



Submitted by: Richard French

Company/Organization: The Works Bakery Café (aka Bagel Works)

**Challenge or Opportunity:** To divert as much trash, in each of our cafes, away from landfills and to usable, composted, organic material.

In 2013 after a company-wide audit, we discovered that The Works was generating annually over 570,000 gallons of waste that was being incinerated or sent to landfills.

At the time, we were composting in *some* of our cafes with great success—markets such as Brattleboro, VT, had commercial composting services available. In other locations we were able to compost “back of the house” (kitchen/prep area) fruit and vegetable waste by finding local farmers who were willing to pick it up. This created challenges in a number of areas, including storage until pick up, sanitation issues, and unpredictable pick ups. This also did *not* address the fact that, as a company, we were not addressing the trash that could have been composted from the “front of the house”—things like food scraps, paper plates, cups, napkins, etc., that customers threw away.

**Approach or Solution:** A company-wide composting program for front and back of the house.

Armed with the data, and a staff member who had the expertise to show managers and staff how much impact we could have with a company-wide composting program, we hired local craftspeople to create new stations that included composting receptacles (we’d been recycling for decades). We worked with our design team to create fun signage to help customers decide what materials went into which receptacles.

In addition, The Works moved to compostable cups and lids, marketing them as such, so these items would not be thrown away.

**Impact:**

We estimate that in the first year we diverted 110,000 of 570,000 gallons of waste into compost: nearly 20%! This includes 75% of the disposable coffee cups and lids that are now compostable. The net carbon reduction of this diversion equates to not burning 44,000 gallons of gasoline, as determined by a Highfields Institute report. As time goes on, composting in our cafés will increase as customers become more knowledgeable about composting.

The Works Bakery Café  
Just One Thing Story – July 31, 2015

CONTACT INFO:

Richard French, President  
[rfrench@worksbakerycafe.com](mailto:rfrench@worksbakerycafe.com)  
603-357-9787, Ext. 104

Ann Wright, [awright@worksbakerycafe.com](mailto:awright@worksbakerycafe.com)

SUPPPORTING ATTACHMENTS:

Compost The Cup Table Tent  
The Works hot cups Leaf  
Compost Recycle Landfill Signage

please reuse, recycle, compost



Back in the dark ages,  
 you couldn't **recycle** or **compost**  
 paper cups.  
 That's because most paper cups are  
 lined with a petroleum base  
 (so they won't leak.)  
 At many restaurants, 50 percent or  
 more of the trash is paper cups.  
**Not at The Works!** Our hot drink cups  
 have a vegetable-based liner.  
**Come into the light! Compost the cup.**  
 (why would you want petroleum stuff  
 in your coffee cup anyway?)

# Compost the cup

# Compost the cup



lids too!



eat well feel good

[worksbakerycafe.com](http://worksbakerycafe.com)

## in our cups

bet you didn't know that the inside of most hot beverage cups is made from petroleum-based plastic. yuk.

### **not in this cup!**

the works cup has a plant-based liner.  
much better for the environment  
because it's compostable.  
and why would you want petroleum  
stuff in your coffee cup anyway?  
so drink well, feel good and  
get composting!



CAUTION: CONTENTS HOT

compost  
paper & food

compost coffee cups, recycle lids

recycle  
plastic & glass

NO utensils NO plastic straws

boooo  
landfill

plastic utensils

straws