

# Frequently Asked Questions

Ditching disposables can mean some changes to your business processes and might involve introducing new practices.

We've compiled some frequently asked questions and situations along with helpful advice to make ditching disposables as easy as possible for your business.

Can't find an answer to your question? Get in touch with us via email at [ditchingdisposables@changeworks.org.uk](mailto:ditchingdisposables@changeworks.org.uk) and we'll be happy to help you out.

## Are there fees to join the business charter?

The business charter is free to join. Our project is funded by Zero Waste Scotland so there are no costs passed onto businesses.

There is also the opportunity of financial support for businesses to help implement changes.



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## **Is there a minimum time commitment required?**

There's no time commitment when you join the business charter. However you'll get the most benefit from our tailored support and interventions over a longer period of time.

Remember that changes to legislation surrounding disposable items will also come into effect in 2022.

## **Are reusables safe to use regarding hygiene and Covid-19?**

Some customers or staff members may be worried about hygiene surrounding reusable items, especially due to Covid-19. You can reassure customers that reusable items are safe to use and don't pose a risk of spreading Covid-19 so long as items are washed and cleaned.

There might be concerns about general hygiene of reusable items. So long as good cleanliness and hygiene standards in line with national guidelines are followed, there should not be an increased risk.

Your business can also take additional steps for reusable items, like not accepting dirty containers, avoiding cross contamination, or introducing contactless systems for food and drinks.

## **Can I still provide plastic straws for individuals with medical or disability requirements?**

Under the forthcoming legislation plastic straws will not be banned for those needing them for medical or disability needs. This is because the alternatives to plastic straws are not suitable.

Businesses are being encouraged to only keep a small stock of plastic straws for these individuals only. Under the new legislation, your business won't be allowed to give these straws out to customers who don't meet this criteria and for whom straws are a personal preference.

## **How can my business qualify for financial support?**

As part of the business charter there is the opportunity for businesses to get up to £150 in financial support towards implementing changes.

Any business that is part of the charter can qualify for financial support, but the amount of support and what it can be used for will need to be assessed. To find out more about what your business could get financial support for and how to apply, please see our Financial Support document in your resource pack.

## **How can I ensure that my portion sizes stay consistent if customers are using reusable items like containers or cups?**

Customers might be using reusable containers of all shapes and sizes, so it's important that customers get the same portion. Depending on your situation you could trial different methods for portioning such as portioning by weight or using standardised utensils to make sure each customer gets the same amount.

## **I still have stock left of single-use disposables. What should I do with this?**

You might still have stock of single use items left when you sign on to the business charter. We recommend that you use up your stock of single-use items instead of throwing them out. This way these items get used at least once and can be replaced by interventions when the stock has finished.

You can also implement interventions to do with reducing the amount customers use along side your left-over single use stock. E.g., Putting plastic stirrers behind the counter and only giving them out when customers ask.