

Organics Management Guide Submission

Name: Alex K James

Title: East Coast Reusables Solutions

Organization: Dispatch Goods

Email Address: alex@dispatchgoods.com

Website: <https://dispatchgoods.com>

Select the Primary Entity Type Please identify the category that best represents your project: Brands and Manufacturers

Questions:

- 1. Background Provide context for the program, project, or policy — why it was developed, when it began, and the problem or opportunity it addresses.**

Our reusable foodservice packaging program addresses the problem of single-use waste and compostable packaging ending up in the landfill. We drop off food grade food & beverage packaging (i.e.- cups, containers, bowls, plates, etc) to customers to use / consumer off or out of and develop the 'binrastructure' and logistics to support the recirculation of them. When we drop off more packaging to meet a facility's volume needs, we also haul away used items for sanitation offsite. All of this is done at the same cost or less than compostable packaging while creating intuitive reuse streams that reduce waste stream contamination, trash and hauling costs, water use, and carbon emissions, all while saving money and creating lasting change management.

- 2. Summary: Briefly describe the initiative, including its goals, location, and primary outcomes.**

This is an initiative we are taking with large corporate offices, higher ed, and healthcare locations offering any type of foodservice in an enclosed, predictable environment. Our goal is to make reuse the preferred 'Waste management' solution while placing ourselves right next to compost bins in a harmonious relationship where any food waste is dumped first into compost and the packaging into our intuitive color matching reuse bins. The outcome is less confusion on where to place waste, higher compliance with easy to

understand placements, and improved waste audits / reduced contamination and organics ending up in landfill.

- 3. Percent of Overall Diverted Material: If available, include data or estimates on the portion of the community or organization's total diverted material no longer associated with the waste stream that this program or policy addresses.**

We are still working on deeper data dives and have started exploring partnerships with AI based waste audit tools to gather that information.

- 4. Key Program Elements or Policy Provisions: Describe the structure and main components of your program or policy. Explain the investments origins (who, how much). Please include as many of the following elements as applicable: What types of materials are being managed? (e.g., surplus recoverable foods, food scraps, wasted food. How are these materials managed? Who is responsible for managing them? (Organizations, agencies, businesses, or other entities) What products are generated, and how are they utilized or managed? (e.g., compost, animal feed, energy products) Who funds the management of these materials? (Funding sources, grants, partnerships) Who generates these materials? (Identify the origin: households, institutions, businesses, etc.)**

- 1) The food packaging is the key part in materials managed where change management is important. Secondly is adding or displacing existing bins with reusable ones that match our packaging colors with bulk bins placed at waste collection points to streamline hauling and delivery.
- 2) We manage all of the bin infrastructure and packaging flows (inputs and outputs).
- 3) The clients manage the ordering (just like single-use items of the past) and we manage the rest. If any recycling, organics, or waste ends up in our reuse stream, we will manage the sorting appropriately for EOL.

- 5. Regulatory Impact: Describe how laws, policies, regulations, and/or code have affected your program or project. This may include positive, negative, or neutral impacts. Consider noting which regulations apply, how they influenced implementation or operations, any challenges or barriers encountered, and how compliance requirements shaped program decisions.**

EPR has greatly affected us by forcing organizations to look more closely at their waste streams from a deeper financial perspective, opening up more conversations about a more sustainable and economical way to operate.

6. Measurable Increase in Supply: Include data or qualitative outcomes showing growth in collection, diversion, or reuse volumes if available.

We have continued to grow drastically on both the East and West coasts with a large amount of demand and momentum happening in foodservice to compliment our DTC meal and grocery segment. We have clients that are showing 75-98% return rates where a lot of those missing percentages are people taking the packaging home to continue the reuse cycle (though they aren't supposed to, we don't penalize our customers for lost product).

7. Behavior Change: Describe whether the initiative resulted in measurable behavior change and explain how you determined this. If behavior change occurred, outline the strategies that proved most effective. Please include any available data or evidence that supports your findings.

It does result in measurable behavior change. Each environment we implement our program is unique with different results, stakeholders, and variables to consider when making continuous improvements based on feedback loops of data and discussions. All of our clients have not seen any increase in labor around janitorial or EVS efforts, while reducing tip weights, and improving waste metrics.

8. Benefits and Impacts (Economic, Environmental, and Social): Describe the economic, environmental, and social sustainability impacts of the program, policy, or initiative. This may include both positive and negative outcomes. You may address impacts such as costs or savings, job creation, waste reduction, emissions, resource conservation, community engagement, equity, or public health. Please include data or qualitative observations where available and note any trade-offs or challenges.

Waste, water, and Scope 3 emissions reductions. We have LCAs through verified third parties completed (i.e. - CarbonGraph, Planet FWD). A lot of single use items are also more hazardous to consumers health than they realize so we are helping improve dining

experiences and consumer benefits. Many clients report employees, visitors, staff, and/or students also feeling intrinsically good about participating and making a difference.

9. How Stakeholder Buy-In Was Achieved: Explain how the program gained support from key stakeholders (e.g., government agencies, businesses, residents, nonprofits).

Our approach is multi-threaded with all stakeholders involved which is varied by segment and customer type. We will usually speak to each stakeholder's concerns, problems, and issues we are helping to solve for.

10. Stakeholders' Perspectives and Dynamics at Play: Highlight collaboration dynamics, challenges, or differing stakeholder interests and how they were addressed.

Stakeholders have a lot of fun with different implementations getting creative around employee or consumer engagement and how we frame the marketing / messaging to end-users for the best most relevant CX/UX we can provide.

11. Lessons Learned: Share what worked well, what didn't, and recommendations for others seeking to replicate your approach.

It is hardest to have all stakeholders align and sometimes we can weigh too heavily on one stakeholder's benefits over another that may be more important to the conversation at hand. An issue of real estate and the amount of room BOH or at loading docks can generate problems for volumes and frequency of hauling as well.