

# 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

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---


---

---

---

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

[sadc-cae.ca](http://sadc-cae.ca)

 Canada Economic Development offer a financial support to the SADCs and CAEs.