

# Litter Management Policy

STARBUCKS DRIVE THRU

Rockingham, Barnsley

## Introduction

The cleanliness of our stores is paramount. Litter is unsightly, unhygienic and upsetting to local residents, and can deter customers and damage our relationship with local residence. That's why every store has a litter-picking programme to minimise litter in its grounds and in the wider community.

The management of the store will be responsible for routinely reviewing and updating the litter plan, and will record litter patrols as set out below.

These initial steps should be undertaken before the store first opens, and then reviewed on a weekly basis for the first four weeks, and then reviewed every six months or sooner if necessary.

The following plan is a guide for store managers

**Step 1** – To get to know the area around the store managers should walk local roads, footpaths, car park and the area surrounding the car park etc. at different times of the day and evening. This will ensure the manager has visibility of where litter is being deposited.

**Step 2** – Assess how often the store might need to complete litter patrols to prevent a build-up of litter. Observe where Starbucks litter is being left and the periods when it builds up. A minimum of 50 metres in all directions around the store should be assessed.

**Step 3** – Plan and document the litter patrol route and frequency etc. i.e. the Litter Patrol Plan. The Litter Patrol Plan should clearly identify the route and frequency of patrols. A simple map of the litter patrol area, showing the route, should be produced for easy reference for partners.

**Step 4** – Schedule sufficient partners, detailing times and partners in charge of the litter patrol on the deployment sheet. Communicate clearly the requirements of the litter patrol. Ensure partners are trained in letter picking procedure and risk assessment Provide the necessary equipment to carry out the patrols.

**Step 5** – Review the Litter Patrol Plan every 6 months or sooner if there is a major change which may affect litter build-up. For new restaurants review the plan weekly for the first four weeks of trading.



**23.5 Degrees**<sup>o</sup>

## **Litter Patrol Standards**

### **In daylight hours**

Collect all litter in the immediate vicinity of the store. Partners should also conduct regular patrols for Starbucks litter in the areas surrounding the store, and up to 50m. The scope and distance of the litter pick is agreed for each store. Partners should not go into areas that are remote, unsafe or deserted or considered undesirable. The drive thru lane will be closed off by cones for the duration of the litter picking exercise. For team safety reasons, we don't enter private property and the Council removes litter on the roads. Our litter pickers also check our bins and replace the liners as needed within the boundaries of the Starbucks property. The patrols should be flexible to meet the needs of your neighbours and or special events.

### **After dark**

Partner safety is very important to us, but people still litter after dark. Our litter picking after dark focuses on well-lit areas that are easily visible from the customer areas at the front of the store and are covered by CCTV. Partners don't have to carry out the task if they don't feel able to do so safely. Our partners wear high visibility jackets as they conduct litter picking after dark. The drive thru lane will be closed off by cones for the duration of the litter picking exercise, as it is during daylight hours.

### **Frequency**

The frequency and extent of litter patrols will be determined by the management assessment, typically 3 per day or 1 per shift. The most effective times for these patrols will be determined by the management assessment.

### **Litter-picking method**

Only trained partners carry out the litter picking duties. We use a litter grabber to collect litter and place it into a plastic bag for disposal. We collect any litter within the immediate vicinity of the store and only Starbucks litter from a greater distance. Partner should also wear heavy duty gauntlet gloves when handling refuse bags in case sharps or syringes have been placed in these. No partner should pick up refuse with their hands. Partners should not compress rubbish in bags to avoid the risk of cuts and needle stick injuries. Partners should not attempt to remove rubbish in hedges or other locations where the partner may have to reach into an area where injury may occur. Only refuse visible and easily reachable with the refuse grabber should be removed.

The gloves are available from Alliance and the litter grabber is available from our stationary supplier and will be available to order through the usual stationary order process.

### **Sharps and Syringes**

If sharps and syringes are found on Starbucks premises they should be treated as per the current procedures and policy. Sharps and syringes not on Starbucks property should not be dealt with as a manager or supervisor must complete this task and would not be on the litter patrol.



### **Dress code**

Partner should remove green aprons and should if cold wear a Starbucks fleece. If it is raining or snowing, then partner should be allowed to wear out coats and use hats/umbrellas. The weather should be assessed to identify if it is suitable for partners to complete litter picking duties and is subject to store manager's approval of weather conditions.

If partners are clearing refuse with a Starbucks parking area, then high visibility jackets must be worn and refuse collection should be completed in pairs to ensure while one partner removes refuse another is observing traffic to avoid collision.

No litter picking should take place in the drive thru lane when the drive thru lane is in operation. Drive thru lane risk assessment for Cleaning of Drive Thru lane to be followed. The Drive Thru lane is closed off by cones while litter picking duties are carried out.

### **Lost and Found Property**

If property of value is found while completing the litter picking the property should be taken to the store manager/shift supervisor so they can ensure the property is taken to the nearest Police station and handed in.





**23.5 Degrees<sup>o</sup>**