

SUSTAINABLE DEVELOPMENT

BEST PRACTICES

FOR GROCERY AND CONVENIENCE STORES

MANAGE YOUR WASTE EFFICIENTLY

- Hire an expert to produce a report on the waste generated by your organization and develop a waste action plan.
- Implement the 5 Rs (rethink your needs, reduce, reuse, recycle and reclaim).
- Set up sorting areas with clear posters to promote proper materials management.
- Get *ICI on recycle* + certification.
- Provide customers with access to a bottle and can crushing machine to make less work for employees, free up storage space and entice customers to come recycle in your store.
- Find ways to reduce food waste (e.g., discount "ugly" food, use an anti-food waste app, process food items, offer surplus food to food banks or community fridges).
- Look into your options for composting organic matter.
- Implement measures to reduce grocery packaging (e.g., sell products in bulk, encourage customers to bring reusable containers, sell reusable produce bags, have reusable bags and cardboard boxes available at check-out).
- Speak with your RCM's waste management agent to learn how best to dispose of large electrical appliances like fridges.

MAKE RESPONSIBLE PURCHASES

- Adopt a responsible purchasing policy.
- Educate your suppliers about reducing packaging.
- Look into making group purchases with other companies in your sector.
- Shop local, sustainable products.
- Have fair trade, environmentally responsible, organic products, like recyclable containers, reusable straws, etc.

SAVE WATER

- Install devices to reduce water flow during renovations (e.g., toilets, faucets).
- Use environmentally friendly, phosphate-free cleaning products.
- Set up a rain barrel and use the rainwater collected to water plants and other landscaping elements.
- Encourage customers to reuse their water bottles by having water fountains or bottle filling stations.
- Optimize your use of misters.

USE LESS ENERGY

- Hire an expert to assess your energy consumption, and learn more about alternative energy solutions.
- Install electronic thermostats and set them to drop the temperature after hours.
- Learn how to use new technology to optimize your water heater on the *Québec Energy Transition* website .
- Choose energy-efficient appliances (e.g., *Energy Star*).
- Swap out your lightbulbs for more energy-efficient models, like LEDs.
- Put up cold-barrier curtains on doorless fridges when closing the store.
- Look into your heat recovery options to reduce your store's heating bill.

REDUCE YOUR GREENHOUSE GAS EMISSIONS (GHG)

- Hire an expert to assess your carbon footprint and draw up a plan to cut and offset emissions.
- Install charging stations for electric vehicles.
- Encourage collective and active transportation by installing bike racks and incentivizing carpooling.
- Streamline delivery routes to reduce travel.
- Add carbon offsets to your delivery costs.
- Ask your suppliers to turn off their truck engines when delivering merchandise to cut their costs and reduce noise, GHG emissions and diesel exhaust at your facilities.

IMPROVE WORKPLACE WELLNESS, HEALTH AND SAFETY

- Make sure your facility is equipped with a high-quality airflow system and provide employees with personal protective equipment for their health.
- Keep a defibrillator and first aid kit accessible onsite.
- Have a first aider present at all times (as required by the CNESST).
- Review the ergonomics of different workstations and implement recommendations.
- Respect your employees' and coworkers' right to disconnect.
- Involve your employees in your work towards becoming environmentally responsible.
- Look into new HR practices.
- Share human resources with other businesses.

INCREASE CUSTOMER SATISFACTION AND COMMUNITY INVOLVEMENT

- Support local initiatives like community fridges.
- Share your sustainable development successes.
- Ensure that physical access and services are tailored to customers with reduced mobility.
- Plan and promote environmentally friendly events.
- Sponsor sports and cultural events.
- Get involved in causes.
- Set up partnerships with local businesses, artists and artisans (e.g., selling products on consignment, artwork by local artists).
- Hand out recipes to inspire customers to eat healthy.
- Plant vegetable gardens or edible gardens to educate your customers.
- Offer eco-friendly catering services to customers.
- Put out free fruit for kids at the front of the store to encourage healthy eating.
- Set up year-round food donation boxes at store exits.

NOTES

[illegible]

For more information, reach out to your local's SADC or CAE

sadc-cae.ca

