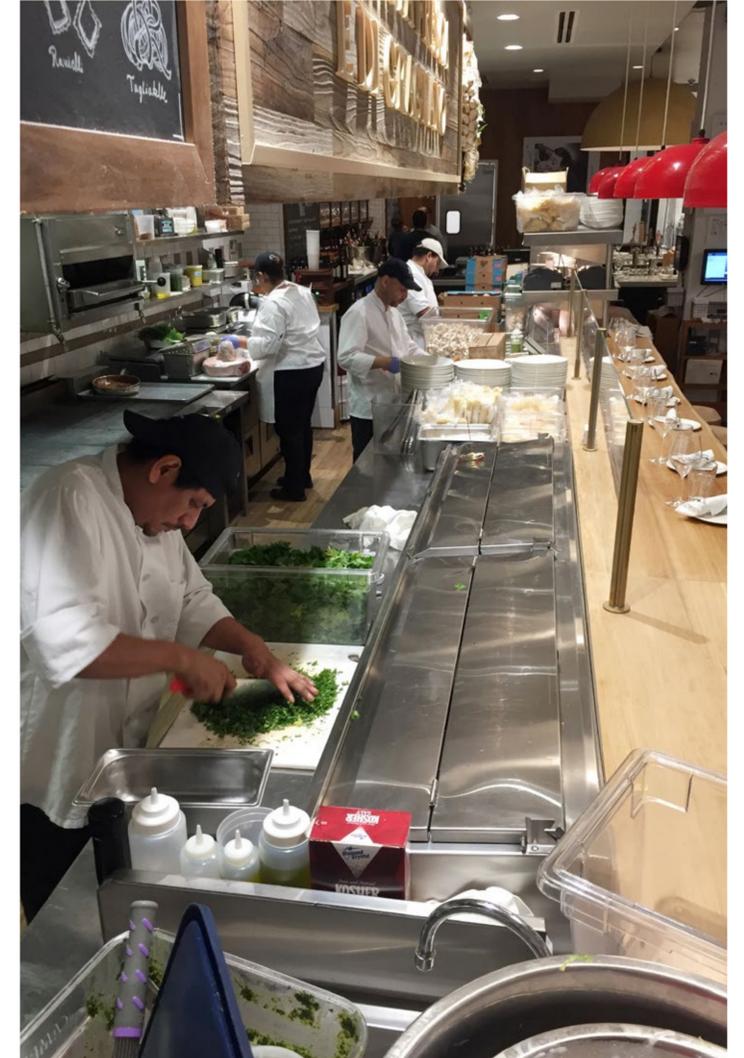
- 2.01 Determine waste streams and quantities
- 2.02 Plan a route
- 2.03 Design storage space
- 2.04 Plan for collection
- 2.05 Consider staff procedures
- 2.06 Plan for takeback of delivery materials
- 2.09 Provide equal convenience disposal
- 2.10 Provide clear visual cues and signage
- 2.11 Provide opportunities for feedback
- 2.12 Develop awareness and education programs
- 2.14 Design for occupancy
- 2.17 Reduce food waste generation
- 2.18 Facilitate donation and reuse
- 2.22 Volume Reduction Equipment

Summary

Every location of the Italian marketplace Eataly, which offers groceries, restaurants and cooking demos, was designed to ease the separation of organics from trash and recycling, thereby allowing waste to move efficiently through the building. And recently, the chain embarked on a plan to optimize recycling at all its sites, starting in Boston.



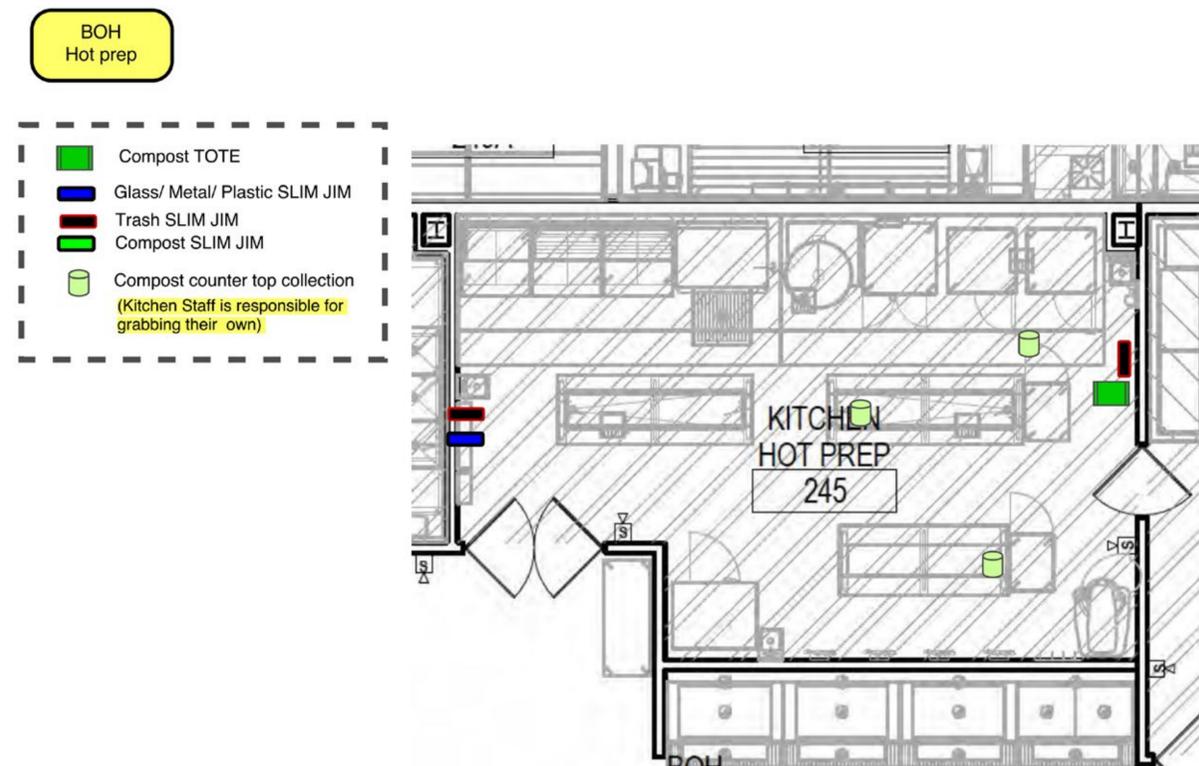
Back of house prep station with organics bin



Front of house prep station

BACK OF HOUSE – BINS & DISPOSAL PROCEDURE			
Bin Style	Bag (Color)	Image	Disposal Procedure
Cambro (or any small container)	No bag required		When full empty into nearest toter.
Slim Jim	Green		When full, pull bag & empty into toter in waste storage area.
32g Toter	No bag required		When full take to loading dock compost storage area. Return with empty toter. Note: If no empty toters are available notify John.

Housekeeping standard operating procedure for managing organic waste.



Sample floor plan used by housekeeping staff

A three-story retail and hospitality operation, Eataly Boston features grab-and-go options, four full-service restaurants and a large-scale grocery operation. It is located in the city's Prudential Center, a site with shared compactors for commercial tenants.

All Eataly locations produce many of their own retail food items, from bread to mozzarella. The Boston recycling program relies on color-coded bags in separating and managing each stream. Eataly separates organics, MGP, cardboard and trash. The recycling program is dependent on a simple and comprehensive set of standard operating procedures for general staff, covering waste separation, housekeeping responsibilities, interdepartmental food product transfers and food donations.

The housekeeping team and department staff use floor plans to ensure that at the start of the day, the bins and station are in their designated places. Clear signage in work spaces throughout the back of the house and at the loading dock ensure proper separation procedure is followed at each recycling stage. The signs also indicate the color-coded bins and liner bags for each stream.

A storage area for hampers used for recyclables and trash is clearly marked, with signs and floor tape to limit contamination. Hampers are clearly labeled by stream as well. Staff members transport waste to the loading dock via the freight elevator, without interfering with the shopper's experience. Cooking oil, which is collected twice a week, is stored in special containers.

To reduce food waste, the company instituted a transfer process in which products that can't be used in time by one department are moved to

another for use. The process also ensures that leftover foods are donated to local food rescue organizations Lovin' Spoonfuls and the Women's Lunch Place. Food waste that isn't repurposed is moved directly from the store floor to the loading dock and hauled to a local anaerobic digestion facility to make energy. Eataly also reduces waste and recyclables by working with distributors to take back shipping materials such as pallets and milk crates.

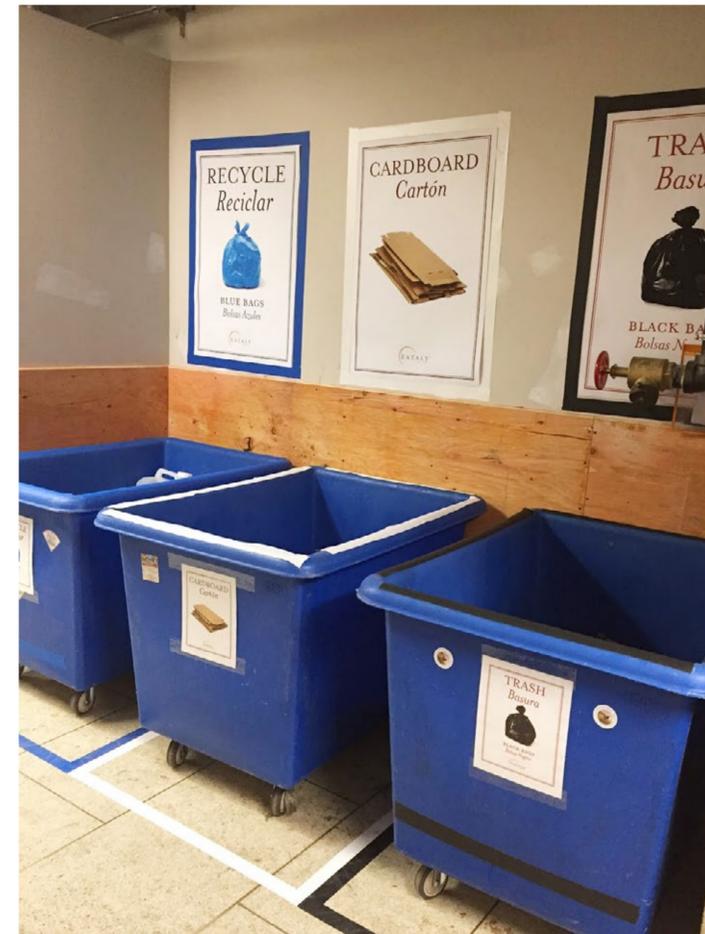
Eataly tracks the daily volume of each recycling stream on-site with a very simple tally sheet. Before transporting compost totes or recycling and trash hampers to the loading dock, the staff record the type of filled container being transported for collection. This data is manually entered and analyzed to track the carbon footprint benefits of diversion and any changes to daily waste streams.

Challenges

- Training is a major challenge for any food business with hundreds of employees. Eataly now integrates recycling into employee orientations and is currently developing handy tools, such as short videos for staff training.
- Customer-facing recycling is complex, particularly in such a highly trafficked facility. Eataly is currently developing standardized recycling stations and new signs to improve guest separation of recycling and organics. To make it easier for customers and to improve the company's environmental footprint, Eataly is also working to increase the use of compostable disposable dishware and eliminate as much disposable plastic as possible.



Above: Signage for staff



Left: Back of house recycling storage area with bins in marked locations