



**IMS LUXEMBOURG**  
Inspiring More Sustainability

# ZERO SINGLE USE

# TRANSITION KIT FOR COMPANIES

2022

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**IMS Luxembourg** is a non-profit organisation and is recognised as being of public utility. This Transition Kit has been produced by IMS Lux in collaboration with the Ministry of Environment, Climate and Sustainable Development (MECDD) as well as the Environment Administration, the SuperDrecksKëscht, the Chamber of Commerce and the Chamber of Trades.

The information in the Transition Kit is the result of independent analysis and selection. MS Luxembourg and its partners would like to emphasise the non-exhaustive nature of this information and remind you that the Transition Kit is a guide that will evolve and be updated regularly.

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For any questions or suggestions, please refer to the "[contact](#)" page at the end of the publication.

# PART 1

## INTRODUCTION

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# CONTEXT



**28.05.2018**

Proposal for a Directive on the reduction of the environmental impact of certain plastic products.

**11.09.2018**

Launch of the IMS Zero Single-Use Plastic (ZSUP) Manifesto to end single-use plastics in signatory organisations by end 2020.

**21.05.2019**

Adoption of the Single Use Plastics Directive (EU) 2019/904 banning or restricting the use of a range of single-use plastic products in Europe.

**15.07.2020**

Strengthening the MECDD's "Null Offall Lëtzebuerg" strategy in line with the European directives of the "circular economy" package and the single-use plastics directive.

**31.12.2020**

Deadline for the ZSUP Manifesto. 74 signatory organisations and 150.5 tonnes of single-use plastic removed from consumption each year from 2021.

**01.03.2021**

Launch of the IMS REUSE project to share the learning from the Manifesto and promote and reinforce the shift from single to repeated use.

## A TRANSITION IN 3 KEY POINTS



### 1. THE NEED

#### HOW TO QUESTION IT?

- Imperative ?  
Comfort?  
Habit?
- Can you just get rid of it or do you have to replace it?
- Can you avoid single use?



### 2. THE PRODUCT

#### WHAT ARE ITS FEATURES?

- Knowing its origin, its composition, its possible recycling or not...
- Keep in mind that there is no universal solution.



### 3. THE SUPPLIER

#### WHAT PRODUCT DO YOU BUY FROM HIM?

- Whether a manufacturer or distributor, they can provide you with product data sheets and work with you to find the most sustainable solutions possible.

## UNDERSTAND THE CRITERIA FOR EVALUATING AN ALTERNATIVE

In this kit, IMS offers alternatives to a number of single-use plastic products that are regularly used in companies. To help you assess the impact of these alternatives on the basis of different criteria, a colour code has been developed:

<b>TIME</b>	Quick to set up	Requires some time to set up	Time consuming to set up
<b>DIFFICULTY</b>	No or few changes to be implemented + abundant supply	Some changes to be taken into account or offer still under development	Potentially complex transition through a series of changes to be adopted and/or limited supply
<b>COST SHORT-TERM</b>	Cheaper or equivalent to the single-use plastic product	Slightly more expensive	Significantly more expensive
<b>SUSTAINABILITY*</b>	Long service life / many rotation cycles	Limited re-use	Based on single use
<b>RECYCLABILITY</b>	Existence of a recycling network	Recycling sector under development	Non-recyclable

\* Many factors are taken into account when assessing the sustainability of a product (production sites and methods, energy and water used for manufacturing, means of transport, working conditions, recycling channels, etc.). Users of the Transition Kit are encouraged to do further research during their transition process by learning about product life cycle analyses (LCA) and labels.

# 10 QUESTIONS

## FOR A SUCCESSFUL TRANSITION

In the move towards zero waste, new products, materials and logos have emerged. Among them, the false good ideas are sometimes difficult to spot. To facilitate a successful transition, IMS has compiled 10 questions to answer. Do you have all the answers in your pocket?

# 10

## FOR A SUCCESSFUL TRANSITION

### QUESTIONS

1. Is plastic a material of the past? ..... 10
2. Recycled and recyclable, the same battle? ..... 11
3. "Bio-sourced" and "biodegradable": what are the differences? ..... 12
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9. How to implement the re-use of containers and packaging in companies? ..... 18
10. What is a "life cycle assessment" (LCA) of a product? ..... 19

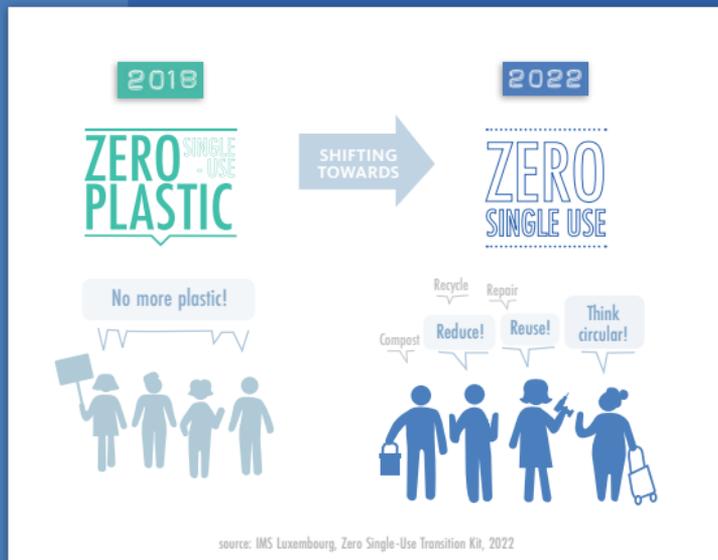
# 1. Is plastic a material of the past?

10  
QUESTIONS  
FOR  
A SUCCESSFUL  
TRANSITION

Nature degraded, health scorned, resources overexploited, ... With the awareness of the excesses of the ultra-disposable and the damage linked to its pollution, plastic has become public enemy number one.

Since it had to be eliminated at all costs, many solutions were developed and quickly deployed to act. In this movement, some innovations have proven to be as or even more harmful than plastic because of their supply, supply chain or lack of recycling channels. Little by little, plastic is regaining its place in a circular vision. Light, strong, easy to store, cheap, recyclable, ...

Well-designed and recycled, some plastics have a lot to offer in terms of promoting re-use. Beyond the material, it is therefore the design, use and end of life that need to be reconsidered in order to reconcile ourselves with plastics and move towards more sustainable products and systems.

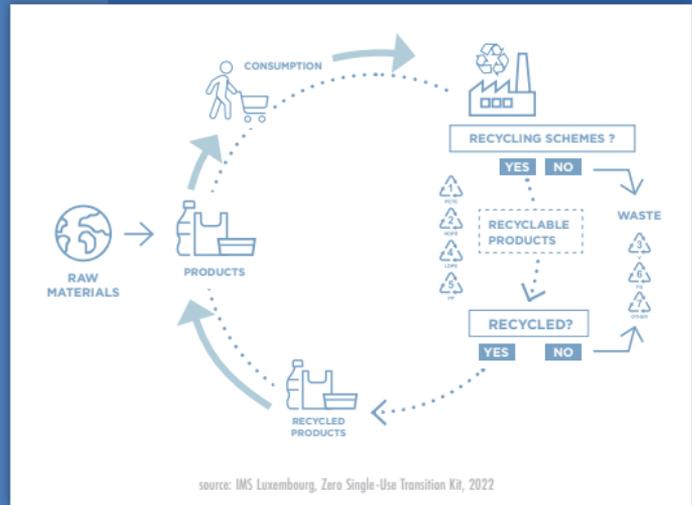


## 2. Recycled and recyclable, the same battle?

In terms of recycling, it is the composition of each product and the existence of dedicated channels that will determine its recyclability potential. Plastic “PET” bottles, for example, are recyclable. But they are far from all recycled.

For only a few years now, some bottles have been made of 100% or partially recycled materials. However, all too often the packaging on offer is made of recyclable but not yet recycled plastic, which means the extraction of new resources. Ideally, a ‘good’ product should therefore be recyclable AND recycled. This reduces the extraction of so-called “virgin” materials and thus reduces the pressure on ecosystems.

In general, however, a good reuse system is less energy intensive than a recycling process.



### IN BRIEF...

Something that is recycled must have been recyclable.

Something that is recyclable is not necessarily recycled,

it also depends on the consumer's action.

## 3.

## “Bio-sourced” and “biodegradable”: what are the differences?

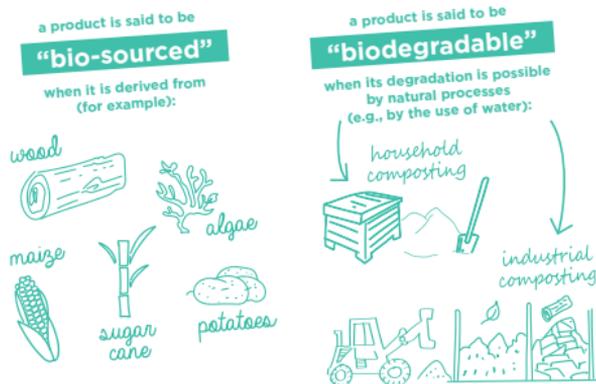
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QUESTIONS  
FOR  
A SUCCESSFUL  
TRANSITION

More and more products are claiming to be ‘bio-based’ or ‘biodegradable’ without explaining what this means. In fact, these two words refer to two very different realities.

The term “bio-based” refers to the origin of the product: it means that it contains a natural material and that the “stock” is renewable. Examples include corn, sugar cane, cellulose, bamboo, potatoes, wood, algae, etc.

The term “biodegradable” refers to the end of the product’s life. Unlike a plastic that will fragment into micro-plastics, a biodegradable product will decompose through a process of natural degradation of the molecules that compose it. This process can for example be carried out through household composting, industrial composting or methanisation (see question 4).

Whatever the case, it is important to bear in mind that each product requires resources to be manufactured and destroyed: single use should therefore be avoided in all cases.



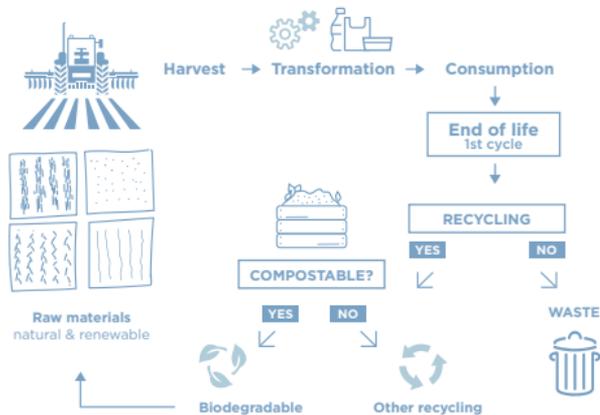
source: IMS Luxembourg, Zero Single-Use Transition Kit, 2022

## 4.

# Are we adopting the “biodegradable” / “compost” alternatives?

10  
QUESTIONS  
FOR  
A SUCCESSFUL  
TRANSITION

The biodegradability of a product can vary according to its environment (household compost, industrial compost, fresh water, salt water, etc.) and is never instantaneous. If a biodegradable product ends up in the wrong place (e.g. in the household waste, or worse, in nature) it will not be able to take advantage of its compostability and will still represent a significant pollution for the planet. Research is also underway to determine whether some so-called ‘biodegradable’ products might contain micro-plastics or other environmentally harmful particles. Vigilance is therefore still required. In any case, the biodegradable nature of a product does not make it a truly sustainable alternative in itself if it is still based on a single use. Furthermore, the appropriate facilities and channels for this type of product still need to be developed for Luxembourg.



source: IMS Luxembourg, Zero Single-Use Transition Kit, 2022

## 5.

## What distinguishes “bio-plastics” from other types of plastic?

10  
QUESTIONS

FOR  
A SUCCESSFUL  
TRANSITION

As a result of sourcing renewable raw materials or through chemical processes, “bio-plastics” are products with a bio-sourced character, such as cellulose hydrate (cellophane), introduced to the market in 1908. These plastics differ from conventional plastics in that they are not derived from non-renewable resources such as oil. However, ‘bio-plastic’ does not necessarily mean biodegradable. Bio-PET and conventional PET, for example, have the same chemical structure and will have to be recycled in the same channels, only their supply differs. From an environmental and social perspective, bio-plastics represent a way to move away from non-renewable resources whose extraction can have negative impacts. This does not mean that they are automatically more sustainable than conventional plastics, as they may be produced using pesticides and fertilisers or compete with agricultural land for food production.



## 6. Paper alternatives, “a box”?

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QUESTIONS  
FOR  
A SUCCESSFUL  
TRANSITION

Often used for food cups and containers, the vast majority of paper and cardboard products are based on single or limited use. Moreover, such alternatives are rarely made of paper alone: to make them waterproof, these products usually contain one or more layers of plastic, aluminium or other chemical\* or natural coating. These layers are not visible, which can be confusing when it is time to throw away and sort. The presence of plastic or non-visible coatings in these types of “laminated” or “complexed” boards makes recycling difficult or impossible. These products are also sometimes thrown away with paper and cardboard, which will “pollute” the recycling channels.

To make it easier to understand the composition of products, since July 2021, cups and wipes containing plastic must show the logos opposite. Another tip is to try to tear your ‘cardboard’ product apart after use; if you can’t, it probably contains plastic or you may see the layers in question.

\*Some chemical coatings may not be categorised as plastics due to the legal definition of this category of material. It is therefore important to bear these exceptions in mind when considering the composition of a “cardboard” alternative that does not have a mandatory EU-wide logo for plastic-containing products.

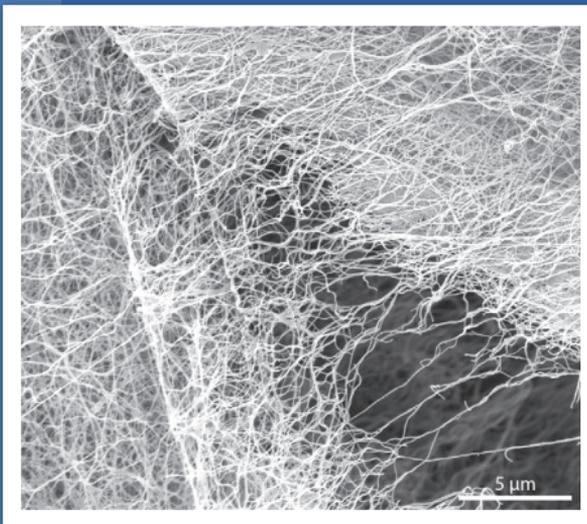


# 7. Cellulose, a material of the future?

Cellulose is a renewable and very abundant organic molecule. It is mainly synthesised by plants. Like bamboo a few years ago, cellulose has recently made a big splash as an alternative to single-use plastic with, for example, bowls that look like cardboard and feel like a compressed egg carton. This material is praised for its natural and non-marking degradation.

However, as with every new development, there are some grey areas to be clarified and legislative frameworks to be adapted to ensure the reliability of this type of material: How and where is it produced? Is it mixed with other substances (adhesives, sealants, etc.)? If so, do these substances represent a health or environmental hazard?

How can we limit the risks of disruption to recycling channels? It should be remembered that it took several decades to realise the harmful effects of plastic, initially seen as a blessing. The experts' advice: approach the new "revolutionary" materials with care and attention.



## 8. Why is it important to promote re-use?

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QUESTIONS  
FOR  
A SUCCESSFUL  
TRANSITION

The more often an object is used, the more positive aspects it brings. Firstly, because unlike a single-use product, no new raw materials needed for the production of the product will have to be taken back to re-use it. Of course, other resources, such as water and electricity for washing, should also be taken into account (see question 10).

Nevertheless, a [report](#) given in December 2020 by Zero Waste Europe and Reloop in partnership with Utrecht University showed that reusable packaging (bottles, crates, jars and the like) produce far fewer carbon emissions than their single-use counterparts.

Reuse also reduces waste and, consequently, some of the problems associated with its treatment or disposal in nature. Economically and socially, reuse systems also encourage consumption and short supply chains promoting local job creation.

In some cases, reuse can also save money in the medium and long term. All these benefits make reuse a key concept for the circular economy. For many objects, it can also take the form of renting, sharing, donating, selling second-hand, repairing, etc.



## 9.

## How can we implement the re-use of containers and packaging in companies?

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FOR  
A SUCCESSFUL  
TRANSITION  
QUESTIONS

There are two different systems for reusing containers and packaging:

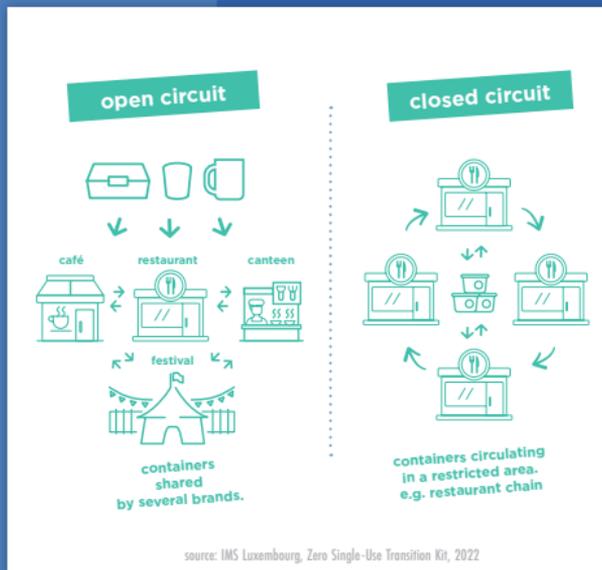
### Open loop re-use

The standardised container is shared by several brands to sell their products. These shops also serve as relay points for returning containers and preparing them for re-use (washing, conformity checks, etc.). This preparation can be done on site, as with [the Ecobox](#) for example, or with a return to a logistics centre, as with the beverage bottles for example. One of the advantages of the open circuit is that it can easily be extended to other partners.

### Reuse in a closed circuit

The container circulates in a restricted area, for example for a canteen, a product brand or a specific restaurant chain, and is generally chosen when there is no suitable open system solution or for reasons of brand image.

Whichever system is chosen, it is essential to look at the life cycle analysis of the product to ensure that its model is sustainable (see question 10). This type of reuse can be made to work with a deposit to encourage the consumer to return the container. Everyone can also choose to promote re-use by using personal alternatives (water bottle, cup, mugs, lunchbox, cutlery set, etc. provided or not by the employer).



## 10.

# What is a “life cycle assessment” (LCA) of a product?

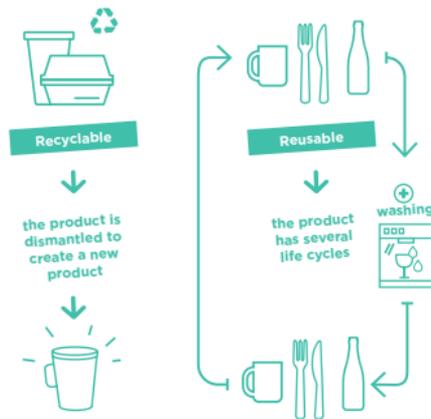
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QUESTIONS  
FOR  
A SUCCESSFUL  
TRANSITION

From its creation to its disposal, including transport and storage, and above all its use, each product goes through different “life” stages.

Depending on the product, its place and methods of manufacture, its destination, etc., these steps will be more or less numerous. If the product is recyclable, it can be partially or fully reintroduced into another cycle to create a new product. If it is based on repeated use, this product may have several “life cycles” with one or more stages of preparation for reuse, such as washing.

A life cycle assessment will evaluate the environmental impact of a product through each of its life stages to determine its environmental impacts. Depending on the method chosen, this process will allow different products to be compared in terms of CO2 emissions, water, electricity, recycling potential, etc.

This approach also makes it possible to identify the weak points of a product in order to optimise it and make it more in line with the principles of the circular economy and sustainable development.



source: IMS Luxembourg, Zero Single-Use Transition Kit, 2022

# PART 2

## ALTERNATIVES

What's new to look out for .....	21
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Wipes .....	95

## WHAT'S NEW IN THE KIT



- Hierarchy of alternatives inspired by the “3R” strategy



- Distinctive symbol to identify new alternatives



- New information on products already in the Kit



- New testimonials and good practices

# FOOD PLATES & CONTAINERS EAT IN / TAKE AWAY



# FOOD PLATES & CONTAINERS

## EAT IN / TAKE AWAY

**48 tonnes**  
 of waste avoided

*estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019*  
*2.2 million food containers and 218,000 plates*



Takeaway packaging is used for an average of 20 minutes and then ends up in the bin. Much used for selling food or ready-made meals at lunchtimes, events or on trips, this waste is one of the most difficult consumer goods to reduce and is not recycled once soiled with food.

	EAT IN / TAKE AWAY		TAKE AWAY		EAT IN		
	CONTAINERS CONSIGNED IN OPEN CIRCUIT (ECOBIX, ETC.)	CONTAINERS CONSIGNED IN CLOSED CIRCUITS <small>NEW</small>	CARDBOARD CONTAINERS AND PLATES	VEGETAL FIBRE CONTAINERS <small>NEW</small>	REUSABLE NON-PLASTIC DISHES	REUSABLE PLASTIC DISHES	EDIBLE PLATES AND BOWLS
	REUSE	REUSE	REPLACE	REPLACE	REUSE	REUSE	REPLACE
TIME	●	●	●	●	●	●	●
DIFFICULTY	●	●	●	●	●	●	●
COST	●	●	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●	●	●

## DEPOSIT ON CONTAINERS IN OPEN CIRCUIT (ECOBIX, ETC.)

The Ecobox is a reusable box that operates on a five euro deposit system. Once used, simply rinse it and return it to a partner restaurant. You can then get a new one or your deposit back. You can also find it in some canteens and at events. This practical, heavy-duty box is suitable for use in the microwave and can also be put in the freezer.

From an energy point of view, the Ecobox requires a small amount of energy at the time of production, which is amortised during the first reuses.

A 2013 study conducted by the University of Colorado states that it only takes ten reuses to pay for the cost of reusable containers. When the Ecobox is damaged, it is returned to the producer to be reused as raw material. Easily recyclable, it is therefore part of a totally circular approach.

This ingenious project was awarded 1st prize at the Refresh (Resource Efficient Food and Drink for the Entire Supply Chain) conference in Barcelona on 16 May 2019.

While the formats of this can, available in 500 ml and 1,000 ml, are sometimes considered unsuitable, the SuperDrecksKëscht is working on developing new formats.



# DEPOSIT ON CONTAINERS IN OPEN CIRCUIT (ECOBX, ETC.)

*“Versatile, unbreakable,  
stackable and recyclable*

**Stéphanie Goergen**

- Research Officer - Strategy and Concepts Unit,  
Environmental Administration



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- Limited format range: two sizes (500ml and 1000ml)
- Provide communication about the functioning of the Ecobox
- Free support for service providers during the introduction of the Ecobox by the advisors of the SuperDrecksKëscht
- Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?
- Today, more and more catering services offer its use



## DEPOSIT ON CONTAINER IN CLOSED CIRCUIT

NEW

To meet specific needs in terms of format, appearance or brand image, some companies choose to use closed reusable containers to replace single-use packaging. This is the case, for example, in company canteens for desserts and drinks, or in some retailers who prefer glass and transparent containers. This solution can thus be a good way to complete the offer of reusable packaging for which the Ecobox or another open container does not seem entirely suitable.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

### NOTES

- *Ensure eco-design, turnover potential and recyclability of the product at end of life*
- *Introduction of a recommended deposit for take-away sales*
- *Provide communication about the operation*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Exchanges with its providers*



# CARDBOARD CONTAINERS AND PLATES

Cardboard containers and plates are still single-use products and generate a lot of waste. In addition, many food-soiled cartons and papers are difficult to recycle, due to the plastic coating or that usually cutlery these products.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

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



# VEGETAL FIBRE CONTAINERS

NEW

Cellulose, bamboo, corn, bagasse/sugar cane, etc. With the advent of single-use plastic regulations, many vegetable fibre cutlery items have appeared. As these alternatives are still relatively new on the market, it is important to pay more attention to the way they are produced and disposed of to ensure that they are truly more environmentally friendly and supportive of more responsible consumption. Nevertheless, these alternatives are often based on single use.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Provide storage space*
- *Generation of single-use waste*
- *Communication about the right sorting gestures to adopt*
- *Precautionary principle to be favoured (sourcing, manufacturing, composition and breakdown of the product, regulatory framework, etc.)*



# REUSABLE NON-PLASTIC DISHES

In the long term, switching from disposable to reusable tableware represents real savings. Indeed, the plates are reused on average 2,500 times, which helps to recoup their higher production cost .



Earthenware is still produced in Europe, notably by Villeroy & Bosch (LU), which maintains a production site in Mettlach (DE). Also worth mentioning is Revol (FR) and its NoW range, produced from recycled ceramic paste.

## NOTES

- *Communication about the change to employees*
- *Risk of breakage and theft*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# REUSABLE PLASTIC DISHES

Reusable plastic tableware is a cheaper alternative to ceramic or porcelain tableware. In addition, it has the advantage that it does not break as easily. On the other hand, it has a shorter lifespan than ceramic or porcelain reusable plates.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Precautionary principle to be favoured (migration of substances / material that may release substances or microplastics)*
- *Communication about the change to employees*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*



## EDIBLE PLATES AND BOWLS

Edible plates and bowls are still single use and can lead to food waste. Their shelf life is limited and this alternative is still much more expensive than reusable plastic plates.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

### NOTES

- *Provide storage space*
- *Risk of food waste; the product is not always consumed*
- *Generation of single-use waste*



# | CUTLERY



# CUTLERY

11 tonnes

of waste avoided *estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019*



Single-use plastic cutlery is sometimes used in canteens, but more often when ordering or taking away food. Although the independent consumption of staff and the offer of take-away providers can be difficult to influence, the provision of reusable cutlery in break areas, in the canteen or with a reusable cutlery take-away set can avoid the use of disposable cutlery.

	STAINLESS STEEL CUTLERY	REUSABLE PLASTIC CUTLERY <sup>NEW</sup>	REUSABLE WOODEN CUTLERY	REUSABLE BAMBOO CUTLERY	DISPOSABLE WOODEN CUTLERY	DISPOSABLE PLANT FIBRE CUTLERY <sup>NEW</sup>	EDIBLE CUTLERY <sup>NEW</sup>
	REUSE	REUSE	REUSE	REPLACE	REPLACE	REPLACE	REPLACE
TIME	●	●	●	●	●	●	●
DIFFICULTY	●	●	●	●	●	●	●
COST	●	●	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●	●	●

# STAINLESS STEEL CUTLERY

Stainless steel is easily recyclable and can be used over and over again. In addition, it is unbreakable and many cutlery items are produced from 60% recycled stainless steel, which considerably reduces the environmental impact by limiting the use of new virgin raw materials.



There are also sets for reusable cutlery in the takeaway sector.

## NOTES

- *Communication about the change to employees*
- *Risk of theft*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Higher purchase cost but pays for itself in the long term*
- *Long life*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# REUSABLE PLASTIC CUTLERY

NEW

Reusable plastic cutlery can be an interesting alternative to stainless steel cutlery as it is cheaper, less heavy to carry and more suitable for certain situations (events, childcare, etc.). However, they will not last as long as stainless steel cutlery for the same number of uses.

Also make sure that you buy products made of easily recyclable plastic and ideally already made of recycled material.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Ensure eco-design and recyclability of the product*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Potential introduction of a deposit*
- *Communication about the change to employees*
- *Equipment with a limited lifespan*



# REUSABLE WOODEN CUTLERY

Wooden cutlery is notoriously porous and can absorb bacteria from 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.



Wood from European forests should be preferred, and should be FSC or PEFC certified. The purchase is always made through a distributor, who must be asked for the country of manufacture, which is very often located in Asia.

## NOTES

- *Communication about the change to employees*
- *Equipment with a limited lifespan*
- *Possible aftertaste and hygiene problems*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# REUSABLE BAMBOO CUTLERY

The quality of bamboo cutlery is gradually deteriorating. However, they are an interesting alternative at events where safety regulations 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	●

## NOTES

- *Communication about the change to employees*
- *Possible aftertaste and hygiene problems*
- *Equipment with a limited lifespan*



# DISPOSABLE WOODEN CUTLERY

Disposable wooden cutlery remains a polluting alternative because it is based on single use. Even if the wood is compostable, it is difficult to ensure that it will actually be composted.



Wood from European forests should be preferred, and should be FSC or PEFC certified. The purchase is always made through a distributor, who must be asked for the country of manufacture, which is very often located in Asia.

## NOTES

- *Communication about the change to employees*
- *Possible aftertaste and hygiene problems*
- *Waste generation*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# DISPOSABLE PLANT FIBRE CUTLERY

NEW

Cellulose, bamboo, corn, bagasse/sugar cane, etc. With the advent of single-use plastic regulations, many vegetable fibre cutlery items have appeared. As these alternatives are still relatively new on the market, it is important to pay more attention to the way they are produced and disposed of to ensure that they are truly more environmentally friendly and supportive of more responsible consumption. Nevertheless, these alternatives are often based on single use.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- Provide storage space
- Generation of single-use waste
- Communication about the right sorting gestures to adopt
- Precautionary principle to be favoured (sourcing/manufacturing, product composition and breakdown, regulatory framework, etc.)



# EDIBLE CUTLERY

NEW

These products offer an interesting alternative when single use cannot be avoided. Easily compostable, as they are a food item, they can nevertheless lead to food waste if not eaten with the product they accompany. Ideally, you should use a supplier who works with ingredients from local producers. Also look at how these products are packaged to avoid plastic and over-packaging.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- Considerable cost compared to other alternatives
- Limited shelf life
- Favour local suppliers and ingredients
- Beware of packaging
- New product property: becomes consumable with the rest of the dish



# | BOTTLES



# BOTTLES

72 tonnes

of waste avoided *estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019*



This is one of the biggest impacts in terms of waste reduction. Single-use plastic bottles are food packaging and have the role of guaranteeing the quality of the water. However, several studies have proven the presence of microplastics in bottled water at a rate far higher than the rate of microplastics present in potentially contaminated tap water.

	TAP WATER	BOTTLES	RETURNABLE GLASS BOTTLES	FILTERING CARAFES	FOUNTAINS (CARBOYS)	REVERSE OSMOSIS	ALUMINIUM CANS	BOTTLES MADE OF rPET
	REFUSE	REUSE	REUSE	REUSE	REUSE	REUSE	REPLACE	REPLACE
TIME	●	●	●	●	●	●	●	●
DIFFICULTY	●	●	●	●	●	●	●	●
COST	●	●	●	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●	●	●	●

# TAP WATER

Tap water is the “most monitored” foodstuff in Luxembourg. The quality requirements and regulations for tap water are much stricter than those for bottled water in particular.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Change of habit and behaviour*
- *Water quality control at distribution points*
- *Revision of supply lines if necessary*
- *Provide one or more water points*



# BOTTLES

The water bottle is an ideal product for travelling. Depending on the material chosen, it may have a shorter or longer life. Personalisation would reduce the risk of theft.



However, be careful not to multiply the number of bottles in your possession: the best bottle is the one you will use the most often and for the longest time.

## NOTES

- *Communication about the change to employees*
- *Change of habit and behaviour*
- *Order to be made for all employees (personalised or not)*
- *Choice of material*
- *Risk of breakage and theft*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Provide one or more water points*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# RETURNABLE GLASS BOTTLES

Glass is infinitely recyclable! A returnable glass bottle can be reused up to fifty times before being recycled.



In Luxembourg, several local waters exist such as Rosport and Lodyss. Local juices are also available in glass bottles, such as Ramborn or Eppelpress juices.

## NOTES

- *Communication about the change to employees*
- *Change of habit and behaviour*
- *Long life*
- *Provide storage space*
- *Risk of breakage*
- *Provide for transport and deposit system*
- *Favouring local suppliers to limit the impact of transport*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# FILTERING CARAFES

The filters are known to remove chlorine, pesticides and organic compounds. Although the carafe works with tap water, the filter can quickly harbour bacteria and must be changed regularly, creating waste.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Carafe maintenance: cleaning and regular filter change*
- *Generation of single-use waste*
- *Provide one or more water points*



# FOUNTAINS (CARBOYS)

The hygiene and quality of water in a carboy is very poor due to stagnant water and prolonged exposure to sunlight which facilitates the growth of bacteria. In addition, the hygiene at the spout of the cylinder is a sensitive area for microbiological growth.

In addition to regular replacement of the water cylinder, the spout and hoses should be cleaned at each replacement to ensure that they are not clogged.

It is also essential to communicate basic hygiene rules to employees. For example, it is recommended not to stick the neck of your bottle to the tap when filling it.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# FOUNTAINS (CARBOYS)

## NOTES

- *Communication about the change to employees*
- *Provide for transport and replacement*
- *Provide suitable storage space (not exposed to the sun)*
- *Provide one or more water points*
- *Favouring local suppliers to limit the impact of transport*
- *Precautionary principle to be favoured (migration of substances / materials that may release substances or microplastics)*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# REVERSE OSMOSIS

Reverse osmosis systems are systems for purifying water containing materials in solution by means of a very fine filtering system that allows only the water molecules to pass.

This alternative causes a lot of waste. Three to ten litres of water are lost during the process of filtering one litre of water.

## NOTES

- *Communication about the change to employees*
- *Provide one or more water points*
- *Maintenance of the osmosis plant: cleaning and regular change of the filter*
- *Waste of water*
- *Generation of single-use waste*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# ALUMINIUM CANS

Aluminium cans can be an alternative to plastic bottles in vending machines, especially for soft drinks and sparkling water.

Although aluminium is infinitely recyclable, many cans are thrown away. A large proportion of these are therefore produced from virgin raw materials which are limited resources. Please note: The energy cost of producing an aluminium can is lower than that of a glass bottle. However, the aluminium can is a single-use product whereas the glass bottle can be reused up to 50 times before being recycled. In addition, aluminium is sometimes difficult to recycle when mixed with other materials.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# ALUMINIUM CANS

## NOTES

- Provide storage space
- Not reclosable
- Hygiene problems when consumed from the can
- Generation of single-use waste
- Not available for all drinks



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# BOTTLES MADE OF rPET

rPET is a material made from recycled PET packaging. For a given plastic object (whether single or multiple use), the fact that it contains rPET helps to limit, but not entirely prevent, the extraction of new raw materials.

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

## NOTES

- *As with all plastics, precautionary principle to be favoured (migration of substances / materials that may release substances or microplastics)*
- *More of a one-off than a repeat use for the consumer*
- *Inexpensive and light for transport*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# | CUPS



# CUPS

24 tonnes

of waste avoided *estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019*



Single-use cups, which are often available at coffee machines, takeaways or water fountains, have become a necessity for many. Although replacing them requires some preparation and awareness-raising among employees, they are not essential and can easily be avoided.

	CUPS AND MUGS AGAINST DEPOSIT IN OPEN BEDS (LULOOP,...) <sup>NEW</sup>	REUSABLE PLASTIC CUPS IN CLOSED CIRCUITS	CUPS AND GLASSES	WATER BOTTLES / THERMOS FLASKS	DISPOSABLE CARDBOARD / PAPER GLOBULETS
	REUSE	REUSE	REUSE	REUSE	REPLACE
TIME	●	●	●	●	●
DIFFICULTY	●	●	●	●	●
COST	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●

# CUPS AND MUGS AGAINST DEPOSIT IN OPEN BEDS (LULOOP,...)

NEW

Several initiatives offer open cup/mug solutions. Generally, these cups/ mugs are dishwasher safe and available in various sizes. Depending on the supplier, they may or may not come with a lid.

In Luxembourg, the start-up Luloop (LU), for example, offers a system of reusable and recyclable plastic cups for hot and cold drinks, with a deposit and relay points between the partners using this solution.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- Provide storage space
- Communication about the change and the operation to the employees
- Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?
- The system is not yet widespread in the country



# REUSABLE PLASTIC CUPS IN A CLOSED CIRCUIT

After seven uses, the environmental impact of a reusable plastic cup is lower than the environmental impact of a disposable plastic cup.



For the use of reusable plastic cups in a closed circuit (e.g. within a company for water dispensers), Ecocup (BE) offers cups for rent or purchase with customisation options. They are dishwasher safe.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Customisation system*
- *Deposit system*
- *Precautionary principle is to be favoured (migration of substances / material that may release substances or microplastics)*



# CUPS AND GLASSES

After fifteen uses, the environmental impact of a cup is less than the environmental impact of the disposable plastic cup.

After six uses, the environmental impact of a glass is less than the environmental impact of a disposable plastic cup.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Change of habit and behaviour*
- *Choice of material*
- *Risk of breakage and theft*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Customisation system*



# WATER BOTTLES / THERMOS FLASKS

The water bottle is an ideal product when travelling. Depending on the material chosen, the bottle will have a longer or shorter life span. The personalisation of the bottles makes it possible to give employees a sense of responsibility and reduce the risk of theft.



However, be careful not to multiply the number of bottles in your possession: the best bottle is the one you will use the most often and for the longest time.

## NOTES

- *Communication about the change to employees*
- *Change of habit and behaviour*
- *Choice of material*
- *Risk of breakage and theft (breakage depending on the material and theft if not personalised)*
- *Customisation system*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Provide one or more water points*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



## DISPOSABLE CARDBOARD / PAPER CUPS

Paper cups are not very recyclable, if at all. The process of separating the plastic coating from the paper is very costly.



Offers of cups without any added plastic are starting to appear, but they are often out of production due to their success. It is therefore important to be vigilant about whether or not the product contains plastic.

Moreover, these cups do not provide a sustainable solution as they perpetuate the disposable and single-use culture. After fourteen uses, the paper cup has a lower environmental impact than the disposable plastic cup. However, it is highly likely that the paper cup is never used more than fourteen times.

### NOTES

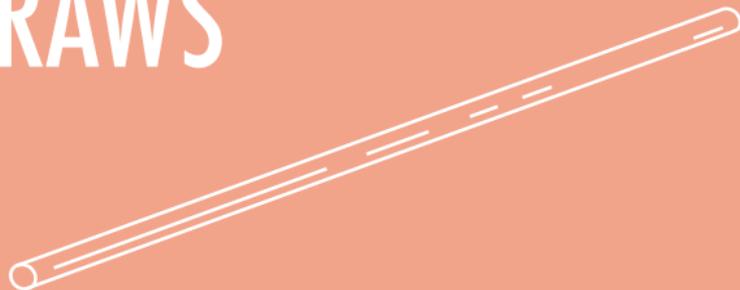
- *Not recyclable once soiled*
- *Possible aftertaste*
- *Not suitable for all drinks*
- *Provide storage space*
- *Generation of single-use waste*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# | STRAWS



# STRAWS

142 kg

*of waste avoided* estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019

Straws are one of the ten most common objects found on coasts and in the oceans. After the broadcast of empathetic images showing some of the marine fauna surrounded by straws, these straws very quickly became the symbol of the fight against single use and ultra disposable.



	DISPOSAL	STAINLESS STEEL STRAWS	REUSABLE STRAWS IN PLASTIC	GLASS STRAWS	BAMBOO STRAWS	STRAW STRAWS	EDIBLE / COMPOSTABLE STRAWS	PAPER STRAWS
	REFUSE	REUSE	REUSE	REUSE	REUSE	REPLACE	REPLACE	REPLACE
TIME	●	●	●	●	●	●	●	●
DIFFICULTY	●	●	●	●	●	●	●	●
COST	●	●	●	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●	●	●	●

# DISPOSAL

One million non-recyclable straws are thrown away every day, enough to circle the earth five times. It is therefore essential to review our real needs and the use we make of them.

## NOTES

- *Review the real needs*
- *Change of habit and behaviour*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# STAINLESS STEEL STRAWS

Stainless steel straws are very durable and can be used for many years. Stainless steel is a material that is resistant to high temperatures, temperature changes and corrosion. The stainless steel straw also leaves no aftertaste.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Long life*



# REUSABLE PLASTIC STRAWS

These straws require very strict hygiene. The precautionary principle is to be favoured due to the migration of substances (materials that can release substances or microplastics).



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Precautionary principle to be favoured (migration of substances / materials that may release substances or microplastics)*
- *Communication about the change to employees*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*



# GLASS STRAWS

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



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Provide storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Risk of breakage*



# BAMBOO STRAWS

THE bamboo straw will gradually degrade with use as it has a limited life span. 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	●

## NOTES

- *Communication about the change to employees*
- *Possible aftertaste*
- *Not suitable for all drinks*
- *Provide storage space*
- *Generation of single-use waste*
- *Equipment with a limited lifespan*



# STRAW STRAWS

Straw straws are made from non-consumable stems. However, they remain a single-use product and have a very short resistance. Particular attention should be paid to this solution as it can be considered as food waste.



Manufacturers are structuring themselves around this natural product, in all countries where agriculture exists, some examples being Bio-Strohhalme (DE), Paille en Paille (FR), or we-straw (CZ).

## NOTES

- *Communication about the change to employees*
- *Possible aftertaste*
- *Not suitable for all drinks*
- *Provide storage space*
- *Generation of single-use waste*
- *Equipment with a limited lifespan*
- *Risk of food waste*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# EDIBLE / COMPOSTABLE STRAWS

Edible / compostable straws are not exempt from environmental impact. There is a risk of food waste when these are not eaten. They are also not suitable for all types of drinks, which limits their use. In addition, most edible/compostable straws are packaged in plastic, which allows for storage. Note that these straws are for single use only.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Provide storage space*
- *Risk of food waste; the product is not always consumed*
- *Generation of single-use waste*
- *Not suitable for all drinks*
- *Equipment with a limited lifespan*



# PAPER STRAWS

The paper straw is a single-use product. It may also leave an aftertaste.



European manufacturers are rare, the products are mainly imported, although there is a manufacturer, Black System (FR), or Tembo paper (NL).

## NOTES

- *Communication about the change to employees*
- *Not suitable for all drinks*
- *Provide storage space*
- *Generation of single-use waste*
- *Equipment with a limited lifespan*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# | STIRRERS



# STIRRERS

1 tonne

of waste avoided *estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019*



Ultra-disposable also involves the over-consumption of stirrers. This small product is used for a few seconds and then thrown away. In many cases, the stirrer is automatically made available when it is not actually used. The stirrer is one of the top ten single-use wastes found on beaches and in the oceans. These ten single-use wastes alone account for 70% of the waste washed up on beaches and in the oceans.

	DISPOSAL REFUSE	STAINLESS STEEL SPOONS REUSE	WOODEN / PAPER STIRRERS REPLACE	SUGAR / CHOCOLATE STIRRERS REPLACE
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

# DISPOSAL

The latest generation of coffee machines dilute the sugar in the liquid, which blends in very well with the drink and therefore does not require a stirrer.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Review the real needs*
- *Change of habit and behaviour*



# STAINLESS STEEL SPOONS

The stainless steel spoon is very durable and can be used for many years. The material is also resistant to temperature changes and corrosion.

Stainless steel is infinitely recyclable and leaves no aftertaste.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Storage space*
- *Installation of a dishwasher / sponges and washing-up liquid / individual or collective cleaning?*
- *Long life*



# WOODEN / PAPER STIRRERS

The use of wooden / paper stirrers perpetuates the disposable and single-use culture. In addition, the cost of producing a wooden / paper stirrer creates a greater environmental impact than the cost of producing a reusable plastic stirrer.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Equipment with a limited lifespan*
- *Possible aftertaste and hygiene problems*
- *Generation of single-use waste*



# SUGAR / CHOCOLATE STIRRERS

Edible stirrers are 100% soluble in drinks. However, this type of stirrer can be considered as food waste. It should also be noted that this type of stirrer is for single use only and is very often kept in plastic packaging.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Provide storage space*
- *Risk of food waste; the product is not always consumed*
- *Generation of single-use waste*
- *Not suitable for all drinks*



# FLEXIBLE FOOD PACKAGING (SNACKING)





# FLEXIBLE FOOD PACKAGING (SNACKING)

3 tonnes

of waste avoided *estimated among Zero Single-Use Plastic Manifesto signatories; audit result, November 2019*

40% of the plastic produced in Europe is estimated to be used for food packaging, which is 20.5 million tonnes in 2017. Plastics have been responsible for many advances in food preservation, and consequently in reducing food waste. In addition, packaging is subject to numerous laws in the health field. Beyond these aspects, packaging represents a strong marketing asset, and it is on its design that companies are mainly focusing.

The EU directive 2018/852 provides that packaging must be the subject of an awareness-raising campaign on the part of producers regarding their environmental issues. Enhanced collection and recycling measures will also need to be put in place.

	DISPOSAL	FRUIT BASKETS	PAPER PACKAGING <small>NEW</small>	ALUMINIUM CANS
	REFUSE	REPLACE	REPLACE	REPLACE
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

# DISPOSAL

Finding alternatives to snacks packaged in single-use plastic remains a huge challenge today. The abolition must be accompanied by a major communication campaign among employees.

It is recommended that an alternative is put in place to avoid dissatisfaction.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Communication about the change to employees*
- *Check the feasibility according to the contract with the supplier(s)*
- *Implementation of an alternative strongly recommended*
- *Change of habit and behaviour*



# FRUIT BASKETS

Positive communication around the fruit basket is important to remind people that fruit is a healthy alternative. To reduce the environmental impact, it is preferable to use organic, seasonal and, if possible, local fruit.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Ordering from suppliers*
- *Provide one or more points where a fruit basket can be placed*
- *Change the fruit regularly*
- *Choice of fruit (in season)*
- *Favouring local suppliers to limit the impact of transport*
- *Risk of food waste; the product is not always consumed*



# PAPER PACKAGING

NEW

Brands are vying with each other to try and replace plastic packaging with 'paper' packaging. In fact, most of the packaging is made up of more than 80% paper and coated with polyethylene (PE) to maintain the necessary properties of the packaging to ensure its hygiene and freshness. This represents an 80% reduction in the share of plastics, but unfortunately still without a recycling solution.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Generation of single-use waste*
- *Limited product ranges*
- *Not suitable for all snacks*
- *Still contain plastic*
- *No recycling solutions currently available*



# ALUMINIUM CANS

Although this is still a limited choice, many brands are moving towards snacks packaged in aluminium cans, which sometimes have the advantage of being resealable. Although aluminium is infinitely recyclable, many cans are thrown away. A large proportion of these are therefore produced from virgin raw materials which are limited resources.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Limited range of products (not suitable for all snacks)*
- *Still an uncommon alternative*
- *Provide storage space*



# | BAGS



# BAGS

*For information; not requested in the Zero Single-Use Plastic audit*



As of 1 January 2019, no single-use plastic bags can legally be made available free of charge at the point of sale, although disposable plastic bags are still available in some cases.

	DISPOSAL <small>NEW</small> REFUSE	CANVAS BAGS REUSE	REUSABLE PLASTIC BAGS REUSE	PAPER BAGS REPLACE	ORGANIC WASTE SORTING (COMPOST)
TIME	●	●	●	●	●
DIFFICULTY	●	●	●	●	●
COST	●	●	●	●	●
SUSTAINABILITY	●	●	●	●	●
RECYCLABILITY	●	●	●	●	●

# DISPOSAL

NEW

Several companies have already decided to do away with bags because their activities made it possible to do without them in the end or, if still necessary, everyone was invited to bring their own bag or use other alternatives (cardboard, boxes, etc.).

Although these new habits take some time to establish, they usually prove to be a great success and a considerable waste saver.

## NOTES

- *Review the real needs*
- *Assessing alternatives*
- *Change of habit and behaviour*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# CANVAS BAGS



With so many canvas bags and tote bags on the market, it's important to avoid multiplying the number of canvas bags you own: the best canvas bag is the one you'll use most often and for the longest.

Also try to opt for recycled/recyclable materials. Note that polymer is more recyclable than cotton.

## NOTES

- *Thinking about having it with you*
- *Change of habit and behaviour*
- *Choice of material*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# REUSABLE PLASTIC BAGS

Valorlux has been using its “Ökotut” bag since 2004 and it has become part of everyday life. As these bags are taken back and exchanged free of charge, it is estimated that 841 million single-use plastic bags have been avoided thanks to them. This represents a saving of 5,651 tonnes of plastic and approximately 13,000,000 litres of oil.

In 2019, Valorlux, in collaboration with the CLC (Confédération Luxembourgeoise du Commerce) and the Administration de l'Environnement, created the “Superbag”. This bag can be found in several retail outlets in Luxembourg at a recommended price of €0.35 each, it is reusable and robust.

The Ministry makes available an evaluation of the bags.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Thinking about having it with you*
- *Change of habit and behaviour*
- *Choice of material*



# PAPER BAGS



Paper bags have a higher production cost than reusable plastic bags. Also, the strength of the paper bag is an important criterion for repeated use of the bag.

In terms of recyclability, virtually all 100% paper bags can be recycled if they are not treated or soiled with food. In some cases, paper can also be added to the compost.

## NOTES

- *Thinking about having it with you*
- *Strength check*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# ORGANIC WASTE SORTING (COMPOST)

Compost is a cost-effective way to dispose of your waste. Organic waste can account for up to a third of the weight of a bin. In addition, the compost produces a very good quality fertiliser and can be used for the company's green spaces and plants.



Many local actors may be interested in recovering the compost, provided that it does not contain unwanted waste. In southern Luxembourg, for example, the Minett Kompost syndicate recovers organic waste.

## NOTES

- *Compost maintenance*
- *Provide adequate storage space*

TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# | BALLOONS





# BALLOONS

Balloons, while an interesting marketing tool and a great way to add a festive dimension to an event, are the third most common cause of seabird mortality. In addition, an Australian study claims that soft balloon particles are 32 times more dangerous to birds than hard waste.

	DISPOSAL	ROLL-UPS AND REUSABLE TARPULINS	CORRUGATED CARDBOARD <small>NEW</small>	ALUMINIUM BALLOONS
	REFUSE	REUSE	REUSE	REPLACE
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

# DISPOSAL

Balloons are a source of pollution because they are never picked up after they fly away. Although they are an interesting marketing tool and add a festive dimension to an event, balloons are the third most common cause of seabird mortality.

## NOTES

- *Review the real needs*
- *Change of habit and behaviour*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# ROLL-UP/KAKEMONO AND REUSABLE TARPAULINS

The circular economy starts with the design of a product: when you design your communication materials, make sure they are reusable by not dating them. If your communication materials are only dedicated to one event, make sure you can recycle them.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Easily reusable*
- *Possibility of recycling at end of life*



# CORRUGATED CARDBOARD

NEW

Like roll-ups and tarpaulins, corrugated cardboard can be a good alternative for promotional tools based on reuse. Although less expensive than tarpaulins, these products are less durable and can only be displayed outdoors in dry weather. To ensure that they last as long as possible, please protect them well during transport and avoid labelling them with specific events or dates.

The composition of the substrate and the inks used for printing will determine a more or less sustainable production and a more or less good recyclability of the product.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Provide storage space*
- *Favouring local suppliers and printers*
- *Equipment with a limited lifespan*



# ALUMINIUM BALLOONS

Aluminium balloons are still problematic because they are a single-use product that is highly polluting because they are not biodegradable. In addition, the balloons are never picked up after they fly away.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Generation of single-use waste*
- *Littering / wild object*



# | WIPES



TRANSITION KIT  
**ZERO**  
 SINGLE USE



# WIPES

Dedicated to many areas such as hand cleaning, dusting of screens, glasses or disinfection of sanitary facilities and other surfaces, single-use wipes have been replacing the traditional washable fabric squares for 30 years. The lack of recycling possibilities and the tightening of local regulations may in the long run hinder their use and create a need to find alternatives to this product.

	COTTON CLOTHS <small>NEW</small>	MICROFIBRE CLOTHS <small>NEW</small>	SHORT-TERM WIPES <small>NEW</small>	PAPER TOWELS <small>NEW</small>
	<b>REUSE</b>	<b>REUSE</b>	<b>REPLACE</b>	<b>REPLACE</b>
TIME	●	●	●	●
DIFFICULTY	●	●	●	●
COST	●	●	●	●
SUSTAINABILITY	●	●	●	●
RECYCLABILITY	●	●	●	●

# COTTON CLOTHS

NEW

If it is not possible to do without wipes, the traditional cotton cloth soaked during use is a re-use solution to consider. Its 90°C washing capacity ensures good disinfection. However, the cotton manufacturing process has a significant environmental impact. This alternative should therefore be used as often and for as long as possible in order to reduce its ecological footprint.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Be careful with the dosages and quantities of water needed to rinse these cloths*
- *Installation of a washing machine and storage space or use of a service provider*
- *Communication about the change to employees*
- *Higher purchase cost but pays for itself in the long term*
- *Long life*



# MICROFIBRE CLOTHS

NEW

If it is not possible to do without wipes, the microfibre cloth impregnated during use is a re-use solution to consider. However, this product cannot generally be washed above 60°C which may not be sufficient for the optimal disinfection required for some uses. Also, during washing, microfibre products release fine plastic particles into the waste water, which can represent significant pollution whose environmental and health repercussions are not yet well known to researchers.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Be careful with the dosages and quantities of water needed to rinse these cloths*
- *Installation of a washing machine and storage space or use of a service provider*
- *Precautionary principle to be favoured: material that may release substances or microplastics*
- *Communication about the change to employees*



# SHORT-TERM WIPES

NEW

Short-term wipes provide between 50 and 80 washes. Some of these wipes are available in more sustainable versions, such as using recycled materials, including rPET.



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●

## NOTES

- *Precautionary principle: favour materials that do not release harmful substances or microplastics*
- *Communication about the change to employees*
- *Provide storage space*
- *Limited life product*



# PAPER TOWELS

NEW

For single use, paper is a recommended choice. The material to be selected is pure cellulose. Many factories exist in Europe.

Depending on the products it contains, the wipe may or may not be recycled. To date, however, there is no structure in Luxembourg that can recycle wipes.

## NOTES

- *Potentially poorer ease/quality of cleaning*
- *Generation of single-use waste*
- *Prefer European sourcing*



TIME	●
DIFFICULTY	●
COST	●
SUSTAINABILITY	●
RECYCLABILITY	●



# PART 3

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# PART 3

## TESTIMONIALS

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The Accenture logo features a stylized blue 'A' on the left and the word 'accenture' in a bold, lowercase sans-serif font on the right. A small blue chevron symbol is positioned above the letter 't'.**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.). Also, we have made efforts in reducing unsolicited mail by requiring senders to regularly update their contact list. In addition, we have noticed that some suppliers have improved their packaging. Eg: Paperjam sends magazines in biodegradable plastic and one caterer has reduced plastic packaging in favour of cardboard.

**What was the easiest and most challenging to replace?**

The biggest 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 among our employees and this has helped to change their/our habits.

**Has your involvement had an impact at the international level?**

Accenture Luxembourg is a forerunner in its commitments 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 lunches from a supplier who uses local products and we have asked him to use as little packaging as possible, and recyclable or reusable packaging;

We provide reusable crockery throughout the building, no more plastic crockery;

We promote the use of the Ecobox among employees. As soon as they join the company, each new employee is given a welcome booklet with the “ADA” good practices, including the explanation and use of the Ecobox;

We have installed self-service water fountains connected to the city network for all employees. Similarly, 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 gone “zero plastic” and “zero waste” at the end of 2019: chocolates prepared by a French artisan, bought in a bulk shop and put in small reusable glass jars.

**What was the easiest and most challenging to replace?**

The easiest way to do this was with water fountains: it's not a huge change in habits and it has a valuable advantage: the “sparkling water” option.

The most difficult thing is the delivery of meals: some suppliers make efforts but it is not their way of working. 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 packages, but closed with a multitude of layers of “cellophane” film around it.

The most difficult thing is to make all the employees aware of the ambitions and the transition to “Zero Plastic” of the association. ADA is already focused on sustainability and ethics, other initiatives had already been put in place before this manifesto and some employees did not understand why more was needed.



**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

The savings are obvious for water coolers connected to the urban network: the annual subscription is half the price and after investing in containers (glass bottles), the estimated savings in the first year are two to three times greater than for water coolers with bottles. Overall, the investment in reusable goods, such as water coolers and glass bottles, represents a considerable cost for a small organisation like ADA, but in the medium term the savings are real.

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

**Has your involvement had an impact at the international level?**

After surveying the employees within ADA, it was found that:

48% of employees who initially said that they were not necessarily concerned by the subject have been made

aware of it and put certain actions into practice on a daily basis. Because they recognise that it is a commitment for the good of all, both professionally and personally.

48% of ADA employees are willing to go further in the process. For example, the idea of doing “zero plastic” workshops to set up daily routines was raised.

The “zero plastic” effort allows ADA to be consistent with its environmental commitment. However, in projects in the South, it seems hardly conceivable at present to raise awareness of this specific topic among our partners, as 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 of their projects, we can show our example and the actions implemented in our office in Luxembourg.



## ALD Automotive

### What alternatives have you put in place?

Among the items targeted by the Zero Single-Use Plastic Manifesto, the major lever for action was to be plastic bottles, as most other products were already banned from ALD Automotive. We have therefore chosen to rethink our catering by choosing returnable glass bottles, but also to do away with water bottles by replacing them with a network of dispensers connected to running water, then filtered (offering the user hot, cold or sparkling water).

### What was the easiest and most challenging to replace?

The introduction of glass deposits for drinks was a simple matter 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 water dispensers, required some quick and easy connection work. The next step, which is already underway, will be to remove socl bottles from vending machines. All change management is accompanied by internal communication to motivate business choices. These were particularly well received by employees who were proud of this commitment.

### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

As with the implementation of the plastic cup phase-out project in 2015, our choice to move away from bottles required only a small initial investment in the form of connection work.

For the rest, these are very simple quick wins. The technical solutions exist, the suppliers have been responsive, 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 desire to commit to a zero plastic approach.

### Has your involvement had an impact at the international level?

We have not yet had the opportunity to communicate this good practice to the Société Générale Group, our parent company, but the project has proved so simple and successful that we can only envisage spreading this common sense experience both internally and externally in order to increase its implementation.



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**ALLEN & OVERY****What alternatives have you put in place?**

We have replaced the provision of bottles with a still and sparkling water tap on each floor. Glasses and cups are available and everyone has been given a cooler. The takeaway containers in the company restaurant are now all made of cardboard or wood.

**What was the easiest and most challenging to replace?**

We took advantage of a move which made it easy.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Yes, for the bottles there is clearly a saving in the purchase and in the quota.

2022

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

- All drinks in the meeting rooms are delivered in reusable glass bottles.
- Water dispensers have been set up for all staff. Instead of plastic cups, glasses are available near the water dispensers
- In the coffee corner, plastic stirring sticks have been replaced by spoons (normal cutlery) and single-use plastic cups by traditional glasses or cups
- The ANA has a kitchen equipped for reheating homemade dishes. 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 manifesto was signed, as this is part of the environmental policy of ANA, which is ISO14001 certified and EMAS registered. Plastic stirring sticks and single-use plastic cups were changed quickly. The installation of water dispensers and the delivery of drinks in reusable glass bottles were appreciated by our staff. Convincing people to stop using coffee capsules required the installation of a centralized coffee machine in our coffee corner, available to all our staff.



**ANA**  
 Administration de la  
 navigation aérienne

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

One aspect that has been observed is that we (humanity) have created a need for single-use plastics that was never needed. Most single-use plastics can be easily replaced from one day to the next without any problems. This goes hand in hand with the economic factor. If we use plastic stirring sticks (or coffee capsules) every day and throw them away after use, when we can use normal spoons (or coffee machines) with the same result, we have created and are paying for a product that does not make sense and is costing us money.

On the other hand, single-use plastic alternatives are often cheaper than repeated-use alternatives. The price of a bottle of water (or Coca-Cola) is higher in a reusable glass bottle than in a single-use plastic bottle. This is why, in my opinion, we cannot talk about economic gains. Expenditure on change is higher for beverages but lower for coffee capsules, stirring sticks and single-use cups.

**Has your involvement had an impact at the international level?**

The ANA participates in various European groups (e.g. EASA's Eurocontrol Environmental Transparency Working Group and the FABEC Environmental Steering Committee). Europe (EASA and Eurocontrol) is working with European ANSPs (Air Navigation Service Providers) on a common vision of their environmental performance. This vision is not limited to air navigation activities, but must also include all other environmental impacts. We will communicate about this successful project in the near future and share our experiences with our European partners.



water treatment  
worldwide

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

We have glass glasses, our crockery is reusable, we no longer use straws and we now use coffee cups instead of plastic cups.

**What was the easiest and most challenging to replace?**

The most difficult thing is to avoid using delivery services that always use non-reusable plastic products. All dishes are served in plastic containers and it is difficult for us to comment on this. However, we encourage our employees to cook on site to avoid plastic waste.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Of course. We also have good feedback from our employees who are now more aware of plastic waste and reuse solutions at home as a result of the solutions we have put in place in our offices. We are a small team, but anything can start with a small step, can't it?

**Has your involvement had an impact at the international level?**

Yes. In Luxembourg, Belgium and France, our areas of activity.

2022

**“WE ENCOURAGE OUR EMPLOYEES TO COOK ON SITE TO AVOID PLASTIC WASTE.”**



### What alternatives have you put in place?

The actions taken have enabled us to eliminate our use of single-use plastic as follows:

1. removal of individual bins when waste separation was introduced (429 kg of SUP/year)
2. replacement of plastic bags in the coffee corner and restaurant bins by PLA bags (104 kg SUP/year)

Replacement of plastic bottles with glass bottles (42 kg SUP/year)

4. replacement of plastic containers for small mints (customer goodies) by metal containers (21kg/year of SUP/year)

Therefore, the specifications we wrote for the tender for the Arendt House restaurant included some CSR criteria, including the elimination of single-use plastic. This measure is well respected and allows us to significantly reduce the use of single-use plastic in our catering activities, but unfortunately we do not have the possibility to quantify this progress as we changed suppliers at the end of 2020.

### What was the easiest and most challenging to replace?

In the area of snacking (vending machines), our supplier has difficulty in finding snacks without plastic packaging. Currently our machines offer 2/3 plastic-free products and 1/3 plastic products for sale. We continue to research plastic-free products to eventually achieve a zero plastic situation. In addition, the abolition of individual bins has created some tensions but nothing insurmountable. The rest of the measures were rather simple to implement. However, waste sorting is still something we need to monitor very closely as some of our staff have not yet adopted the correct sorting habits.



**“THE SPECIFICATIONS WE WROTE FOR THE TENDER FOR THE ARENDT HOUSE RESTAURANT INCLUDED SOME CSR CRITERIA, INCLUDING THE ELIMINATION OF SINGLE-USE PLASTIC.”**



**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

We did not measure any particular economic benefit from the elimination of single-use plastic. On the other hand, when we introduced waste separation (SDK label obtained in December 2019) the use of presses for our waste still saves us a few thousand euros/year:

- Reduction in the number of rental containers
- Decrease in waste treatment costs as many sorted wastes have a lower cost than if no sorting is done
- We have also gained space in our basement premises

**Has your involvement had an impact at the international level?**

In terms of waste sorting, our Business Development department was interested in obtaining the SDK label because this local certification enables them to respond favourably to certain CSR issues that are part of national or international calls for tender and are increasingly present in these calls for tender.



**“WHEN WE INTRODUCED WASTE SEPARATION (SDK LABEL OBTAINED IN DECEMBER 2019), THE USE OF PRESSES FOR OUR WASTE STILL SAVES US A FEW THOUSAND EUROS/YEAR.”**



## ArcelorMittal

### What alternatives have you put in place?

From the beginning of the project to eliminate single-use plastics, ArcelorMittal Luxembourg decided to provide the occupants of the administrative headquarters in Petrusse with individual porcelain cups and to offer one to each newcomer. This operation has significantly reduced the number of cups used. The plastic cups available at the water fountains and hot drink dispensers were then replaced by biodegradable cups.

The plastic 'stirrers' were to be removed but we have responded positively to users' requests by providing wooden stirrers.

For the meeting rooms, we only order returnable glass bottles instead of plastic ones.

On the subject of cutlery, we have stainless steel cutlery used for events and all our suppliers deliver meals with cutlery that is more environmentally friendly than plastic. The food containers supplied by our suppliers are also biodegradable or multipurpose.

Finally, plastic soda bottles have been replaced by steel or aluminium cans in cold drink dispensers.

**"IN TOTAL, ARCELORMITTAL LUXEMBOURG HAS ELIMINATED ALMOST 3,000 KILOS OF SINGLE-USE PLASTICS BETWEEN 2019 AND 2020."**



### What was the easiest and most challenging to replace?

The replacement of plastic water bottles with returnable glass bottles was relatively straightforward, although facility management had to adapt accordingly (management of the stock of bottles to be returned).

Overall, the occupants of the building were understanding and cooperative in the move away from single-use plastic by using their individual cups and giving up plastic cutlery.

To date, only the water bottles in cold drink dispensers are still made of plastic, as there is no alternative. This is our next challenge to solve, and to achieve it joint action by client companies should be taken. IMS could help us to coordinate it.



## ArcelorMittal

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

ArcelorMittal signed the IMS Manifesto for ecological rather than economic reasons. The cost of alternatives to single-use plastic is clearly higher (biodegradable cups, returnable glass bottles).

**Has your involvement had an impact at the international level?**

Yes!

**“THE EUROPEAN CONTRACT WITH OUR CUP SUPPLIER HAS BEEN REVISED SO THAT ONLY RECYCLABLE OR BIODEGRADABLE CARDBOARD CUPS ARE DELIVERED. ARCELORMITTAL LUXEMBOURG WAS A FORERUNNER IN THIS AREA.”**





ASSOCIATION POUR  
LA SANTÉ AU TRAVAIL  
DES SECTEURS  
TERTIAIRE ET FINANCIER

### What alternatives have you put in place?

We are a small company with 17 employees. Our actions, which we have been carrying out for several years in collaboration with SuperDreckskösch, aim to reduce our waste production through good practices and to recycle everything that can be recycled. Our alternatives are as follows:

- Replacement of plastic water bottles with a fountain equipped with a filter and connected to the domestic water system. In addition, we have equipped our employees with steel water bottles.
- Replacement of disposable coffee pots and capsules with a coffee pot that receives coffee beans.
- Replacement of disposable cutlery and crockery by the use of porcelain cups and crockery and stainless steel cutlery.
- The recycling for recovery of the few plastic packages is done through the Valorlux collection bags.
- Paper, cardboard, metal and glass are also recycled.

- For other waste that cannot be recycled and recovered, we work with a company that specialises in collecting and destroying it, for example: our medical waste plastic syringes, etc.

- Reduction of our paper printouts and consumption of envelopes and labels thanks to computer software and the use of e-mail

All the above measures have also contributed to the reduction of our household waste.

### What was the easiest and most challenging to replace?

The easiest is to be found in the replacement of water bottles, coffee machines, separation of recyclable and household waste. The most difficult part is the implementation of a computer programme for the automated sending of documents by e-mail. It required a little more time and investment, but is still a good measure in economic, productivity and environmental terms.

2022



ASSOCIATION POUR  
LA SANTÉ AU TRAVAIL  
DES SECTEURS  
TERTIAIRE ET FINANCIER

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

We made savings on some measures while maintaining user satisfaction in other cases the investment made was quickly covered by the savings made.

**Has your involvement had an impact at the international level?**

Our actions are certainly moving in the direction of an increasingly sensitive commitment on the part of companies, associations, administrations and citizens.

**“WE ARE CONVINCED THAT WE ARE MAKING A MODEST BUT SIGNIFICANT CONTRIBUTION TO A MOMENTUM AND AWARENESS OF EVERYONE.”**

2022

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

We have been able to put in place some measures to limit the consumption of single-use plastic products. In particular we have:

- replaced plastic cups in coffee machines and water fountains with paper cups
- equipped the staff kitchen with porcelain cups and plates and stainless steel cutlery
- distributed a personalised mug to employees this year as an end-of-year gift
- replaced some office supplies with zero plastic products

**What was the easiest and most challenging to replace?**

In principle, the change of plastic cups is the easiest despite the fact that the supplier of the dispensers took their time to implement it (several months). We have also found that it is very difficult to find zero plastic products to replace all plastic products in the office supplies range. Finally, we still regularly see deliveries being wrapped in plastic several times.





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

We have distributed to all our employees

- wooden pens with refillable cores (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 name cups.

We have also replaced (among others)

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

#### **What was the easiest and most challenging to replace?**

It was easy to replace the above-mentioned items. Oddly 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 any alternatives. Eventually we found cans for sparkling water, but we had to remove 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 little resistance from some employees, but thanks to an information campaign via our internal newsletter, we only had two or three sceptical returns (out of 300) and as soon as we provided explanations, everyone accepted the changes. Good communication is essential to avoid confusion and inconvenience.



**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

After an initial investment in ordering items (water bottles, pens, cutlery, cups, etc.) that replace single-use plastic items, we certainly save some money each year.

It would make sense to carry out a long-term analysis, as more expensive products still need to be ordered regularly to avoid employees re-sourcing single-use plastic items. It is worth it.

**Has your involvement 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 international level.



◀ *Click to watch this video testimony*



### What alternatives have you put in place?

As part of our commitment to reduce plastic consumption and single-use, we have implemented the following in BIL's relaxation areas:

- Water fountains (still & sparkling water)
- Metal cans to replace PET bottles (water & soft drinks) in vending machines
- The removal of plastic cups from the hot drinks machine with an invitation to use personal cups
- The elimination of spoons in hot drinks with the invitation to use personal spoons

As for the internal company restaurant, we also carried out various actions, namely

- Large (1.5L) PET bottles have been replaced by returnable (1L) glass bottles (local water)
- Small PET bottles have been replaced by returnable glass bottles (local water)
- Two fountains (still & sparkling water) have been installed

- We have replaced the plastic stirrers with stainless steel spoons
- Paper towels are now placed in dispensers instead of baskets to avoid overuse
- Disposable tableware has been replaced by returnable and personalised tableware with a logo developed specifically for the Zero Single-Use Plastic project: ECOMUG (for coffee and tea), ECOcup (for detox juices and orange juice), ECOBOX (500ml and 1000ml sizes for hot and cold food), ECOcouverts (stainless steel cutlery packed in a box). This article is on sale)

We have also installed sorting bins in strategic sorting areas (hallway, entrance, kitchenettes) to differentiate between different types of waste (Valorlux for all types of plastic except black plastic, paper and cardboard, household waste, batteries, office equipment, etc.)

**“PAPER TOWELS ARE NOW PLACED IN DISPENSERS INSTEAD OF BASKETS TO AVOID OVERUSE.”**





### What was the easiest and most challenging to replace?

The easiest aspects of the process were the following:

- Removal of the possibility of having cups at vending machines in favour of using one's own cup
- The replacement of PET with cans
- Disposal of stirrers
- Our awareness and communication campaign through our intranet, "TO GO" ads in Ecoboxes and Ecocups on TVs located in different parts of the bank and the creation of a logo representing our footprint on respect for nature and the environment

The most difficult aspects were:

- Finding suitable and quality TO GO returnable tableware for industrial washing of the various items to be replaced
- The implementation of the physical flow around the returnable tableware since the flow of "dirty" returned by the employees cannot cross that of "clean" in compliance with the HACCP food safety rules.

**"DISPOSABLE DISHES HAVE BEEN REPLACED BY RETURNABLE AND PERSONALISED DISHES."**





### What alternatives have you put in place?

BSP employees have always been attentive to the various themes of community involvement, environmental impact and sustainable development. Our aim was to introduce step-by-step changes in our daily lives to make our care for people and the environment tangible. That's why we started by replacing all plastic cups and stirring sticks, plastic plates and cutlery, both in our daily routine and at our 'Get Together' corporate events where we also avoid balloons, plastic bags and plastic straws. We provide fresh fruit to reduce the consumption of snacks and we have replaced all plastic bottles with reusable steel bottles with our company logo, and we have installed water fountains.

### What was the easiest and most challenging to replace?

The most difficult items to replace are plastic food containers for takeaways and packaging for sweets and snacks in vending machines, as we depend on personal choice on the one hand, and external suppliers on the other. That is why we tried to raise awareness among BSP staff by promoting the IMS exhibition on the devastating effects of plastic pollution on the environment and we appreciated IMS's intervention with external suppliers to make them aware of their impact and responsibility.

### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

The benefits are certainly both economic and, above all, in terms of waste. If we only consider the replacement of plastic bottles, we have covered the replacement costs in one and a half years while avoiding the purchase of more than 28,000 bottles in about eight months. This is a result that should be a very good incentive for everyone in private and professional life.



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## caceis

INVESTOR SERVICES

### What alternatives have you put in place?

Like many other companies, CACEIS has decided to do away with individual bins. From now on, everyone must dispose of their waste in the waste bins installed in the central areas, identified near the teams or in the kitchens. This is called voluntary collection. This allows for more selective sorting. There must be a way to do better without too much effort!

By doing away with litter bins and thanks to voluntary waste collection, we are obliged to dispose of recyclable (or not) waste in the bins provided for this purpose. The gesture is simple and quickly gains momentum once it is replicated on a large scale.

In addition, as part of our commitment to reducing the consumption of single-use plastic, we have done away with the daily use of bin liners in each individual bin.

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

### What was the easiest and most challenging to replace?

Eliminating plastic cups was much easier for CACEIS, which had already been taking this responsible approach for several months.

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



### What alternatives have you put in place?

As part of our commitment to reduce the consumption of single-use plastic, the firm has implemented :

- stainless steel cutlery, porcelain tableware to avoid the use of plastic cutlery
- a coffee machine with bean grinder
- fresh fruit to reduce consumption of plastic-wrapped snacks
- a water fountain connected to the city network and provision of glass bottles for employees and customers
- bins for selective sorting, including a bin for organic/ biodegradable waste

A working group has also been set up to raise awareness, promote and reflect on possible improvements in its commitment to this fight.

### What was the easiest and most challenging to replace?

Thanks to good internal communication about the various environmentally friendly alternatives and the cooperation of every employee, the changes were well received.

The real challenge is with our suppliers who do not all offer plastic-free items. We note that the packaging of meals delivered to the practice often contains plastic. However, we note that some of them offer a choice of cutlery materials and make the effort to deliver in glass jars or cardboard boxes.

**“A WORKING GROUP HAS BEEN SET UP TO RAISE AWARENESS, PROMOTE AND REFLECT ON POSSIBLE IMPROVEMENTS IN ITS INVOLVEMENT IN THIS STRUGGLE.”**





**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

It is above all a satisfaction to produce less waste and to realise that employees are cooperating with the alternatives proposed. The initial investment, both human and financial, is necessary but it will allow us to benefit economically in the long term.

**Has your involvement had an impact at the international level?**

We are communicating internally and therefore we cannot yet measure the impact on an international level, but we can say that all actions in the fight against plastic are a contribution.



**“THANKS TO GOOD INTERNAL COMMUNICATION ABOUT THE VARIOUS ENVIRONMENTALLY FRIENDLY ALTERNATIVES AND THE COOPERATION OF EVERY EMPLOYEE, THE CHANGES HAVE BEEN WELL RECEIVED.”**

CENTRE HOSPITALIER  
EMILE MAYRISCH

### What alternatives have you put in place?

Since 2013, the Centre Hospitalier Emile Mayrisch (CHEM) has started its ecological transition by replacing single-use plastics. Firstly, by using reusable and biodegradable coffee cups in the cafeterias, and secondly, by providing reusable and compostable water cups in the three establishments. By using take-away utensils and packaging made from compostable plant fibres, the hotel industry has achieved full substitution by 1 May 2021.

At the same time, CHEM has significantly rationalised its range of cleaning products and installed dosing units. This has not only reduced the consumption of cleaners, but also the production of packaging waste in the form of single-use plastic containers.

Due to the pandemic, some projects were inevitably delayed. The removal of individual bins (on a voluntary basis) in favour of centralised areas dedicated to waste separation and collection reduces the expenditure on bin bags. Centralised distribution of workwear leads to a reduction in the consumption of plastic packaging films. The installation of drinking water dispensers leads to a reduction in the consumption of bottled water.

### What was the easiest and most challenging to replace?

Replacing a plastic cup with one made of compostable material seems at first sight to be the easiest action to take. However, it must be noted that Luxembourg has no local recovery chain allowing industrial composting of this type of fraction. As an eco-responsible player, CHEM intends to further contribute to the development of synergies on a national and regional level in order to enhance the value of the resources employed and reduce its carbon footprint.

The current pandemic has increased the use of single-use plastics in the health sector. The challenge now lies as much in the substitution of single-use plastics as in the identification of the various recyclable plastic components. It is important to carry out effective source separation of clean packaging, but also of soiled and potentially infectious plastics.

**“EVERY REDESIGN HAS NOT ONLY A LOGISTICAL IMPACT, BUT ALSO AN ENVIRONMENTAL IMPACT.”**



CENTRE HOSPITALIER  
EMILE MAYRISCH

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Not yet, as alternatives to single-use plastics are generally much more expensive. We intend to further increase the involvement and awareness of our employees in order to reduce our waste production at source. The establishment of a committee called “Greenteam” encourages exchange between teams, the collection of ideas and the development of new projects.

In addition, CHEM's departments are asked to give their respective opinions prior to the acquisition of a new product. This approach inevitably makes it possible to introduce extra-financial criteria, in this case environmental or energy criteria, into the evaluation of supplies before any purchase.

**Has your involvement had an impact at the international level?**

Since March 2021, CHEM is a member of the Healthcare Facilities Advisory Board (HFAB). The HFAB is made up of healthcare organisations at the forefront of sustainability who provide valuable insights, help set priorities and guide the HPRC programme towards inspiring and effective plastic recycling solutions.

The Healthcare Plastics Recycling Council (HPRC) is a private, technical coalition of industry, healthcare, recycling and waste management professionals that seeks to improve the recyclability of plastic products in the healthcare sector. This membership brings together European healthcare institutions and their suppliers to identify barriers to recycling, develop solutions and implement them as best practice.



**“THE CREATION OF A COMMITTEE CALLED “GREENTeam” ENCOURAGES THE EXCHANGE OF IDEAS BETWEEN TEAMS AND THE DEVELOPMENT OF NEW PROJECTS.”**



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

We have replaced the cups with porcelain cups and glasses, the stirrers with teaspoons. We stopped buying drinks in plastic bottles, now we have water fountains. We have considerably reduced the purchase of milk pods, which are only available for external meetings. We have stopped buying individually wrapped biscuits that are only available at external meetings. We have found a supplier who delivers biscuits in a reusable glass container and on demand.

We always try to buy materials without packaging and without plastic if available. For example, we no longer buy notebooks with plastic covers.

For events, we no longer buy single-use plastic materials.

#### What was the easiest and most challenging to replace?

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

#### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

We have not had any obvious economic benefits so far, we have had to buy equipment but we are confident that it will be visible in the near future and the most important thing for the CHAMP family is that we are contributing to a healthy planet.



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


 clearstream | DEUTSCHE BÖRSE  
 GROUP

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

Plastic packaging and bags for cafeteria sales (sandwiches, bags, etc.) have been eliminated. The herbal tea bags in the cafeteria have been replaced by unpackaged herbal teas

The cutlery with the salads, previously made of plastic, has been replaced by compostable products.

For drinks, plastic bottles have been replaced by returnable glass bottles, and water dispensers have been installed to reduce the consumption of bottled water. And smaller things have also disappeared, such as individual packages of mayonnaise, ketchup, lemon...

However, together with COVID, we had to temporarily put back some packaging for health reasons.

#### What was the easiest and most challenging to replace?

The easiest was plastic bags, the most difficult was glass bottles because the introduction of the deposit system required a lot of logistical adjustments, as well as new habits for the employees.

#### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

No, even a slight increase initially, but it tends to level off.

#### Has your involvement had an impact at the international level?

Yes, our colleagues at our headquarters in Eschborn, Germany, are inspired by our measures and are now also committed to "Zero single-use plastic". For example, they have already replaced disposable packaging in the canteen with a deposit system for salads, breakfast and hot drinks. The same applies to the rest of the Clearstream and Deutsche Boerse Group offices around the world, which want to make efforts in this area.

**"OUR COLLEAGUES IN GERMANY ARE INSPIRED BY OUR MEASURES AND ARE NOW ALSO COMMITTED TO 'ZERO SINGLE-USE PLASTIC'."**



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

In our new building, we offer coffee to our customers in the waiting areas where they use paper cups and stirrers, paper sugar packs and small biodegradable milk pods. The coffee capsules in this area are also recycled by the supplier who certifies to us at the end of the year the quantity recycled and with which we can choose to produce pens or bicycles. We also have bean-to-cup machines, which are only used for meetings and in-house.

For the water fountains, we have introduced biodegradable cups. The black bin liner of the organic bin has been replaced by a biodegradable liner. White A4 and A3 paper has been replaced by certified ecological paper.

Internally, staff also use mostly single-use alternatives to plastic based on re-use, such as cups, glasses, cutlery, etc.

**What was the easiest and most challenging to replace?**

The easiest thing to do was to replace plastic cutlery and cups with cups, metal cutlery and glasses. We also replaced the glass bottles that took up a lot of space in the fridges and with the containers that had to be stored and for which you had to pay deposits with water fountains from the network with cold, tempered and sparkling water. The disadvantage is that the CO2 bottles have to be replaced when there is no more sparkling water and the CO2 bottles have to be stored.

The most difficult thing was to abolish the candy machines, which we replaced with fruit offered to employees. There are also cans of soda that we have not been able to replace.





**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

The cost of replacing single-use items with biodegradable or repeat-use items has been significant, and waste has not decreased significantly, as people continue to receive takeaways in single-use boxes. This is still a problem in society. But the most important thing is that people have accepted the change and are contributing to the changes.

**Has your involvement had an impact at the international level?**

We think so.

**“BY TAKING INITIATIVES WITHIN THE COMPANY, THE CHANGE WILL ENCOURAGE STAFF TO APPLY ZERO WASTE ACTIONS AT HOME AS WELL AND TO TALK ABOUT IT TO THEIR PERSONAL AND PROFESSIONAL ENVIRONMENT WHICH GOES BEYOND THE CMCM AND LUXEMBOURG. THIS IS THE POWER OF WORD OF MOUTH.”**



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

All individual bins in the offices have been changed to paper only bins, so all plastic bags in the bins have been removed. We currently only have two mixed waste bins.

We have also started a process to reduce the use of single-use plastics in our office supplies. For the “Tippex” and “stabilo”, for example, we only order refills. Our ‘dymo’ labels and presentation folders are also no longer laminated.

For tableware, we now have porcelain plates and cups, glass glasses and stainless steel cutlery. Our plastic straws have been replaced by stainless steel straws.

**What was the easiest and most challenging to replace?**

The removal of plastic bags from waste bins was the easiest action to take. The most difficult part was the removal of the transparent perforated plastic folders as we have not yet found an alternative to this product.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Yes. We make fewer purchases and therefore spend less on single-use supplies.

# DSM

AVOCATS A LA COUR

## What alternatives have you put in place?

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

- porcelain cups for the employees and collaborators of the study,
- a kitchen equipped with cutlery, crockery, glasses and cups,
- several coffee machines with bean grinder,
- suppliers selected according to criteria and supplies without plastic packaging,
- drinks (water, fruit juice) in glass bottles,
- separate bins for waste separation.

In addition, we have appointed an internal ambassador to raise awareness of these issues within DSM Avocats à la Cour and we communicate about our actions to inspire others to join IMS.

ZERO SINGLE-USE PLASTIC

VIDÉO RÉALISÉE PAR DSM AVOCATS À LA COUR

Click to watch this  
video testimony

## ELVINGER HOSS

LUXEMBOURG LAW

### What alternatives have you put in place?

The study provides reusable tableware (glasses, cups, cutlery, etc.) on a daily basis for employees and customers who wish to eat on site or simply have a coffee. Instead of plastic-wrapped snacks, seasonal fruit is offered in baskets on each floor. For the Christmas season, employees were offered: shopping bags, lunch boxes, lunch kits and thermos flasks, all reusable.

Our Hospitality Manager and Reception Manager, who are responsible for organising lunches at the Study, give preference to caterers who - like us - share an environmentally responsible vision. For example, the lunches offered by the Study during the Covid period are offered in biodegradable packaging such as bamboo, glass and recycled cardboard packaging. To transport these lunches, the Study also offers hessian and kraft bags. Finally, employees are encouraged to bring their own lunch boxes.

As part of our efforts to limit the use of plastic, our taps are equipped with a still and sparkling water distribution system. The filters and CO<sub>2</sub> cylinders used for this purpose are fully recycled after use. All the drinks served in our Study are packaged in glass bottles and are also intended to be recycled.

Our plastic laptop and phone holders have been replaced by a wooden version. Office supplies are made of paper, cardboard or recycled plastic (stabilo, pens, notepads etc). Our suppliers are holders of an ecological and sustainable label for the products used in our company, thus limiting the use of plastic containers.

**“OUR SUPPLIERS HAVE ECOLOGICAL  
AND SUSTAINABLE PRODUCT LABELS.”**

2022

## ELVINGER HOSS

LUXEMBOURG LAW

### **What was the easiest and most challenging to replace?**

There is a real awareness of eco-responsibility on the part of companies, which makes it easier to offer an alternative to plastic. The suppliers we work with have aligned themselves with our vision. Replacing (and minimising the use of) plastic bottles, bags and cutlery was easy for us in terms of logistics and insofar as it did not impact on the comfort of our study members.

### **Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Smaller, local caterers often find it more difficult not to pass on the costs of plastic-free packaging to us. As far as the suppliers are concerned, there is no economic advantage; on the contrary, we are charged for the deposits, for example.

2022

# ERGO

## **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 removed and replaced with refillable glass portioners.

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

We have completely finished with disposable plastic waste bags. Where waste bags are necessary, we use eco-bags or organic bags.

## **What was the easiest and most challenging to replace?**

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

## **Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Above all, it is an achievement that we are producing 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 continually interested in further improvements and conversions to become a fully sustainable insurer, so resource conservation is particularly important to us. ERGO life is very keen to take responsibility: For the environment, for people, for the world we live in.



### What alternatives have you put in place?

From 2019, we have developed a guide to help our sites and customers reduce the use of disposable products and make sustainable choices by selecting 12 categories.

In addition to the fountains, mugs were distributed to all our employees at headquarters to give them the opportunity to make a sustainable choice for their hot drinks and to give them a gift. These cups have been marketed in our restaurants and cafeterias so that everyone can take action in their daily actions.

We have also opted to introduce glass bottles in some of our restaurants and to commit to the national Ecobox initiative for our takeaway meals, where a deposit system could be rolled out.

Most individual pods are replaced by dispensers, salt and pepper shakers, sugar bowls, or seasoning bottles.

The years 2020 and 2021 were punctuated by additional measures related to the health crisis and product protection, but we nevertheless continued our innovations with the provision of a transparent paper

film with the OK compost Home label for the packaging of our sandwiches in replacement of plastic films, as well as the increase in the sale of takeaway meals in returnable glass jars in order to offer a transparent visual.

### What was the easiest and most challenging to replace?

Our first actions were to stop buying plastic stirrers, cutlery, straws and toothpicks. Thus, 2,260,000 plastic parts were removed in one year.

Reduction targets have been set for other categories such as cups, food containers, bags, lids, individual portions, beverage packaging combined with more sustainable alternatives (cardboard, RPET, Bagasse, FSC wood...) and awareness and recycling campaigns.

**“MOST INDIVIDUAL PODS ARE REPLACED BY DISPENSERS, SALT AND PEPPER SHAKERS, SUGAR BOWLS, OR SEASONING BOTTLES.”**





Styrofoam boxes and plates, plastic plates and plastic bags were quickly eliminated.

We encourage the use of reusable tableware with our customers, but it is clear that the structure of the premises and the organisation of the cleaning do not always allow their replacement. Take-away sales in a “drive-through restaurant” such as motorway restaurants or in our vending machines are constrained by the impossibility of deploying a deposit system or by the technical or packaging limitations of snacking products. We are orienting our choices and suggestions in a circular economy principle with new opportunities such as our connected fridges, fresh products, plastic-free packaging.

Services delivered in trays for regeneration at our customers' premises are still a major challenge for the organisation of a replacement in reusable tableware. The storage volume generated by the dishes, the increased weight impacting on the health and safety of our employees and the logistics of returning the empties are all important issues in allowing this replacement. In the meantime, plastic trays are sorted and recycled, or cardboard alternatives are proposed and the subject remains a priority.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

The investment in reusable tableware pays off in the long term compared to the use of single-use references.

**Has your involvement had an impact at the international level?**

Under the leadership of the international Compass Group, Eurest Luxembourg is actively contributing to the objectives of sustainable development. Our Global Net Zero strategy includes ambitious targets for reducing carbon emissions over the next decade to 2030.

Our sustainability priorities address important issues and help shape our priorities and activities over the long term.

**“2,260,000 PLASTIC ITEMS WERE REMOVED IN 1 YEAR.”**



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

In 2019 the European Court of Auditors decided to replace the single-use plastic packaging in the dry cleaning service with a reusable cover. The consumption of plastic film for this service in 2019 amounted to 15 km. The process of giving out cloth and taking it back has been reviewed. The service provider, on the other hand, has adapted the process of finishing the cleaning in its premises to take account of the reusable cutlery. After several months of reflection and work by all parties, a solution was found and at the beginning of 2020 a reusable cover with the logo of our institution was distributed to each employee. Additional cutlery can also be purchased on site.

**“THE CONSUMPTION OF PLASTIC FILM FOR THIS SERVICE IN 2019 AMOUNTED TO 15 KM AND AT THE BEGINNING OF 2020 A REUSABLE COVER WITH OUR INSTITUTION’S LOGO WAS DISTRIBUTED TO EACH EMPLOYEE.”**

## EXCELLIUM

Your first call when it comes to IT and security

### What alternatives have you put in place?

We have coffee vending machines with which we use our own porcelain cups and spoons instead of plastic cups and stirrers. We no longer buy disposable tableware for our events and use stainless steel china and cutlery, glass glasses and carafes used with a water cooler and filtered tap water instead of plastic bottles. For sparkling water and soft drinks, we use large glass bottles instead of small plastic bottles or cans.

At first, we also bought bamboo cutlery, but we now know that this is a decoy! We also use stainless steel straws and reusable hard plastic containers.

With regard to our suppliers (for lunch and orders for office supplies, computers, etc.), we have asked them to stop sending us plastic or to limit the amount of plastic they send us.

We continue to make progress on our CSR project to obtain the SDK certificate and others, while raising awareness among our employees.

### What was the easiest and most challenging to replace?

Single-use containers were the easiest to substitute. The replacement of glass glasses + carafe and water cooler will have taken a few months to be positively integrated by our sales staff during customer visits.

### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

Without having any figures, we notice that we no longer order water bottles and cups at all. Plastic bins are emptied much less often.

**“AT FIRST, WE ALSO BOUGHT BAMBOO CUTLERY, BUT WE NOW KNOW THAT THIS IS A SHAM! ”**


 2022

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

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

**What was the easiest and most challenging to replace?**

We don't think that some things are more difficult to replace than others, employees generally support these initiatives, which makes them easier to implement.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

There is mainly an initial investment in replacing single-use plastic products with more sustainable alternatives, but we expect a long-term return on investment. In any case, it is an investment in the future.

**Has your involvement had an impact at the international level?**

Fidelity views its sustainability priorities through a dual lens, those we consider to be 'internal' priorities and those we consider to be our externally-facing priorities. We are committed to achieving zero carbon by 2040.

**FIDUCIAL**  
OFFICE SOLUTIONS**What alternatives have you put in place?**

We changed the pod coffee machine for one with an integrated bean grinder and introduced logo cups to ban cups and stirrers. We also went through the installation of a COCO activated carbon filtration water cooler which also makes sparkling water. We gave each person an insulated water bottle to go to the fountain. To take this a step further, we have also prohibited ordering an item for the agency's use that does not have environmental certification.

**What was the easiest and most challenging to replace?**

The coffee machine was very easy to change. The coffee is much better. The ban on paper cups was very complicated. We ended up with people bringing their own cups. But now the approach has been understood.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Thanks to the machine with integrated grain mill, we save money in addition to the considerable amount of waste. The same goes for the new INOWATION water cooler, with which we make sparkling water. Its COCO activated carbon filtration only blocks pollutants. We were big consumers of Badoit in plastic bottles. And this is a real saving for the company. And we have halved the volume of our PMC waste. We must anticipate tomorrow! And tomorrow requires better investments and above all better consumption.

**"WE HAVE HALVED THE VOLUME OF OUR PMC WASTE."**



**FIDUCIAL**  
OFFICE SOLUTIONS**Has your involvement had an impact at the international level?**

We are a small confetti (15 people) out of the 22,500 people who make up our group. But by dint of e-mails, brainstorming in meetings, sharing e-mails from IMS and the EU, we, the little Luxembourgers, managed to ban single-use bags in all our packages. That's 6,000 parcels per day for France and the BeLux! A huge environmental saving!

At every meeting with large suppliers, we have always emphasised the Luxembourg need to consume differently. One of them, one of the European leaders in promotional items, now packs only in plant-based plastics (corn, potato, etc.).

**“WE HAVE MANAGED TO BAN SINGLE-USE BAGS IN ALL OUR PARCELS. THAT'S 6,000 PARCELS PER DAY FOR FRANCE AND THE BELUX!”**



**BANQUE  
FORTUNA**  
Société Coopérative**What alternatives have you put in place?**

Fortuna Bank has been committed to this initiative from the outset in order to raise awareness and remove single-use plastic from its daily environment. Non-reusable stirring sticks have naturally been identified as the first item to be banned from 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 supported the change, which seemed to make sense in the context of our commitment. The water cooler and filter system will require more internal communication to ensure that people understand and accept that tap water is as good as (and sometimes better than) bottled water. The transition will begin during the renovation of our buildings.

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

Within ING, we proceeded methodically, setting up a working group (Sustainability, Facility Management, Procurement, Communication, IT) to identify single-use plastic and then to find out whether we had control over ordering these products or not.

We then either eliminated the use of these products (cups, straws), ordered other supplies where we could (stirring sticks, cutlery, food packaging), or pressured suppliers to deliver fully reusable or recyclable products. In some cases, we have even changed suppliers.

One of the most visible changes for our employees has been the elimination of cups, replaced by the use of a personal cup and/or glass. That is why we launched a communication plan two months before the start of the implementation. Finally, we were pleasantly surprised to see that these were easily accepted after only one week of transition.

**What was the easiest and most challenging to replace?**

In general, it was easier to eliminate single-use plastics in processes where we were fully responsible or had a special relationship with the supplier.

This was the case, for example, for the elimination of the use of balloons at our events as well as the elimination of plastic cups for our water fountains and plastic packaging in the cafeteria.

The process was more difficult when it involved changes related to contracts with external service providers with whom we had to discuss how we would operate.

**“WE WENT ABOUT IT IN A METHODICAL WAY, SETTING UP A WORKING GROUP TO IDENTIFY SINGLE-USE PLASTIC AND THEN TO FIND OUT WHETHER WE HAD CONTROL OVER ORDERING THESE PRODUCTS OR NOT. IN SOME CASES, WE HAVE EVEN CHANGED SUPPLIERS.”**

2022



**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

On a day-to-day basis, a major change has been to ask each of our employees to bring their own cup or to buy one at our Unicef fundraising sale, eliminating the need to buy 500,000 plastic cups a year, which is not only an economic gain but also an environmental one. The use of Ecoboxes in our cafeteria probably generates a gain for our service provider as well.

**Has your involvement had an impact at the international level?**

The entire ING Group is working for the climate and moving towards “zero plastic” is part of our action plan in all the countries where ING is present.

We saw this at the outbreak of the pandemic when ING provided reusable masks for our employees.

In addition to reducing our impact as a company on the environment, our various initiatives also help to convince our employees to adopt a more virtuous attitude in their private lives by involving their families. This allows us to exponentially increase the scope of our actions both in Luxembourg and in the border region.



◀ *Click to watch this video testimony*



**“A MAJOR CHANGE HAS BEEN TO ASK EACH OF OUR EMPLOYEES TO BRING THEIR OWN CUP, SO THE ELIMINATION OF THE ANNUAL PURCHASE OF 500,000 PLASTIC CUPS IS AN ECONOMIC GAIN AS WELL AS AN ENVIRONMENTAL ONE.”**

## 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 a role to play in preserving 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 is committed to putting an end to the use of single-use plastic in its organisation and, more broadly, to contributing, on its own scale, to the protection of the environment and to the adherence of all the company's players to its eco-responsible values.

Various actions have 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, elimination of plastic bags in favour of kraft paper bags, donation of used plastic supplies (such as binders) to associations that were previously thrown away, elimination of plastic goodies, etc.

### What was the easiest and most challenging to replace?

Thanks to the promotion of environmentally friendly alternatives and awareness-raising among our employees to make them more responsible, the various measures outlined above have been well received and fairly simple to implement.

The real challenge lies in the definitive elimination of plastic packaging and trays. Although the use remains limited on our scale, we note that many suppliers of company meals still use plastic as a container on a massive scale. Similarly, many magazines are still delivered to us in plastic packaging. We have also seen a recent resurgence in the use of single-use plastics as a result of the coronavirus crisis. There is still a long way to go and the effort is constant.

## INOWAI

PROPERTY PARTNERS

### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

Reducing the use of plastics is obviously an opportunity to reduce our costs, especially by eliminating the purchase of disposable items, which also means less storage and handling, but our main motivation is to contribute effectively to the protection of the environment against plastic pollution. Every action counts and we all have a role to play in fighting this scourge.

ZERO SINGLE-USE PLASTIC

VIDEO RÉALISÉE PAR INOWAI

Click to watch this  
video testimony

ILA

The voice of corporate governance  
in Luxembourg**What alternatives have you put in place?**

We are a very small team of 10 people, so our impact is quite limited. Nevertheless, the issue is very close to our hearts. We use reusable plates and cups and stainless steel cutlery on a daily basis. We have been replacing plastic cups for several years with water bottles.

**What was the easiest and most challenging to replace?**

The transition was very easy because the whole team was in demand. We have some old roll ups that we want to recycle, but we haven't figured out what to do with them yet.

2022

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

In 2019, we have initiated a project to renovate and reorganise our offices. This project seemed to us to be the ideal opportunity to explore different ways of thinking about the consumption habits of our employees and our environmental impact. So we decided to install a kitchen area on each floor so that we could provide our employees with real crockery: cutlery instead of plastic stirrers, cups and glasses instead of plastic cups and the installation of a waste separation area on each floor instead of individual bins. We have also had bottled water removed from vending machines through the installation of water fountains providing still and sparkling water.

**What was the easiest and most challenging to replace?**

The crockery and cutlery were the easiest to roll out and the change was very well received by everyone. However, removing the individual bins proved to be a little more complicated as it involved walking to the sorting area and being careful to sort your waste into different bins. But it only took a few weeks of adjustment before this new system proved effective and was adopted by everyone.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Of course! Although the installation of fitted kitchens and the purchase of crockery can represent a substantial investment, it is a one-off investment. Whereas single-use plastic products are to be bought again and again, indefinitely. It therefore quickly becomes profitable, not to mention the environmental benefit. For example, for IQ-EQ Luxembourg, the purchase of tableware and kitchen equipment has enabled us to eliminate 233,000 plastic cups, 108,000 spoons and over 10,000 plastic bottles per year!

## KNEIP

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

We have replaced single-use plastic cups with ceramic cups and glasses.

**What was the easiest and most challenging to replace?**

Cups and glasses are the easiest to replace, the hardest to replace are plastic containers and wrappers from food vending machines.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

No in-depth analysis has been done, but of course in the long run this has resulted in savings in terms of single-use plastic consumption, without taking into account the use of the dishwasher, which generates water and electricity consumption.

2022



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

Following the construction and move to our new building, the Digital Transition Hub (DTH) in Grass, we have been able to make a number of changes. We have mainly thought about waste reduction by replacing, for example, our coffee machines with capsules by coffee bean machines, by choosing water fountains that filter the water from the network, and which, in addition, offer the possibility of consuming cold, tempered or sparkling water. To accompany the water fountains we provide all our employees with reusable and insulated water bottles, so that they can refill as much as they want and take it with them without using plastic bottles. We also no longer have hand towels in the sanitary facilities: hand dryers have been installed.

In addition, we have chosen to offer our employees soft drinks and juices in returnable glass bottles. Our supplier takes back the empty bottles with each new delivery. We also take care to control our waste at our events. Whenever possible, we use Ecoboxes to collect leftover food and make it available to our employees to avoid

waste. In addition, suppliers and service providers are selected on the basis of sustainability and proximity criteria. Indeed, we favour local suppliers and service providers who use as few non-recyclable or non-reusable containers as possible.

### **What was the easiest and most challenging to replace?**

The easiest thing to implement was the removal of single-use accessories in the kitchen, which we replaced with tableware. We took the opportunity to have it personalised and this allowed us to permanently eliminate the use of plastic cups and stirrers.

Of all the changes we were able to make, the most difficult solution was to replace the plastic film on the pallets of archive boxes. Indeed, this need related to our main activity puts us in front of several constraints: the product must be simple enough to use, must not slow down our employees during packaging and must be easy to store. We have tried covering bonnets but it did not work. We are still looking for an alternative!





**Has your involvement had an impact at the international level?**

We work very closely with our subsidiary in Gibraltar. Our local commitments in the Luxembourg head office make employees think about and notice certain things in Gibraltar, for example very recently our Document Operations Management Manager pointed out to us that in Gibraltar plastic bags are still being used for the delivery of certain services. He therefore proposed to the management a change to an environmentally friendly product. So in a way, thanks to this collaboration, and thanks to the commitment of our employees, we also have an impact abroad.

**“WE GIVE PREFERENCE TO LOCAL SUPPLIERS AND SERVICE PROVIDERS, WHO USE AS FEW NON-RECYCLABLE OR NON-REUSABLE CONTAINERS AS POSSIBLE.”**



## Linklaters

### What alternatives have you put in place?

In 2016 we undertook some renovation work which gave us the opportunity to make improvements in terms of sustainability.

For example, we have replaced our traditional water dispensers with plastic bottles with water fountains connected directly to the distribution network, which allows our employees to choose between tempered, cold or sparkling water.

Personalised bottles (water bottles) have been distributed to all employees and we also give one to our new arrivals as a welcome gift with an ecological message.

We have chosen to do away with plastic cups, cutlery and coffee stirrers. We have stainless steel cutlery and porcelain tableware in sufficient supply on each floor.

More recently we have chosen to provide waste collectors at strategic locations. Sorting is much more selective. We have added a bin for organic waste (compost).

We have opted for a fruit supplier who exchanges the wicker baskets with us every week. Previously, the fruit was delivered in cardboard boxes that were not reusable.

More recently, we have stopped giving a new office supply kit to our new staff. There were many plastic compartments in these boxes. In addition, from now on, we collect supplies in good condition and redistribute them in a personalised organic cotton bag with the message "We reduce, We re-use, We recycle".

**"WE HAVE STOPPED GIVING A NEW OFFICE SUPPLY KIT TO OUR NEW EMPLOYEES, FROM NOW ON WE COLLECT THE SUPPLIES IN GOOD CONDITION AND REDISTRIBUTE THEM IN A PERSONALISED ORGANIC COTTON BAG WITH THE MESSAGE 'WE REDUCE, WE RE-USE, WE RECYCLE'."**

2022

## Linklaters

### **What was the easiest and most challenging to replace?**

All of the above initiatives were relatively easy to implement.

In 2021, we obtained the label of the SuperDrecksKëscht. This certification process took time, we listened to their advice all along the way. The installation of sorted waste collectors was also an important factor in obtaining the label, as was the availability of a “waste bin” room dedicated solely to Linklaters. Previously we shared a single area with other tenants in the building who were not as rigorous about sorting.

### **Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

Yes, without context with regard to mains water compared to the previously used cylinders. We have also saved money by recovering supplies in good condition. We always invest these savings in other green initiatives. We also donate second-hand supplies in good condition to certain charities.

### **Has your involvement had an impact at the international level?**

As part of an international network, other offices have been inspired by some of our initiatives, which we share, just as we are inspired by those in other offices.

On a global level, Linklaters has just committed to reducing its CO<sub>2</sub> emissions by at least 50% by 2030. We have adopted specific Science Based Targets. Waste management is part of this, as are travel reduction, energy choices and our purchasing from sustainable suppliers.

2022

### What alternatives have you put in place?

The replacement was mainly in the area of catering services. We work with a company that is very involved in sustainable development and social inclusion (Eis Epicerie), and apart from the towels, there are no single-use items.

As far as the company restaurant is concerned, in general, everything that is single-use is avoided and what cannot yet be replaced (e.g. napkins) is made of wood or other natural fibres to avoid plastic. There is compost for organic waste. The cups near the coffee machines have been replaced by earthenware cups. The service provider, who also provides meal breaks (during training courses, for example) outside the restaurant but still on our premises, avoids small packaging and uses jars. In addition, the use of the ecobox is proposed.

On the event side, we distributed small items such as pedometers, sweets, USB sticks, pens, notepads, etc. Even though the last pens we distributed were made of bioplastic from corn, for example, this was still unnecessary production. Now we only distribute them on demand, not systematically. Just tote bags persist.

Each employee was also given a mug and then an insulated water bottle as end-of-year gifts (in different years) to ban the use of single-use containers.

For 2022, we want to start new actions, in particular integrating sustainability criteria in all our calls for tenders, when possible (difficult in the field of consulting services or scientific equipment), setting up a charter with our suppliers by which they commit to respect human rights via the duty of care in particular, and we will explore 'life-cycle costing'.

**“WE WORK WITH A COMPANY THAT IS VERY INVOLVED IN SUSTAINABLE DEVELOPMENT AND SOCIAL INCLUSION.”**




**LUXEMBOURG**  
 STOCK EXCHANGE

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

We have undertaken several actions, namely

- Installation of filtered water fountains, we have saved more than 55,000 plastic bottles/year
- Banning plastic cutlery and dishes for all our events and business lunches and dinners on site, by opting for suppliers who deliver reusable hard cutlery and dishes, which are taken back after each event, thus saving us more than 2250 non-reusable plastic cutlery in 2019
- Provision of sufficient porcelain coffee and tea cups and glassware
- Provision of sufficient quantities of durable stainless steel cutlery
- Implementation of the SuperDrecksKëscht to promote recycling
- Change of supplier for the coffee corner products (sugar, milk, tea...), in order to ban the use of products packed 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 Ecoboxes to all employees, which was planned in the 2020 CSR objectives of the Luxembourg Stock Exchange, has remained on

stand-by due to the difficulty of implementing it in the health context of Covid-19.

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

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

**Has your involvement had an impact at the international level?**

On the one hand, the Exchange regularly organises events with visitors from all over the world and the banner wall installed from the entrance and towards the meeting rooms welcomes visitors, and tells a story (the global consumption in ZSUP, that if we do nothing by 2050 there will be more plastic in the oceans than fish, that the Exchange has reacted by signing the manifesto in 2018, and that we have undertaken concrete actions (Refuse, Reuse, Reduce, Recycle) and that we have made commitments with targets), it inevitably attracts the curiosity of visitors, which makes them think, become aware of the problem and perhaps react. On the other hand, more than half of the employees are border workers. The impact of the change on the latter inevitably changed their behaviour and made them influence their surroundings in their respective countries.

**LUXMOBILITY**  
WORLDWIDE MOBILITY SOLUTIONS**What alternatives have you put in place?**

Within LuxMobility, the main waste in terms of plastic was related to plates and cutlery from delivered meals, as well as water bottles. We solved both these problems, firstly by using only our own cutlery and by having porcelain cups and plates. As far as water is concerned, we opted for glass bottles.

**What was the easiest and most challenging to replace?**

All this was not very difficult to replace. The main problem is cost. The main investment is in glass bottles, which are a little more expensive than large plastic bottles.

**Has your involvement had an impact at the international level?**

We promote our practices to our international clients.

2022



### 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 started by replacing our single-use plastic salad and hot food containers with recycled cardboard containers with a plastic window and 100% recyclable and compostable cardboard pulp. However, this is not the most optimal alternative, we continue to produce waste and it ends up in the household waste.

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

Recently, in November 2020, in collaboration with our service provider Sodexo, we installed the first corporate connected fridge at 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 in zero waste.

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

As part of the “Office Supplies” call for tenders that we launched in the spring of 2020, we were asked to analyse and list the office items most consumed during the year with a view to future negotiations with the various participants. In this way we established a “TOP 200” for which 94 items (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 propose any alternative product to plastic and/or single-use plastic packaging, strongly insisting on our commitment to IMS on the one hand, and on the other, through our Responsible Purchasing Charter. It was explained to them that this would be an important criterion in our final choice of future office supply provider and we asked them to commit to this.

Thus, 59 alternative items without plastic packaging were offered by the winning supplier, 47 alternatives are still to be found. A working group with monthly meetings between PwC and our service provider has been set up to work side by side and more efficiently on these last items to be replaced.



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

Also, we have asked our supply company to collect the packaging boxes for reuse each week during their deliveries, which is already engaging us in the circular economy.

#### **What was the easiest and most challenging to replace?**

While replacing our salad and hot food containers with Ecoboxes was relatively easy, it is not necessarily the case for all sweet and savoury recipes. The Ecoboxes only come in two sizes, 500ml and 1000ml, and are not suitable for all recipes.

We still use recycled cardboard and plastic containers for some takeaway desserts. However, we continue our journey to find alternatives and our commitment to reduce and eliminate plastic, even if the Covid-19 crisis has somewhat delayed our goals such as replacing our plastic and cardboard dessert containers with glass jars. The replacement was originally planned for spring 2020 and has been postponed to January 2021.

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

In our 'fight' to remove the last non-compliant items from our catalogue, we face limitations and constraints:

- Difficulty in acting on single-use plastic packaging that is packaged at the manufacturer's premises
- Technical constraints (e.g. products containing glue must be packaged in plastic to preserve the product, or papers delivered in cardboard boxes with plastic strapping to hold them in place during transport)
- Capacity constraint: needs to buy in larger or smaller quantities to reduce plastic packaging, which has a financial impact
- Too high financial impact for the replacement of certain products (e.g. transparent plastic pockets, folders with flaps, polypropylene corner pockets, pencil sharpeners, etc.)

In conclusion, 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.



RBC Investor &  
Treasury Services

### What alternatives have you put in place?

In the canteen, we have replaced a very large number of single-use plastic containers with more sustainable alternatives:

- returnable mugs instead of plastic bottles for orange juice,
- glass containers to replace plastic shakers for fruit salads and smoothies,
- Ecoboxes™ instead of plastic food containers and plastic cutlery for takeaways.

In the meeting rooms we have replaced plastic cups with mugs.

And at the coffee machines we have completely eradicated plastic cups. Employees use their own mugs or returnable mugs.

### What was the easiest and most challenging to replace?

In 2019 and the first months of 2020, the changes in habits under the Zero Single-Use Plastic programme were accompanied by information and listening, because, as with any change in habits, some people may have felt stress or a sense of unnecessary measures. Others, however, were very enthusiastic and joined immediately, thanking us for doing this.

In the canteen, it was easier to change plastic cups and bottles than takeaway containers. The canteen manager also had to introduce new processes in order to make optimal use of the “Ecoboxes”.

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

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



**RBC Investor &  
Treasury Services**

**Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?**

We have not seen a direct economic impact, but we have certainly produced much less waste.

**Has your involvement had an impact at the international level?**

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

We communicate regularly on the issue and note that colleagues around the world are also very interested in reducing their impact, both in the office and in their lives.



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

For hot beverage dispensers :

- Provision of porcelain cups with a CSR message and logo
- Wooden stirrers available instead of automatic stirrers in the cup

At the level of company catering:

- Introduction of the Eco Box, replacing plastic plates for take-away sales
- Introduction of returnable glass containers, particularly for desserts, to replace plastic containers
- Provision of metal cutlery in all kitchenettes, replacing the plastic cutlery that was available in the restaurant for takeaway
- Total removal of plastic bags for takeaways - a hessian bag is given to each employee
- Removal of plastic straws, replaced by maize straws only on request and no longer available

For water dispensers: replace water bottles with fountains connected to running water: cold, hot and sparkling water  
 For vending machines: removal of all plastic bottles.

#### What was the easiest and most challenging to replace?

All these initiatives were quickly adopted by our employees.

#### Has your involvement had an impact at the international level?

As our group is also committed to a “Zero Plastic Single Use” approach, we are being asked for feedback and advice as we are well advanced in our implementation of this approach.

**“INTRODUCTION OF RETURNABLE GLASS CONTAINERS, REMOVAL OF PLASTIC STRAWS FROM DISPOSAL, REPLACED BY CORN STRAWS ONLY ON REQUEST AND NO LONGER AVAILABLE.”**





### What alternatives have you put in place?

As of 1 January 2019, we have completely eliminated single-use plastic stirrers, straws, bags, cups, making sure that reusable alternatives are in place so that we do not replace one waste with another. As of summer 2019, the cutlery and plates have disappeared.

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

### What was the easiest and most challenging to replace?

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

We have chosen to support the national Eco Box initiative as a very good solution for take-away meals when they are served "on the fly".

However, in order to meet the growing demand for take-away sales in 2020, at the time of the Covid pandemic, we had to find other containers that would allow us to see the prepared and already prepared product. In addition, we needed more formats, especially for desserts.

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



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



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

As part of our commitment to reduce the consumption of single-use plastics, we have rolled out:

- Reusable tableware, cutlery, glasses and cups.
- A TNP bottle offered to each employee
- Water filter jugs.
- Returnable water fountains (water bottles)
- The removal of plastic cups from the side of the bottle
- The introduction of the ECOBOX with the creation and sharing of a list of retailers in the vicinity of our premises using ECOBOX boxes
- The replacement of the old coffee machine with pods by a coffee bean machine

#### What was the easiest and most challenging to replace?

The easiest products to replace were plastic cups replaced by glasses. What has been most difficult to implement is the use of ECOBOXes due to the lack of widespread use in all restaurants.

#### Have you noted any economic benefits of replacing single-use products with repeat-use alternatives?

The replacement of plastic cups with glasses has been an economic advantage. Packages of coffee beans are also cheaper than pods. That said, beyond the financial benefits that we have noted, there are also benefits that we consider to be major for the health of employees and the impact on the planet.

#### Has your involvement had an impact at the international level?

We shared our practices with the TNP Consultants Group in Paris to inspire them in their approach.

**“IN ADDITION TO THE FINANCIAL BENEFITS THAT WE HAVE NOTED, THERE ARE ALSO BENEFITS THAT WE CONSIDER TO BE MAJOR FOR THE HEALTH OF EMPLOYEES AND THE IMPACT ON THE PLANET.”**



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

A great effort in terms of the provision of crockery was made so that hot drinks, tap water and meals taken on site could only be taken/consumed with washable and reusable crockery.

We also support Restopolis, which is in charge of university canteens, in its efforts to reduce disposable catering utensils through its Food4Future campaign. Other avenues of reflection are being explored internally, concerning office supplies and packaging.

**“WE SUPPORT RESTOPOLIS, WHICH IS IN CHARGE OF UNIVERSITY CANTEENS, IN ITS EFFORTS TO REDUCE DISPOSABLE CATERING UTENSILS THROUGH ITS FOOD4FUTURE CAMPAIGN.”**



victor buck services

shaping information

### What alternatives have you put in place?

With regard to single-use plastic in our dining and coffee areas, some notable changes have been made over the past two years:

- Plastic cups were removed from coffee machines and water fountains: sufficient ceramic or porcelain cups and mugs were made available. In addition, the unit cost of hot drinks in vending machines has been reduced following the removal of single-use plastic cups,
- replacement of plastic stirrers with FSC certified/ biodegradable wooden stirrers,
- Replacement of white sugar pods with plastic 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 reusable lunch box and cutlery set so that they could, for example:

- carry their homemade sandwiches, meals and snacks in the lunchbox rather than wrapping them in plastic bags or cling film,

- present their lunch boxes when visiting food trucks instead of the usual plastic or polystyrene containers (as far as possible and in compliance with health regulations),
- avoid bringing in disposable plastic cutlery with their delivered, takeaway or self-service meals.

### What was the easiest and most challenging to replace?

The most challenging thing to replace in our dining areas and coffee corners is the disposable plastic packaging from vending machines. Unfortunately, many 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 the snack items and the suppliers of the distributors to propose more environmentally friendly solutions and we have a role to play as consumers to encourage them in this direction.



### What alternatives have you put in place?

In 2018, our cold drink machines were replaced by a free water cooler. The tap water is filtered and the user can choose between tempered, 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 to staff.

There are many ways to develop new habits. In a transitional phase, we gave employees the choice of using disposable cups from the hot drinks machine. However, plastic cups have been replaced by paper cups. However, we advocate the use of reusable containers by offering a lower price for a hot drink without a cup. A sufficient number of porcelain cups and a dishwasher are available to employees.

The aim is to eliminate the distribution of single-use cups at 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 behaviour change in relation to single-use 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 depot in Junglinster, while emphasising and encouraging the prevention of all waste production. 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 conducting analyses to improve our processes. In addition, all our employees are regularly informed about the Zero Single-Use Plastic project.

### Have you noted any economic benefits of 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 single-use cups and some 18,000 PET bottles per year.

The detailed management of our waste allows us to improve our prevention measures, less waste is produced and collection intervals are extended, resulting in an immediate economic benefit in terms of volume and transport.

## WillisTowersWatson

### What alternatives have you put in place?

As part of our drive for zero single-use plastic, a number of actions have already been taken:

- Replacement of water bottle fountains with tap water fountains
- Replacement of plastic cups with bottles distributed to all employees and provision of glasses
- Provision of porcelain dishes (plates and cups)
- Provision of stainless steel cutlery (forks, knives, spoons)
- Elimination of plastic cups
- Replacement of the coffee pod machine with a bean-to-cup machine for employees
- Replacement of the snack machine with a weekly organic fruit basket for employees

We have also just signed an agreement with the SuperDrecksKëscht. The agreement was signed by all the tenants of the building. We will optimise the sorting process at our level so that it meets the requirements of the convention and in the long run obtains the quality label.

### What was the easiest and most challenging to replace?

The changes were very well accepted by the employees who were already generally aware of environmental issues. The implementation required some adjustments and investments but it was worth it

**“WE HAVE JUST SIGNED AN AGREEMENT WITH THE SUPERDRECKSKËSCHT, BY ALL THE TENANTS OF THE BUILDING.”**



2022



ZERO SINGLE-USE PLASTIC

VIDÉO RÉALISÉE PAR ABBL

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video testimony*

# PART 4

## TO GO FURTHER

Food containers in the workplace  
Flexible food packaging in companies  
Lingettes in the workplace  
The rPET issue





**IMS LUXEMBOURG**  
Inspiring More Sustainability

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SINGLE USE

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