



# **Introducing Food Scrap Composting at Fifth Third Bank's Madisonville Campus**

**Scott Hassell (CBRE) and Jeff Fey (Viox Services)**

**Janice Juergens and Mark Jaconette, Fifth Third Bank**

**Christina Wethington, AVI Foodsystems**

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# Fifth Third Bank's Madisonville Campus



**George A. Schaefer Jr. Operations Center**



**Madisonville Office Building**

- 2 buildings, ~1 million square feet
- 5,000 people (~25% of Fifth Third Bank's employees)
- 2 cafeterias with 12,000 transactions per week
- Team
  - Facility Management: Viox Services
  - Janitorial: Professional Maintenance of Cincinnati
  - Food Service: AVI Foodsystems

# In mid-2011, set out to expand recycling

- Campus already recycled mail room paper and cardboard
- Wanted to significantly expand recycling access on campus
- As we analyzed options, saw food scrap collection was next step
  - Some organizations had already piloted it, were having success, and willing to share experience
  - *Greater Cincinnati Green Business Council* was seeking to advance composting within the region
  - Introducing food scrap collection and expanding recycling on campus *simultaneously* had advantages
- Recycling expansion began on 11/14/11
- Food scrap collection began on 12/5/11

# Why implement composting?

- Improve Fifth Third's environmental performance
  - Reduce waste going to landfill
  - Reduce greenhouse gas emissions
- Demonstrate corporate commitment to and engage our employees on environmental sustainability
- Opportunity to potentially reduce disposal costs
- Support development of regional compost market which may provide environmental benefits to our region
  - Improve local air quality
  - Reduce use of chemical fertilizers and water run-off
  - Restore habitat and create more beautiful landscapes

# Introducing Composting Required a Team Effort

- Experienced peers
  - P&G, AVI Foodsystems (other accounts)
- Vendors and partners
  - Viox Services, Professional Maintenance, AVI Foodsystems
  - Future Organics, Rumpke, Marvin's Organic Gardens
  - Hamilton County Recycling & Solid Waste District
  - Grainger
  - RecycleAcrossAmerica.com
  - Hathaway Stamp & Identification
- Fifth Third Bank
  - Corporate Facilities, Sourcing
  - Campus communications team
  - Employees

**Everyone has a different and important role to play**

# Key Planning Steps

<p>Exterior Planning</p>	<ul style="list-style-type: none"> <li>•Met with vendors</li> <li>•Planned access for container servicing</li> <li>•Planned and built new concrete pads</li> </ul>
<p>Containers and Labels</p>	<ul style="list-style-type: none"> <li>•Planned number, location, type of containers</li> <li>•Got samples of equipment and inspect</li> <li>•Ordered containers and labels</li> </ul>
<p>Logistics</p>	<ul style="list-style-type: none"> <li>•Planned who would move materials from interior collection points to exterior container</li> <li>•Purchased equipment to ease movement of potentially heavy organic material</li> </ul>
<p>Engage kitchen staff</p>	<ul style="list-style-type: none"> <li>•Engaged management early</li> <li>•Vendors met with kitchen staff to explain what materials can be composted, do Q&amp;A</li> </ul>



# Key Implementation Steps

Engage employees	<ul style="list-style-type: none"> <li>• Explained program through multiple channels</li> <li>• Used repetition and refreshed messages</li> </ul>
Ongoing communication	<ul style="list-style-type: none"> <li>• Continue education, outreach, provide performance data</li> <li>• Solicit feedback and make adjustments</li> </ul>



**Madisonville Campus Update**

**Recycling Table Days and Bistro Composting Start Today**

Today the third and final phase of our new campus waste management system is being introduced which will include the collection of compostable food scraps and food-related paper. This program is available only in the Bistro tray return areas where you see this sign:



**compostable food and food-related paper**

**Why collect compostable materials?** To save money, reduce our environmental impact, and improve our communities.

**Can this really save money?** Yes. Landfills can be one of the most expensive ways to get rid of waste because they are designed to contain and manage the waste forever. In contrast, a composting facility continuously turns organic material into a valuable agricultural product. (If you garden, come to the Table Day and ask about employee discounts!)

**How does this help the environment and our communities?** At a landfill, the organic material primarily decomposes into methane and nitrous oxide which can negatively affect local air quality and greenhouse gas (GHG) emissions. By aerating the material, composting primarily produces carbon dioxide which has less impact on local air pollution and GHG emissions. Using compost also reduces the need for chemical fertilizers, reduces water run-off, restores habitat, and creates more beautiful landscapes.



**Table Days**

## Campus Email



## Fifth Third's Madisonville Campus Composts!



**FIFTH THIRD BANK**

### You can compost:

- All food scraps such as banana peels, apple cores, and any other leftover food
- Paper napkins, tissue, and other paper food containers
- Cardboard food containers

### Composting...

- Reduces waste going to the landfill
- Converts waste into a valuable soil amendment
- Reduces greenhouse gas emissions compared to landfilling



## Questions about **composting?**

Call the Hamilton County Recycling Hotline at **946-7766.**



## Table Days

## Large Posters

### Composting Comes to the Bistros!

- Stop sending your food scraps to the landfill
- Turn them into something beautiful!



- Compost your food scraps in the Bistro today!
- Bring your Questions to Bistro table days
  - MOC: Monday, December 5, 11am to 1pm
  - MOB: Wednesday, December 7, 11am to 1pm

## Digital Signage



# Lessons Learned So Far...

- Employee education is a long-term effort
  - Behavior is hard to change
- Invite vendors to speak directly with kitchen staff
- Know your waste streams, and realize they can and *hopefully will* evolve
  - Volume and density of compostable material can change
  - May require changes in your containers and logistics
  - Build flexibility into your plans
- Review your labels and signage with vendors to ensure consistency and reduce confusion

