



IMS LUXEMBOURG
Inspiring More Sustainability

ZERO SINGLE-USE PLASTIC

TRANSITION KIT FOR SIGNATORIES

CONTENTS

	Plates & food containers	3
	Cutlery	11
	Plastic bottles	17
	Cups	29
	Straws	35
	Stirrers	45
	Sweets & snacks packaging	51
	Bags	56
	Balloon & balloon sticks	62
	Best practices	67

THIS GUIDE IS PUBLISHED BY IMS LUXEMBOURG.
IT MAY BE UPDATED AND WILL BE MODIFIED REGULARLY.
APRIL 2021

TRANSITION
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ZERO SINGLE
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Waste from takeaway consumption is one of the most challenging consumer goods to reduce. Indeed, disposable containers and plates are very popular when traveling or even at events and are not recycled once contaminated with food. The project aims to eliminate 2.2 million food containers and 218,000 plates.

	ECOBIX	REUSABLE TABLEWARE EXCLUDING PLASTIC	REUSABLE PLASTIC TABLEWARE	EDIBLE PLATES	CARDBOARD CONTAINERS AND PLATES
TIME	●	●	●	●	●
DIFFICULTY	●	●	●	●	●
COST	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●

Time, difficulty, cost of implementing the alternative

Sustainability: Reuse of the alternative: no single-use

ECOBIX

DID YOU KNOW ?

Launched in June 2018, on the initiative of the Ministry of the Environment, Climate and Sustainable Development, and the Superdreckskëscht, the Ecobox is already available in some restaurants across the country. This reusable box works with a €5 deposit system. Once used, wash it, then return it. You can then pick up a new one or get your deposit back. You can also find it in some canteens and on events as well. Very useful, this very resistant box is suitable for microwave use and can also be put in the freezer.

From an energy point of view, the Ecobox requires a small energy expenditure when produced, which is amortized during the first reuse. A 2013 study by the University of Colorado found that it takes 10 reuses to amortize the cost of reusable containers. When it is damaged, it is returned to the producer for reuse as a raw material.

Easily recyclable, it is, therefore, part of a completely circular approach.

This ingenious project won the first prize at the Food and Drink resource-efficient for the entire supply chain conference in Barcelona on 16 May 2019.

As the sizes of the box, available in 500ml and 1,000ml, are sometimes considered unsuitable, the Superdreckskëscht focuses on the development of further sizes.



ECOBIX

“Versatile, unbreakable, stackable and recyclable”

*Stephanie Goergen - Project Manager - Strategy and Concepts Unit,
Environmental Administration*

TO THINK ABOUT

- *Limited size choice: 2 sizes (500ml and 1,000ml)*
- *Communication planning on the use of the Ecobox*
- *Service providers support during the implementation of the Ecobox*
- *Dishwasher installation*
- *Some catering services offer this service*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



REUSABLE TABLEWARE

DID YOU KNOW ?

In the long run, there are real savings in changing from disposable dishes to reusable ones. Indeed, the plates are reused on average of 2,500 times, which makes it possible to amortize the higher production cost.

TO THINK ABOUT

- *Communication about the change to employees*
- *Risk of breakage and theft*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



REUSABLE PLASTIC TABLEWARE

DID YOU KNOW ?

Reusable plastic tableware is a cheaper alternative than ceramic or porcelain tableware. Besides, this one has the advantage of not breaking so easily. On the other hand, the plastic production cost is lower than that of ceramics or porcelain, but its life span is smaller than that of reusable ceramic or porcelain plates.

TO THINK ABOUT

- *Precautionary principle to be taken into consideration (substances' migration/ material that may release substances or microplastics)*
- *Communication about the change to employees*
- *Risk of breakage and theft*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



EDIBLE PLATES

DID YOU KNOW ?

This product remains a single-use product and can cause food waste. The storage of this product remains limited and is much more expensive than reusable plastic plates.

TO THINK ABOUT

- *Provide storage space*
- *Food waste risk, as the product is not always consumed*
- *Single-use waste*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



CARDBOARD CONTAINERS AND PLATES

DID YOU KNOW ?

Cardboard containers and plates remain single-use products and generate a large amount of waste. Also, food-contaminated cardboard and paper are difficult to recycle as they are often covered with a coating of varnish or a plastic layer.

TO THINK ABOUT

- *Provide storage space*
- *Single-use waste*
- *Not suitable for all kinds of food*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●





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CUTLERY

11 tonnes

estimated among signatories; audit result, November 2019



Plastic cutlery is sometimes used in canteens but more often for orders or takeaway meals. Although the project does not focus on the autonomous consumption of employees, the provision of reusable cutlery in break areas or in the canteen makes it possible to avoid using disposable cutlery.

	STAINLESS STEEL CUTLERY	REUSABLE WOOD CUTLERY	DISPOSABLE WOOD CUTLERY	BAMBOO CUTLERY
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

STAINLESS STEEL CUTLERY

DID YOU KNOW ?

Stainless steel is easily recyclable and can be used infinitely. Besides, stainless steel is unbreakable, and many stainless steel cutleries are produced from 60% recycled stainless steel, which significantly reduces the environmental impact by limiting the use of new virgin raw materials.

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Risk of theft*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Higher purchase costs but amortized on the long term*
- *Long life span*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



REUSABLE WOOD CUTLERY

DID YOU KNOW ?

Wood cutlery is known to be porous and can absorb bacteria from the water or food, giving it an unpleasant taste in the long run. It should also be noted that the quality of the product will gradually deteriorate.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Material with limited life span*
- *Possible aftertaste and hygienic problems*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*



DISPOSABLE WOOD CUTLERY

DID YOU KNOW ?

This product remains a polluting alternative because it is a single-use product. Even if the wood is compostable, it is difficult to ensure that it will be, in fact, compostable

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Possible aftertaste and hygienic problems*
- *Single-use waste*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



BAMBOO CUTLERY

DID YOU KNOW ?

The quality of the bamboo cutlery will gradually deteriorate. However, they are a valuable solution for events where safety precautions do not allow the use of conventional cutlery. It should also be noted that bamboo production is not exempt from environmental impact. Bamboo is an invasive plant and can disrupt the harmony of an ecosystem.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Possible aftertaste and hygienic problems*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Material with limited life span*



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PHOTO: JONATHAN CHING

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TAP WATER

DID YOU KNOW ?

Tap water is the most monitored food product in Luxembourg. The quality requirements and regulations for tap water are much stricter than those for bottled water.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Habit and behavioural change*
- *Water quality monitoring at the point of distribution*
- *Piping quality review if necessary*
- *Arrange one or more water point(s)*



FILTER JUG

DID YOU KNOW ?

Filters are known to remove chlorine, pesticides, and organic compounds. Although the jug works with tap water, the filter can quickly harbour bacteria and needs to be changed regularly, and thus creates waste.

TO THINK ABOUT

- *Communication about the change to employees*
- *Jug maintenance: Regular cleaning and filter replacement*
- *Single-use waste*
- *Arrange one or more water point(s)*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



FLASK

DID YOU KNOW ?

The flask is an ideal product for transports. Depending on the material chosen, the flask can have a varying long life span. The customisation allows to make the employees responsible for their flask and could reduce the risk of theft.

TO THINK ABOUT

- *Communication about the change to employees*
- *Habit and behavioural change*
- *Order to be made for all the employees (personalized or not)*
- *Choice of material*
- *Risk of breakage and theft*
- *Customisation System*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Arrange one or more water point(s)*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



DEPOSIT GLASS BOTTLE

DID YOU KNOW ?

Glass is infinitely recyclable. A deposit glass bottle can be reused up to 50 times before being recycled.

TO THINK ABOUT

- *Communication about the change to employees*
- *Habit and behavioural change*
- *Long life span*
- *Provide storage space*
- *Risk of breakage*
- *Transport planning and deposit system planning*
- *Focus on local suppliers to minimize transportation impacts*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



FOUNTAIN (WATER DISPENSER)

DID YOU KNOW ?

The hygiene and quality of the water in a water dispenser are of very poor quality due to the stagnant water and due to the possible prolonged sun exposure, which facilitates the bacteria development. Hygiene at the water dispensers' spout is also a sensitive place for microbiological development.

In addition to regular water dispenser substitution, the spout and pipes must be cleaned at each replacement so that they are not clogged.

It is also essential to communicate on basic hygienic rules to the employees about not sticking their flask to the water dispensers' spout when filling it, for example.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



FOUNTAIN (WATER DISPENSER)

TO THINK ABOUT

- *Communication about the change to employees*
- *Transport planning and substitution*
- *Provide suitable storage space (not exposed to sunlight)*
- *Arrange one or more water point(s)*
- *Focus on local suppliers to minimize transportation impacts*
- *Precautionary principle to be taken into consideration (substances' migration/material that may release substances or microplastics)*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



REVERSE OSMOSIS

DID YOU KNOW ?

This alternative causes enormous water waste. A loss of 3 to 10 litres of water for 1 litre! For every 1 litre of filtered water, 3 to 10 litres of water are wasted during the filtering process.

TO THINK ABOUT

- *Communication about the change to employees*
- *Arrange one or more water point(s)*
- *Osmosis' maintenance: Regular cleaning and filter replacement*
- *Water waste*
- *Single-use waste*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



ALUMINIUM CAN

DID YOU KNOW ?

Aluminium cans can be an alternative to plastic bottles in vending machines, especially for sodas and sparkling water. Although aluminium is infinitely recyclable, many cans are thrown in the wild. A large part of these are therefore produced from virgin raw materials, which are limited resources.

Note: the energy cost of producing an aluminium can is lower than that of the glass bottle. However, the aluminium can is a single-use product, while the glass bottle is infinitely recyclable. Moreover, aluminum is sometimes difficult to recycle when mixed with other materials.



ALUMINIUM CAN

TO THINK ABOUT

- *Provide storage space*
- *Non-resealable*
- *Hygienic issues by drinking directly from the can*
- *Single-use waste*
- *Not available for every product*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



rPET BOTTLES

DID YOU KNOW ?

rPET is a material made from recycled PET packaging. For any given plastic object (whether based on single or repeated use), the fact that it contains rPET helps to limit the extraction of new raw materials without preventing it entirely.

Like aluminium cans, rPET bottles can be an alternative in vending machines. However, these products are relative in terms of sustainability as they perpetuate a disposable and single-use culture among users.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *As with all plastics, precautionary principle to apply (migration of substances/ materials that may release substances or microplastics)*
- *Still perceived as single-use rather than repeated use for the consumer*
- *Economical and light for transport*





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Cups, which are often made available in coffee machines or water fountains, have become, according to many, essential. Although replacing them, therefore, requires a little preparation and awareness among employees, they are not necessary and can be easily avoided.

	REUSABLE PLASTIC CUPS	MUGS & GLASSES	CARDBOARD / PAPER CUPS	FLASK
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

REUSABLE PLASTIC CUPS

DID YOU KNOW ?

As from 7 uses, the environmental impact of the reusable plastic cup is less than the environmental impact of the disposable plastic cup.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Customisation System*
- *Deposit System*
- *Precautionary principle to be taken into consideration (substances' migration/material that may release substances or microplastics)*



MUGS AND GLASSES

DID YOU KNOW ?

As from 15 uses, the environmental impact of the cup is less than the environmental impact of the disposable plastic cup.

As from 6 uses, the environmental impact of glass is less than the environmental impact of the disposable plastic cup.

TO THINK ABOUT

- *Communication about the change to employees*
- *Habit and behavioural change*
- *Choice of material*
- *Risk of breakage and theft*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Customisation System*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



CARDBOARD / PAPER CUPS

DID YOU KNOW ?

The paper cup is very little to no recyclable because its plastic coating has to be separated from the paper, which is very expensive in terms of recycling. In addition, paper/cardboard cups do not provide a real solution as they remain single-use products.

As from 14 uses, the environmental impact of the paper/cardboard cup is less than the environmental impact of the disposable plastic cup, and it is mostly probable that the paper/cardboard cup will not be used more than 14 times.

TO THINK ABOUT

- *Not recyclable when soiled*
- *Possible aftertaste*
- *Not suitable for all kinds of beverages*
- *Provide storage space*
- *Single-use waste*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



FLASK

DID YOU KNOW ?

The flask is an ideal product for transports. Depending on the material chosen, the flask can have a varying long life span. The customisation allows to make the employees responsible for their flask and could reduce the risk of theft.

TO THINK ABOUT

- *Communication about the change to employees*
- *Habit and behavioural change*
- *Order to be made for all the employees (personalized or not)*
- *Choice of material*
- *Risk of breakage and theft (Breakage according to the material and theft if not personalized)*
- *Customisation System*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Arrange one or more water point(s)*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



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REMOVAL

DID YOU KNOW ?

1,000,000 non-recyclable straws are thrown away every day, enough to travel 5 times around the earth. It is therefore essential to review our real needs and the use we make of them.

TO THINK ABOUT

- *Revise real needs*
- *Habit and behavioural change*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



REUSABLE PLASTIC STRAW

DID YOU KNOW ?

These straws require very strict hygienic care. The precautionary principle should be taken into consideration due to the migration of substances. (materials that may release substances or microplastics).

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Precautionary principle to be taken into consideration (substances' migration/material that may release substances or microplastics)*
- *Communication about the change to employees*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*



GLASS STRAWS

DID YOU KNOW ?

Glass straws are sustainable and resistant to temperature changes. They can be used for both hot and cold drinks. The risk of breakage must also be taken into consideration.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Risk of breakage*



EDIBLE AND COMPOSTABLE STRAWS

DID YOU KNOW ?

Edible / compostable straws are not exempt from environmental impact. There is a risk of food waste when not eaten. Nor are they suitable for all types of beverages, which limits their use. In addition, most edible / compostable straws are packaged in plastic packaging that allows them to be stored. It should be noted that these straws remain single-use products.

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Food waste risk, as the product is not always consumed.*
- *Single-use waste*
- *Not suitable for all kinds of beverages*
- *Material with limited life span*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



STAINLESS STEEL STRAWS

DID YOU KNOW ?

Stainless steel straws are very resistant and can be used for several years. Stainless steel is a material that resists high temperatures, temperature changes and corrosion. The stainless steel straw also leaves no aftertaste unlike the paper straw.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Dishwasher installation/sponge and dishwashing products; individual or collective cleaning?*
- *Long life span*



PAPER STRAWS

DID YOU KNOW ?

Paper straw remains a single-use product. Moreover, the paper straw can only last for a limited period of use and can possibly leave an aftertaste during its use.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

À NOTER

- *Communication about the change to employees*
- *Possible aftertaste*
- *Not suitable for all kinds of beverages*
- *Provide storage space*
- *Single-use waste*
- *Material with limited life span*



BAMBOO STRAWS

DID YOU KNOW ?

The quality of bamboo straws will degrade gradually as it has a limited life span. It should also be noted that the bamboo production is not exempt from environmental impact. Bamboo is an invasive plant and can disrupt the harmony of an ecosystem.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Communication about the change to employees*
- *Possible aftertaste*
- *Not suitable for all kinds of beverages*
- *Provide storage space*
- *Single-use waste*
- *Material with limited life span*



CHAFF STRAWS

DID YOU KNOW ?

Chaff straw remains a single-use product and has a very short-term resistance. Special attention should be paid to chaff, as this product can lead to food waste.

TO THINK ABOUT

- *Communication about the change to employees*
- *Possible aftertaste*
- *Not suitable for all kinds of beverages*
- *Provide storage space*
- *Single-use waste*
- *Material with limited life span*
- *Food waste risk*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



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STIRRERS

1 tonne

estimated among signatories; audit result, November 2019



The ultra-disposable also involves the over-consumption of stirrers. This small product is used for a few seconds and then discarded. In many cases, the stirrer is automatically made available when it is not used in the end. The stirrer is one of the 10 single-use waste products most commonly found on beaches and in the oceans. These 10 single-use wastes alone account for 70% of the waste washed up on beaches and in the oceans. More than 2 million stirrers per year are targeted by the project, or 1 tonne per year.

	REMOVAL	STAINLESS STEEL SPOON	WOOD / PAPER STIRRER	STIRRER IN SUGAR / CHOCOLAT
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

REMOVAL

DID YOU KNOW ?

The latest generation of coffee machines dilutes the sugar in the liquid which is very well incorporated into the drink and therefore does not require a stirrer.

TO THINK ABOUT

- *Revise real needs*
- *Habit and behavioural change*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



STAINLESS STEEL SPOON

DID YOU KNOW ?

The stainless steel spoon is very strong and can be used for several years. Stainless steel is also resistant to temperature changes and corrosion. Thanks to its characteristics, the stainless steel spoon has a very long life span.

Note also that stainless steel is infinitely recyclable and does not leave any aftertaste.

TO THINK ABOUT

- *Communication about the change to employees*
- *Provide storage space*
- *Dishwater installation/sponge and dishwashing products; individual or collective cleaning?*
- *Long life span*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



WOOD / PAPER STIRRER

DID YOU KNOW ?

The use of wood / paper stirrer prolongs the disposable waste issue as they are single-use products. In addition, the production cost of wood / paper stirrer causes a greater environmental impact than the production cost of a reusable plastic stirrer.

TO THINK ABOUT

- *Communication about the change to employees*
- *Material with limited life span*
- *Possible aftertaste and hygienic problems*
- *Single-use waste*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



STIRRER IN SUGAR / CHOCOLAT

DID YOU KNOW ?

Edible stirrers are 100% soluble in beverages. However, this type of stirrer can cause food waste. It should also be noted that this type of stirrer remains a single-use product and is very often packaged in plastic packaging.

TO THINK ABOUT

- *Provide storage space*
- *Food waste risk, as the product is not always consumed.*
- *Single-use waste*
- *Not suitable for all kinds of beverages*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●





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SWEETS AND SNACKS PACKAGING

3 tonnes

estimated among signatories; audit result, November 2019

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40% of the plastic produced in Europe would be used for food packaging, representing 20.5 million tonnes in 2017.

Plastic is the source of many advances in food preservation, and therefore in reducing food waste. In addition, packaging is subject to numerous health laws. Beyond this aspect, the packaging of a product is a strong marketing asset, and it is on its design that companies focus most of their attention.

In the European Union directive, the packaging of sweets and chip packages will have to be the subject of an awareness campaign from producers on their environmental issues. Reinforced collection and recycling measures will also have to be put in place.

	REMOVAL	FRUIT BASKET	ALUMINIUM CAN
TIME	●	●	●
DIFFICULTY	●	●	●
COST	●	●	●
SUSTAINABILITY	●	●	●
RECYCLABILITY	●	●	●

REMOVAL

DID YOU KNOW ?

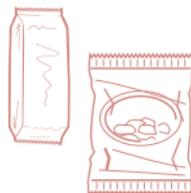
Finding alternatives to replace those products remains a huge challenge today. The deletion must be accompanied by a major communication campaign with employees.

In addition to communication, the implementation of an alternative remains very strongly recommended to avoid any dissatisfaction.

TO THINK ABOUT

- *Communication about the change to employees*
- *Checking the feasibility based on supplier contract*
- *Implementation of an alternative highly recommended*
- *Habit and behavioural change*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



FRUIT BASKET

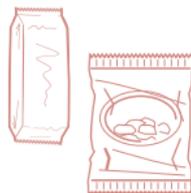
DID YOU KNOW ?

Positive communication around the fruit basket is important to remind that fruit is a healthy alternative. In order to reduce the environmental impact of the fruit basket it is preferable to favour organic, seasonal and if possible local fruit.

TO THINK ABOUT

- *Order from suppliers*
- *Arrange one or more point(s) for fruit basket*
- *Regular fruit replacement*
- *Choice of fruit (seasonal)*
- *Focus on local suppliers to minimize transportation impacts*
- *Food waste risk, as the product is not always consumed.*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



ALUMINIUM CAN

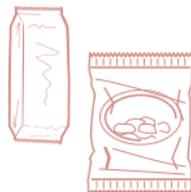
DID YOU KNOW ?

Even if it is an alternative offering a limited choice, several brands are moving towards snacks packaged in an aluminium can that sometimes has the advantage of being resealable. Although aluminium is infinitely recyclable, many cans are thrown in the nature. A large part of these are therefore produced from virgin raw materials which are limited resources.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Limited offer (not suitable for all snacks)*
- *Still uncommon offer range*
- *Provide storage space*



ZERO SINGLE
- USE
PLASTIC



TRANSITION
KIT
SIGNATORIES

BAGS

For information; not asked in the audit of the Zero Single-Use Plastic project



Since 31 December 2018, no plastic bags can legally be available free of charge in points of sale, even if disposable plastic bags are still available as appropriate.

	REUSABLE PLASTIC BAG	CANVAS BAG	PAPER BAG	COMPOST
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

REUSABLE PLASTIC BAG

DID YOU KNOW ?

Valorlux has put its “Ökotut” in circulation since 2004, now part of our daily life. Please note that these bags are taken and exchanged for free if damaged. It is estimated that 841 million single-use plastic bags have been avoided since 2004 thanks to “Ökotut”, which represents a saving of 5,651 tonnes of plastic and 12,568,925 litres of oil.

The great Valorlux novelty of 2019 in collaboration with the CLC (Luxembourg Confederation Trade) and the Administration of the Environment is “Superbag”. Available since June 25, 2019, this bag, which can be found at several retailers in Luxembourg at a price of €0.35 per unit, is reusable and robust.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Taking the bag with you*
- *Habit and behavioural change*
- *Choice of material*



CANVAS BAG

DI YOU KNOW ?

The recyclability of a canvas bag depends on the material. Note that polymer is more recyclable than cotton.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Taking the bag with you*
- *Habit and behavioural change*
- *Choice of material*



PAPER BAG

DID YOU KNOW ?

The paper bag is still a single-use product and is not necessarily stronger than a plastic bag. The paper bag has a higher production cost than the reusable plastic bag. The strength of the paper bag is an important criterion for repeated use.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Habit and behavioural change*
- *Strength check*
- *Material with limited life span*



COMPOST

DID YOU KNOW ?

Compost can eliminate your waste at a lower cost. Organic waste can represent up to 1/3 of the carbage weight. In addition, the compost produces a very good fertilizer quality and could be used for the company's green spaces and plants.

If space permits, composting food waste could reduce the use of plastic garbage bags.

TO THINK ABOUT

- *Compost maintenance*
- *Provide suitable storage space*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●





ZERO SINGLE
- USE
PLASTIC

TRANSITION
KIT
FOR SIGNATORIES



Balloons, although they are an interesting marketing tool and give a festive dimension to an event, are the third cause of seabird mortality. An Australian study also found that soft balloon particles are 32 times more dangerous to birds than hard waste.

	REMOVAL	ALUMINIUM BALLOONS	ROLL UPS AND REUSABLE TARPAULINS
TIME	●	●	●
DIFFICULTY	●	●	●
COST	●	●	●
SUSTAINABILITY	●	●	●
RECYCLABILITY	●	●	●

REMOVAL

DID YOU KNOW ?

Balloons are a source of pollution as they end up in the wild.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Revise real needs*
- *Habit and behavioural change*



ALUMINIUM BALLOONS

DID YOU KNOW ?

Aluminium balloons remain problematic because it is a single-use product that is very polluting. In fact, aluminium is not biodegradable. Moreover, the balloons are never picked up after they have flown away.

TO THINK ABOUT

- *Single-use waste*
- *Littering / Wild product*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



ROLL UPS AND REUSABLE TARPAULINS

DID YOU KNOW ?

The circular economy starts already with product design: when you design your communication channel(s), make sure to make them reusable by avoiding dating them. If your channel is dedicated to only one specific event, make sure you can recycle it.

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

TO THINK ABOUT

- *Easily reusable*
- *End-of-life recycling options*





BEST PRACTICES



TRANSITION
KIT
FOR SIGNATORIES



BEST PRACTICE

accenture

What alternatives have you put in place?

Accenture Luxembourg S.à.r.l. has an office with a capacity of 30 people located in Kirchberg, avenue John F. Kennedy. Prior to our commitment to “Zero Single-Use Plastic” we had excluded all plastic in the use of utensils (ceramic cups and plates, stainless steel cutlery, etc.). We have also made efforts to reduce the amount of unsolicited mail by asking senders to regularly update their contact list. In addition, we have noticed that some suppliers have improved their packaging. Ex: Paperjam sends magazines in biodegradable plastic and a caterer has reduced plastic packaging in favour of cardboard.

What was the easiest and most challenging to replace?

The greatest challenge remains the products that employees bring with them to the workplace (for lunches, newspapers, etc.). Our commitment to “Zero Single-Use Plastic” has given us the opportunity to raise the subject with our employees and this has helped to change their/our habits.

TRANSITION
KIT
FOR SIGNATORIES

Has your commitment had an impact at the international level?

Accenture Luxembourg is a forerunner in its commitment in the world of Accenture Global. We are very pleased that Julie Sweet (CEO - Accenture Global) announced in October 2020 that the firm has the ambition to achieve zero waste by the end of 2025.



**What alternatives have you put in place?**

We order our lunch meals at our business from a supplier using local products and we have asked them to use as little packaging as possible, and recyclable or reusable packaging.

We provide reusable crockery throughout the building, there is no more plastic crockery.

We promote the use of the Ecobox among the employees. As soon as they join the company, each new employee is given a welcome booklet with the "ADA" good practices, which includes, among other things, the explanation and use of the Ecobox.

We have installed water fountains connected to the urban self-service network for all employees. Likewise, reusable water bottles were made available in the meeting rooms. From January 2021, each employee will receive a glass bottle for daily use.

The end-of-year gift has also moved to "zero plastic" and "zero waste" by the end of 2019: chocolates prepared by a French craftsman, bought in bulk in a shop and put in small reusable glass jars.

What was the easiest and most challenging to replace?

The simplest was the water fountains: it is not a huge change in habits and it has a precious advantage: the "sparkling water" option.

The most difficult remains the delivery of meals: some suppliers make an effort but this is not the way they operate. Despite our requests, they continue to send plastic cutlery with every meal order. In addition, we have observed inconsistencies, such as a supplier who takes care to deliver a fruit salad in a large reusable container instead of individual plastic packaging, but closed with a multitude of layers of "cellophane" film around it.

The most difficult thing is to make all employees aware of the ambitions and the transition to "Zero Plastic" of the non-profit organisation. ADA is already committed to sustainability and ethics, other initiatives had already been put in place before this manifesto and some employees did not understand why more needed to be done.





Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

The savings are obvious on water fountains connected to the urban network: the annual subscription is half as expensive and after investing in containers (glass bottles), the first year, the estimated savings are 2 to 3 times compared to fountains with water bottles.

Overall, the investment in reusable goods, such as water fountains and glass bottles, represents a considerable cost for a small structure like ADA, but in the medium term, the savings are real.

In 2020, with the management of COVID 19 and therefore the “forced” reintroduction into our habits of disposable products, such as disposable hand towels, sugar packaged in individual sachets, we have noticed that the disposable is more expensive than the sustainable.

Has your commitment had an impact at the international level?

A survey of ADA's employees revealed that :

- 48% of the employees who initially mentioned that they were not necessarily concerned by the subject were made aware of it and put into practice certain

gestures on a daily basis. Because they recognise that it is a commitment to the good life of everyone, both professionally and personally.

- 48% of ADA's employees are ready to go further. For example, the idea of running “zero plastic” workshops to set up daily routines was mentioned.

- The “zero plastic” effort enables ADA to be consistent with its environmental commitment. However, when working on projects in the South, it seems inconceivable at the moment to raise the awareness of our partners on this specific subject because our projects in the field are focused on financial inclusion.

- On the other hand, when we ask partners in the South to take into account the environmental importance in their projects, we can show our example and the actions implemented within our office in Luxembourg.



BEST PRACTICE



What alternatives have you put in place?

Among the items targeted by the Zero Single-Use Plastic Manifesto, the major lever of action were the plastic bottles, as the majority of the other products were no longer present at ALD Automotive.

We therefore chose, on the one hand, to rethink our catering by choosing returnable glass bottles, but also to remove the water bottles by replacing them by a water fountain connected to running water, then filtered (offering the user hot, cold or sparkling water).

What was the easiest and most challenging to replace?

Setting up the glass bottle deposit for the drinks was just a formality with our supplier. We took this opportunity to decide to source only Luxembourg spring water from now on. The second project, which consisted of the installation of new running water dispensers, required some quick and uncomplicated connection work.

The next step, which has already begun, will be to remove the 50cl bottles from the vending machines. All change management is accompanied by internal communication to motivate corporate choices. These have been particularly well received by employees who are proud of this commitment.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

As with the implementation of the project to remove plastic cups in 2015, our decision to remove bottles required only a small initial investment in the form of connection work.

For the rest, these are very simple quick wins actions. The technical solutions exist, the suppliers have listened, and the project is profitable in the very short term without requiring economies of scale. It is therefore within the reach of all organisations, large or small, that show a willingness to commit to a zero-plastic approach.

Has your commitment had an impact at the international level?

We have not yet had the opportunity to communicate this good practice at the level of the Société Générale Group, our parent company. However, the project has proved to be so simple and conclusive that we can only consider spreading this common sense experience internally and externally to multiply its implementation.

**What alternatives have you put in place?**

- All beverages in the meeting rooms are delivered in reused glass bottles.
- Water dispensers were put in place for the entire personnel. Instead of plastic cups, glasses are available near the water dispensers.
- In the coffee corner plastic stirrers were replaced by spoons (normal cutlery) and single-use plastic cups by traditional glasses or cups.
- ANA has an equipped kitchen to warm up homemade food. Cutlery is available as well as a dishwasher, freezer, etc.

What was the easiest and most challenging to replace?

Most of the measures were already in place before the undersigning of the manifesto, as this is part of ANA's environmental policy, which is ISO14001 certified and EMAS registered. Plastic stirrers and single-use plastic cups were changed quickly. The installation of water dispensers and the delivery of beverages in reused glass bottles was appreciated by our personal. Convincing the people to stop to use coffee capsules needed an installation of a centralized coffee machine in our coffee corner available for all our personal.

**Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?**

An aspect which was observed is that we (mankind) created a need with the use of single-use plastic which was never necessary. Most of the single-use plastic can easily be changed from one day to the other, without any problem. This is going hand in hand with the economical factor. If we are using everyday coffee stirrers (or coffee capsules) to throw them away after having the coffee, and we can use normal spoons (or coffee machines) with the same result, we have invented and are paying for an article which makes no sense and will cost us money. On the other hand, the single-use plastic variant is often cheaper than the multi-use variant. A bottle of water (or coke) is more expensive in a reused glass bottle than it is in a single-use plastic bottle.

Therefore, we cannot talk about economical wins. There are more expenditures for beverages and less for coffee capsules, coffee stirrers and single-use cups.

Has your commitment had an impact at the international level?

ANA is part of different European groups (e.g. EASA Eurocontrol environmental transparency working group and FABEC environmental steering committee). Europe (EASA and Eurocontrol) are working together with the European ANSPs (Air navigation service providers) on a common vision on their environmental performance. This shall not only be limited to the air navigation activities but should also include all other environmental impacts. We will communicate about this successful project in next future and recommend to our European partners the experiences we've made with it.



**What alternatives have you put in place?**

We have distributed to all our employees

- Wooden pens with refillable leads (made in Europe) to replace all plastic pens,
- Water bottles (and provision of water fountains with still and sparkling water) to replace plastic bottles in vending machines,
- A complete set of stainless steel cutlery to replace plastic cutlery,
- Fun nominative cups.

We have also replaced (among others)

- stirrers with stainless steel spoons
- notebooks with plastic cover and spiral binding by cardboard/paper notebooks
- plastic bags by cotton bags (for small gifts or other objects distributed at the head office or by our AXA branches)
- plastic spacers by cardboard spacers
- plastic plates (e.g. for events) by cardboard plates and other reusable materials.

What was the easiest and most challenging to replace?

It was easy to replace the above-mentioned items. Strangely enough, one of the biggest challenges was to remove the small (plastic) still water bottles from the vending machines as our supplier did not offer alternatives. Eventually we found cans for sparkling water, but we had to remove the still water completely from the vending machines and put water fountains in place, but the staff quickly got used to it and use glasses or their water bottles.

We faced a slight resistance from a few employees, but thanks to an information campaign via our internal newsletter, we only had 2 or 3 sceptical feedback (out of 300) and as soon as we provided explanations, everyone accepted the changes. Good communication is essential to avoid any confusion or inconvenience.



Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

After an initial investment to order items (flasks, pens, cutlery, cups, etc.) that replace disposable plastic items, we certainly save a certain amount each year.

It would be wise to make a long-term analysis, since we still have to regularly order more expensive products to avoid employees having to buy “single-use plastic” items again. But it’s worth it.

Has your commitment had an impact at the international level?

We have shared our experiences with our AXA entities in other countries, but we do not yet have a global view of the effects at the international level.



◀ *Click to watch this video testimony.*



What alternatives have you put in place?

People at BSP have always been attentive to various themes around community involvement, environmental impact and sustainable development. Our aim was to introduce changes, step by step, into our daily life in order to make tangible our caring for people and for the environment. For this reason we started replacing all the plastic cups and stirrers, plastic plates and cutlery, both in our daily routine and in our corporate “Get Together” parties where we also avoid balloons and sticks, plastic bags and plastic straws. We offered fresh fruit to reduce the consumption of snacks and we replaced all the plastic bottles with reusable and branded steel bottles and water fountains.

What was the most challenging to replace?

The most difficult items to replace are plastic take-away boxes and sweets and snacks packaging in the vending automatic machines since we need to relay on personal choices on one side, and on external suppliers on the other side. For this reason we tried to raise awareness at BSP promoting the IMS exhibition on the devastating effects of plastic pollution on the environment and we appreciated IMS intervention with external suppliers to make them aware of their impact and responsibility.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

For sure the advantages are both economic and most importantly in terms of waste. If we only consider the replacement of plastic bottle, we covered the costs sustained for replacing them in one year and a half while avoiding to buy more than 28.000 bottles in around 8 months. This is a result that should be a very good incentive for everyone in private and working life.



◀ [Click to watch this video testimony.](#)



BEST PRACTICE

caceis
INVESTOR SERVICES

What alternatives have you put in place?

CACEIS has chosen, like many other companies, to remove individual bins. From now on, everyone must dispose of their waste in the collectors installed in the central areas, near the teams or in the kitchens. This is what is known as voluntary contribution. This allows for more selective sorting. We must be able to do better without too much effort!

By removing the bins and thanks to the voluntary contribution, we commit ourselves to dispose of recyclable (or non-recyclable) waste in the collectors provided for this purpose. The action is simple and quickly gains momentum as soon as it is replicated on a large scale

Furthermore, as part of our commitment and desire to reduce the consumption of single-use plastic, we have eliminated the rubbish bags that are put in each individual bin on a daily basis.

Stainless steel cutlery has been made available in each kitchen to avoid the use of single-use plastic cutlery.

TRANSITION
KIT
FOR SIGNATORIES

What was the easiest and most challenging to replace?

Removing the plastic cups was much simpler for CACEIS, which had already been taking this responsible approach for several months.

The removal of individual bins was the most complicated challenge as everyone is used to their comfort and this alternative has forced our employees to move, sort and also make efforts to reduce their waste.



BEST PRACTICE



What alternatives have you put in place?

We have replaced the plastic cups by mugs and glasses, the stirrers by small spoons.

We stopped buying drinks in plastic bottles, now we have water fountains.

We have considerably reduced the purchase of milk pods, they are only available for external meetings.

We have stopped buying individually wrapped biscuits, which are only available for external meetings. We have found a supplier who, on demand, delivers biscuits in a reusable glass container.

We are constantly trying to buy material without packaging and without plastic when there is a possibility. E.g. We no longer buy plastic-covered notebooks.

For events we no longer buy single-use plastic material.

What was the easiest and most challenging to replace?

The easiest to replace were the plastic cups and the hardest to replace were the biscuits. The changes were very much appreciated by the staff.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

We haven't had any visible economic benefits so far, we have had to buy equipment, but we are convinced that this will be visible in a short time and the most important thing for the CHAMP family is that we are contributing to the preservation of a healthy planet.



◀ *Click to watch this video testimony.*

BEST PRACTICE

DSM

AVOCATS A LA COUR

What alternatives have you put in place?

To reduce the use of single-use plastics, DSM Avocats uses:

- porcelain mugs available to employees and collaborators of the firm,
- a fully equipped kitchen with cutlery, dishes, glasses and cups,
- several coffee machines with coffee bean grinder,
- suppliers selected according to criteria and supplies without plastic packaging,
- beverages (water, fruit juice) in glass bottles,
- differentiated bins for selective sorting.

In addition, we have appointed an internal ambassador who raises awareness of these issues at DSM Avocats à la Cour and we communicate on our actions to make others want to join IMS.

TRANSITION
KIT
FOR SIGNATORIES

ZERO SINGLE-USE PLASTIC

VIDÉO RÉALISÉE PAR DSM AVOCATS À LA COUR

Click to watch this
video testimony.



BEST PRACTICE

ERGO

TRANSITION
KIT
FOR SIGNATORIES

What alternatives have you put in place?

We now receive all catering deliveries exclusively in glass containers. In all conference rooms, individual portions of sugar and milk have been replaced by refillable glass portioners.

All of our office supplies are gradually being replaced to produce less plastic waste. For example, ballpoint pens and highlighters with replaceable refills.

We have completely removed disposable plastic waste bags. Where rubbish bags are essential, we use eco-friendly bags or organic bags.

What was the easiest and most challenging to replace?

As a sustainable insurer, we are generally mindful of avoiding waste in all areas and are always on the lookout for environmentally friendly alternatives, this has sometimes been made easier for us through cooperation with suppliers. Many suppliers are also taking a new, more sustainable approach and have already offered us alternatives of their own accord. This makes it easier and less time-consuming to find good ecological alternatives for everyday use in the office.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

Above all, it is a success that we produce less waste. Of course, this also has an impact on costs.

As a founding member of the industry initiative for sustainability in life insurance, we are continuously interested in further improvements and conversion to become a fully sustainable insurer, so resource conservation is particularly important to us. ERGO Life is very concerned about taking responsibility: For the environment, for people, for the world we live in.



BEST PRACTICE



What alternatives have you put in place?

Since 2018 we have removed all single-use plastic from our tea-stations. Plastic water bottles in our vending machines are replaced by our water tap and we encourage our catering partners to look for environmental friendly solutions.

What was the easiest and most challenging to replace?

I do not think there are things which are more challenging than others, employees are generally supportive of these initiatives which makes implementation easier.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

There are mostly an initial investment attached to replacing single-use-plastic with more sustainable solutions, but we expect to see a return of investment over the long term. In any case, it is an investment into our future.

TRANSITION
KIT
FOR SIGNATORIES

Has your commitment had an impact at the international level?

Fidelity view our sustainability priorities through dual lenses of what we consider “in-house” priorities, along with our externally-oriented priorities. We have pledged to be carbon-zero by 2040.



BEST PRACTICE

**BANQUE
FORTUNA**
Société Coopérative

What alternatives have you put in place?

Fortuna Bank has committed to this initiative from the outset in order to raise awareness among its employees and remove single-use plastic from its daily environment.

Non-reusable stirrers were naturally identified as the first object to be banned near our coffee machines. We have large quantities of plastic water bottles, so we quickly contacted a few suppliers to find out what solutions were available to us for filtering and distributing tap water. Returnable glass water bottles are already available for customers.

What was the easiest and most challenging to replace?

Steel spoons were made available and all the employees agreed to the change, which seemed quite logical to them in the context of our commitment.

The water fountain and filter system will require more communication internally to make it understood and accepted that tap water is as good (sometimes even better) than bottled water. The transition will begin during the renovation of our buildings.

TRANSITION
KIT
FOR SIGNATORIES



INOWAI

PROPERTY PARTNERS

What alternatives have you put in place?

At the crossroads of many economic, territorial and societal issues, the real estate sector, like all sectors of activity, has its role to play in the preservation of our environment. INOWAI has been active for more than 20 years in the real estate sector in Luxembourg and has 65 employees. By signing the Zero Single-Use Plastic Manifesto, INOWAI committed to putting an end to the use of single-use plastic in its organisation and, more broadly, to contributing, at its own level, to environmental protection and the adherence of all company players to its eco-responsible values.

Various actions have therefore been implemented, including: installation of water fountains, distribution of personalised water bottles and mugs to our employees to replace the traditional plastic bottles, provision of water jugs for our customers and visitors, the replacement of plastic bags in favour of kraft paper bags, donation to associations of the used plastic office supplies (such as binders) previously discarded, removal of plastic goodies, etc

What was the easiest and most challenging to replace?

Thanks to the promotion of environmentally friendly alternatives and raising awareness among our employees in order to make them aware of their responsibilities, the various measures set out above have been well received and fairly simple to implement.

The real challenge lies in the definitive elimination of plastic food containers. Although the use is still limited on our scale, we note that many suppliers of company meals still use too much plastic containers. Similarly, many magazines are still delivered to us in plastic packaging. In addition, we have also seen the return of single-use plastic since the coronavirus crisis. So there is still a long way to go and ongoing efforts.



BEST PRACTICE

2/2

INOWAI

PROPERTY PARTNERS

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

Decreasing the use of plastics is obviously an opportunity to reduce our costs, in particular by removing the purchase of disposable items, which also means less storage and handling, but our main motivation lies in our desire to make an effective contribution to protecting the environment against plastic pollution. Every action counts and we all have a role to play in combating this scourge.

TRANSITION
KIT
FOR SIGNATORIES

ZERO SINGLE-USE PLASTIC

VIDEO REALISÉE PAR INOWAI

◀ *Click to watch this video testimony.*



BEST PRACTICE

IQEQ

Know how Know you

TRANSITION
KIT
FOR SIGNATORIES

What alternatives have you put in place?

In 2019, we launched a project to refurbish and reorganise our office spaces. We saw this as an opportunity to rethink our employees' consumption habits and significantly reduce our environmental footprint. We thus decided to set up a kitchen space on each floor providing all of the necessary facilities to replace single-use plastic items with real kitchenware: cutlery to replace plastic coffee stirrers, plentiful mugs and glasses to replace plastic cups and a central waste area instead of individual waste bins to avoid the use of plastic bags. We also had water bottles removed from vending machines after we installed new water fountains offering both still and sparkling water.

What was the easiest and most challenging to replace?

The easiest to replace were the kitchen materials and everyone welcomed this positive change. Removing the individual waste bins was a bit more challenging, as it has meant a longer walk to the bin for most staff and the need for waste to be sorted into different recycling bins. Within a few weeks, however, we had everyone on board and the new system is working very well.

Have you noted any economic advantages to replacing single-use products with long-term alternatives?

Of course! Although setting up multiple well-equipped kitchen areas and buying lots of kitchenware might seem like a significant investment, it is a one-off – compared to plastic products, which you have to keep buying endlessly. It quickly becomes financially as well as environmentally beneficial. As an example, for IQ-EQ Luxembourg, investing in kitchenware is allowing us to do away with 233,000 plastic cups, 108,000 plastic stirrers and over 10,000 plastic bottles per year!



BEST PRACTICE



LUXEMBOURG
STOCK EXCHANGE

What alternatives have you put in place?

We undertook several actions, namely

- Installation of filtered water fountains, we have saved more than 55,000 plastic bottles per year,
- Banning plastic cutlery and dishes for all our events and for on-site business lunches and dinners, by opting for suppliers who deliver reusable hard cutlery and dishes, taken back after each event, in 2019 we saved over 2250 pieces of non-reusable plastic cutlery,
- Provision of coffee and tea cups and glass glasses in sufficient quantity,
- Availability of durable stainless-steel cutlery in sufficient quantities,
- Implementation of the SuperDrecksKëscht to promote recycling,
- Change of supplier for coffee corner products (sugar, milk tea, etc.), to ban the use of products packaged in plastic.

What was the easiest and most challenging to replace?

Given the high level of awareness federated by the involvement of the top management of the Luxembourg Stock Exchange, the impact has been positive, and the majority of employees have taken part in this change.

On the other hand, the provision of the Ecobox to all employees, which was planned in the 2020 CSR objectives of the Luxembourg Stock Exchange, remained on stand-by due to the difficulty of implementing this during the Covid-19 sanitary context.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

Saving the purchase of 55,000 bottles and 2,250 plastic cutlery covers per year is bound to have a positive economic impact.

Has your commitment had an impact at the international level?

On the one hand, the Luxembourg Stock Exchange regularly organises events with visitors from all over the world. The banner wall set up, installed in the entrance and towards the meeting rooms welcoming visitors, tells a story (of world consumption of ZSUP, that if we do nothing, by 2050 there will be more plastic in the oceans than fish, that the Luxembourg Stock Exchange has reacted and signed the ZSUP manifesto in 2018, and that we have undertaken concrete actions (Refuse, Reuse, Reduce, Recycle) and that we have kept our commitments with objectives), necessarily attracts the curiosity of visitors, which pushes them to think, become aware of the problem and perhaps react.

On the other hand, more than half of the employees of the Luxembourg Stock Exchange are cross-border employees. The impact of change on them has inevitably changed their behaviour and has led them to influence those around them in their respective countries.



What alternatives have you put in place?

In partnership with our service provider Sodexo, we have undertaken several actions in different stages to replace our disposable food containers.

In 2018, we began by replacing our single-use plastic salad and hot dish containers with containers made of recycled cardboard with a plastic window and made of 100% recyclable and compostable cardboard pulp. However, this alternative is not the most optimal as we continue to produce waste and ends up in the household waste.

Since October 2019, we have replaced our salad and hot dish containers with the Ecoboxes. These containers have many advantages; they are mainly reusable and recyclable. The multiple use of the Ecobox allows us to considerably reduce single-use packaging and consequently the volume of waste.

Recently, in November 2020, in collaboration with our service provider Sodexo, we installed the first company-connected fridge on our Crystal Park site. The concept is to offer our employees, at any time of the day, savoury and sweet recipes to be collected in a connected fridge and with zero waste.

Since the start of the Zero Single-Use plastic project, we have succeeded in reducing disposable plastic food containers by 72%. We have gone from 222,545 (FY 2018) disposable food containers to 62,287 (FY 2020).

Within the framework of the “Office supplies” call for tenders that we launched in the spring of 2020, we were asked to analyse and list the office supplies most consumed during the year with a view to future negotiations with the various participants. We thus established a “TOP 200” for which 94 items (i.e. 53%) were already compliant with IMS standards.

For the remaining 106 items packaged with single-use plastic, we strongly invited the participants in our call for tenders to offer us any alternative products to plastic and/or single-use plastic packaging, strongly emphasising our commitment to IMS on the one hand and to our Responsible Purchasing Charter on the other. It was explained to them that this criterion would be important in our final choice of the future office supplies supplier and we asked them to commit themselves to us.

As a result, 59 alternative items without plastic packaging were proposed to us by the supplier who won the tender, with 47 alternatives still to be found. A working group with monthly meetings between PwC and our supplier has been set up to work side by side and more efficiently on the latter items to be replaced.

In the end, we managed to replace more than 55% of our non-compliant products to date.

Also, we have asked our supply provider to recover the packaging cartons for reuse each week during deliveries, which already commits us to circular economy.



What was the easiest and most challenging to replace?

While replacing our salad and hot dish containers with the Ecoboxes has been relatively easy, this is not necessarily the case for all salty or sweet recipes. The Ecoboxes are only available in two sizes, 500ml and 1000ml, and are not suitable for all recipes. We still use recycled cardboard and plastic containers for some desserts for take-away sales.

However, we continue our journey to find alternatives and our commitment to reduce and eliminate plastic, even though the Covid-19 crisis has somewhat delayed our goals such as replacing our plastic and cardboard dessert containers with glass jars. Replacement was originally planned for the spring of 2020 and has been pushed back to January 2021.

We also want to prevent single-use cardboard from becoming the plastic of the future.

In our “fight” to eliminate the last non-conforming items from our catalogue, we encounter limits and constraints:

- Difficulty to act on single-use plastic packaging that is packaged at the manufacturer's premises,
- Technical constraint (e.g. products containing glue must be packed in plastic to preserve the product or paper delivered in cardboard boxes with plastic strapping to hold it in place during transport),
- Constraint on capacity: requires buying in larger or smaller quantities to reduce plastic packaging, which has a financial impact,
- Financial impact too high for the replacement of certain products (e.g. transparent plastic pockets, folders with flaps, polypropylene corner pockets, pencil sharpeners, etc.).

To conclude, it has been almost 5 years since we decided to give a second life to our office supplies that were previously thrown away, by sorting them and putting them back into the internal distribution circuit.

**What alternatives have you put in place?**

In the canteen, a very large proportion of single-use plastic containers were replaced by more sustainable alternatives:

- returnable mugs instead of plastic bottles for orange juice,
- glass containers to replace plastic shakers for fruit salads and smoothies,
- the "EcoBox" instead of plastic food containers and cutlery for take-away meals.

In the meeting rooms we have replaced plastic cups with mugs. And in the coffee machines we have completely removed plastic cups. Employees use their own mugs or returnable mugs.

What was the easiest and most challenging to replace?

In 2019 and the first few months of 2020, the changes in habits within the framework of the Zero Single-Use Plastic project were accompanied by a work of information and listening, because, as with any change of habits, some people may have felt stress or a feeling of unnecessary measure. Others, on the other hand, were very enthusiastic and immediately joined in and thanked us for taking this action.

In the canteen, it was easier to change the plastic cups and bottles than the take-away plastic containers. The canteen manager also had to introduce new processes in order to make optimum use of the "EcoBox".

Among the most difficult measures, which we have not yet been able to implement, are those concerning the sale of branded drinks both in the canteen and in the vending machines, as well as office supplies such as pens. We are convinced that there is great potential for improvement in both these areas and continue to work to find sustainable alternatives.

Finally, the Covid19 crisis and all related health measures have clearly added a challenge to our fight against single-use plastics.





Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

We have not observed any direct economic impact, but we have certainly produced much less waste.

Has your commitment had an impact at the international level?

Our participation in the Zero Single-Use Plastic initiative is perfectly aligned with other sustainable initiatives at other Group sites around the world.

We communicate regularly on the issue and note that colleagues around the world are also keenly interested in the issue and want to reduce its impact, both in the office and in their lives in general.

BEST PRACTICE



What alternatives have you put in place?

As of 1st January 2019, we have completely removed the use of stirrers, straws, bags and disposable plastic cups, taking care to introduce reusable alternatives so as not to replace one waste with another. Since summer 2019, plastic cutlery and plates were replaced.

At the Sodexo head office, we have opted for still and sparkling water fountains to replace the plastic bottles. With the introduction of glass bottles, glasses or water bottles for all our staff were made available. For hot vending machines, we have opted for porcelain cups.

What was the easiest and most challenging to replace?

While the first measures were fairly easy to implement, it was more challenging for Sodexo, as a service provider, to offer its clients and guests alternatives to single-use plastic containers, particularly for take-away sales.

As a first step, we chose to commit to the national EcoBox initiative, which is a very good solution for take-out meals when served “minute”. On the other hand, in order to meet the growing demand for take-away sales in 2020, at the time of the health crisis, we had to find other containers that would allow us

to see, by transparency, the product prepared and already set up. In addition, we needed more formats, especially for desserts.

That's why we launched a new range of homemade, healthy and zero waste recipes “La Collection”. These recipes are sweet or salty, for for small or big hunger, and are presented in returnable glass jars. To encourage the return of glasses and their repeated use, we offer an attractive loyalty scheme to our customers: 10 returned jars = 1 free dish.



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BEST PRACTICE



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shaping information

What alternatives have you put in place?

As far as disposable plastic in our dining and coffee areas is concerned, some notable changes have been made over the last two years:

- Removal of plastic cups from coffee dispensers and water fountains: a sufficient quantity of ceramic or porcelain cups and mugs has been made available. In addition, the unit cost of hot drinks in vending machines has been reduced following the elimination of single-use plastic cups,
- Replacement of plastic stirrers with FSC/ biodegradable certified wood stirrers,
- Replacement of white sugar pods with plastic-coated paper packaging by Fairtrade sugar pods with recyclable paper packaging.

To enable our employees to contribute to this collective effort to reduce waste from single-use plastic food items, in June 2020 each of them received a lunch box and a set of reusable cutlery so that they could, for example, reuse their lunch box and cutlery set:

- Carry their home-made sandwiches, meals and snacks in the lunch box instead of wrapping them in plastic bags or plastic wrap,
- Present their lunch box when they go to the food trucks instead of the plastic or polystyrene containers usually offered (as far as possible and in compliance with health regulations),

TRANSITION
KIT
FOR SIGNATORIES

- Avoid bringing back disposable plastic cutlery with their delivered, take-away or self-service meals.

What was the easiest and most challenging to replace?

The above practices were easy to implement and well accepted by all employees. Good communication and offering alternatives (rather than outright suppression) are the keys to boosting the adoption of these good practices.

The most challenging area that remains to be replaced in our dining areas and coffee corners is the disposable plastic packaging from vending machines. Unfortunately, a large proportion of the snacks offered by vending machine suppliers are still packaged in disposable plastic. There is still work to be done upstream by the producers of snack items and vending machine suppliers to offer more environmentally friendly solutions and we have an up-to-date role as consumers to encourage them to do so.

BEST PRACTICE



What alternatives have you put in place?

In 2018, our vending machines containing cold drinks were replaced by a free water fountain. Tap water is filtered and the user can choose between temperate, cold or sparkling water. Reusable BPA-free bottles have been distributed to all employees and can be refilled at any time. This results in a significant reduction in disposable PET bottles, not to mention the financial benefit for staff.

There are many different ways to develop new habits. In a transitional phase, we let the employee choose to use the disposable cups from the hot drinks dispenser. Nevertheless, the plastic cups have been replaced by cardboard cups. We still recommend the use of refillable beverage containers, offering a cheaper price for a hot drink without a cup dispenser. A sufficient number of porcelain cups and a dishwasher are available to employees. The aim is to remove the use of disposable cups in the hot drinks machine in the near future.

What was the easiest and most challenging to replace?

The move to the new site has given us many opportunities to start projects, such as the free water fountain and the change of behaviour regarding the use of single-use plastic cups.

It is very important for us to manage our waste in an environmentally friendly way. In cooperation with the SuperDrecksKëscht, we have set up a detailed

and intensive waste collection and sorting system at the new warehouse in Junglinster, while at the same time emphasising and promoting waste prevention. Voyages Josy Clement follows a transparent and high-quality recycling and waste disposal policy.

Raising employee awareness and changing habits will remain a constant challenge. We are constantly carrying out analyses in order to improve our processes. In addition, all our employees are regularly informed about the "Zero single-use plastic" project.

Have you noted any economic advantages to replacing single-use products with repeat-use alternatives?

Thanks to these solutions, Voyages Josy Clement S.A. estimates that it avoids the waste of countless disposable cups and some 18,000 PET bottles per year. The detailed management of our waste enables us to improve our prevention measures, less waste is produced and collection intervals are extended, resulting in immediate economic benefits in terms of volume and transport.



BEST PRACTICE



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ISBN 978-2-9199642-7-7