



Guide to Bring-Your-Own Initiatives

An implementation guide for Food and Beverage outlets



About this guide



Where possible, businesses should opt for reusable packaging, over single-use packaging. Continued consumption of single-use packaging and its disposal is an unsustainable and wasteful consumption practice, no matter the type of packaging material being used.

WWF PACT recognises that some Food and Beverage (F&B) businesses may be unsure how to implement “Bring-Your-Own” (BYO) initiatives at their retail outlets. The following guide provides clear and detailed standard operating procedures that can be adapted in different F&B operations.

This guide covers stepwise instructions for F&B managers to implement BYO and relevant training materials for its frontliners.

What is a BYO Initiative?

It is an initiative where an F&B outlet actively encourages its customers to bring their own container or cups for takeaway food items to minimize waste from takeaway food packaging

Some initiatives include

- Incentives for customers bringing their own cups or containers. Example: A \$0.50 discount on takeaway coffee.
- Extra charges for takeaway packaging. Example: A \$0.30 extra charge for packaging.



A note about BYO and COVID-19



It is critical that we work to protect human lives and well-being in response to COVID-19. The priority at this time is the health, safety and wellbeing of all those affected by the pandemic and individuals need to make choices which enable them to feel safe. However, the current situation underlines the need for urgent action to rebalance our relationship with nature.

The COVID-19 pandemic brought about an unprecedented amount of plastic use. According to a survey done by alumni from the National University of Singapore's Master of Science (Environmental Management) programme, Singapore generated 1,334 tonnes of additional plastic waste in the 8-week circuit breaker period from takeaway and delivery food packaging alone. This is equivalent to the weight of **92 double decker buses!**

Even prior to the current pandemic, the pollution which stems from mismanaged plastic waste had reached crisis levels around the world with a multitude of associated negative ecological, economic and social impacts. Plastic pollution will be long lasting, and if we do not take urgent and proper actions now, it will negatively impact our health, wildlife, and the natural environment in the long term.

Trade and Industry Minister Chan Chun Sing has [verbally urged](#) Singaporeans to bring their own containers for takeaways and to be more environmentally sustainable. The National Environment Agency has also [echoed the statement](#).

Understandably, many F&B businesses are hesitant to accept BYO reusables in fear of disease transmission. Research has proven otherwise - nearly 130 scientists, academics and doctors have [signed a global statement](#) assuring that reusables can be used during this pandemic as long as basic hygiene standards are maintained. The hygiene safety of both single-use plastics and reuse models will come down to the specific systems that are put in place to ensure that they are properly cleaned.

Therefore, we highly encourage businesses to continue playing their part in reducing plastic waste, and supporting the BYO movement.



1. Stepwise Instructions for F&B Managers for BYO Cups

The following section outlines the steps managers will need to take to prepare their F&B operations for their customers' request to use their own cups for takeaway, and highlights the processes and equipments needed for different types of F&B establishment.

Step 1. Consider your F&B Operations

Different establishments will have different operational needs depending on type of drinks.



Type of F&B	How drinks are served	Process and equipment needed
Bubble tea shops or coffee shops. For example: Liho, Koi, Toast Box, Starbucks	Drinks are not pre-made and are customisable.	Reusable measuring cups that corresponds to your serving volumes are needed. Your staff will need to prepare and measure the drinks in a reusable measuring cup before pouring into customers' own cups.
Takeaway food kiosks. For example: Mr Bean	Drinks are ready to serve, and served via a dispenser that does not have pre-selected volumes.	Reusable measuring cups are needed. Your staff will need to dispense the drinks in a reusable measuring cup before pouring into customers' own cups.

Step 1. Consider your F&B Operations

Different establishments will have different operational needs depending on type of drinks.



Type of F&B	How drinks are served	Process and equipment needed
Fast food restaurants with a self-service drink dispenser. For example: Subway, Four Fingers	Customer is handed a cup and directed to a self-service drink dispenser.	Reusable measuring cups that corresponds to your serving volumes are needed. Your staff will need to hand the customer a reusable measuring cup with the designated volume size, to ensure correct volumes are measured into the customer's own cup.
Fast food restaurants with a drink dispenser. For example: McDonalds', Burger King	Drinks are ready to serve and served in pre-selected volumes via a dispenser.	No extra equipment needed. You likely do not need additional reusable measuring cups as you can place your customer's cup under the dispenser

Step 2. Purchase Reusable Cups

The type and number of cups required depends on your establishment.



Options for reusable cups:

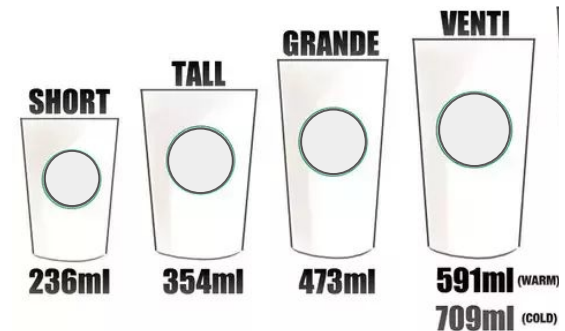
Remember to look at the different drink sizes offered at your outlet.

1. A measuring cup with different measurements – make sure it is at least as large as your largest drink.
2. Designated cups that correspond to your different drink sizes.



Number of cups you to purchase:

- This is dependent on how many of your staff are preparing drinks at any given time
- For example, if you have 3 staff preparing drinks at once, you will need at least 3 reusable cups of each volume size



Step 3. Train your Frontline Staff

A) Establish the criteria your staff will accept BYO cups from customers.



Before accepting BYO, there are a few things to consider by your frontline staff: **cleanliness** and the **size of the container**.

- Does it meet your food hygiene practices?
- Is the container too small to fit the volume of drink?
- Is the mouthpiece too narrow to fit ice cubes?

1. Cleanliness

- a. Verbally confirm with your customer that his/her container is clean for consumption.
- b. Accept the container when the customer is in agreement.
- c. This is an important first step to ensure your establishment is not liable to potential food safety risks.

2. Size of cup/container

- a. If size is suitable, thank the customer and inform him/her of the discounts (if any) that he/she will enjoy.
- b. If the container looks too small, thank the customer but politely explain that you will be serving him/her less drink due to the small size of the container. If he/she is agreeable, proceed to accept BYO.
- c. Otherwise, let the customer know what the volumes of your servings are for future BYO by customer. It is recommended to display the information on your menus or at point-of-sale.

Step 3. Train your Frontline Staff

B) Establish the processes of accepting a BYO cup.

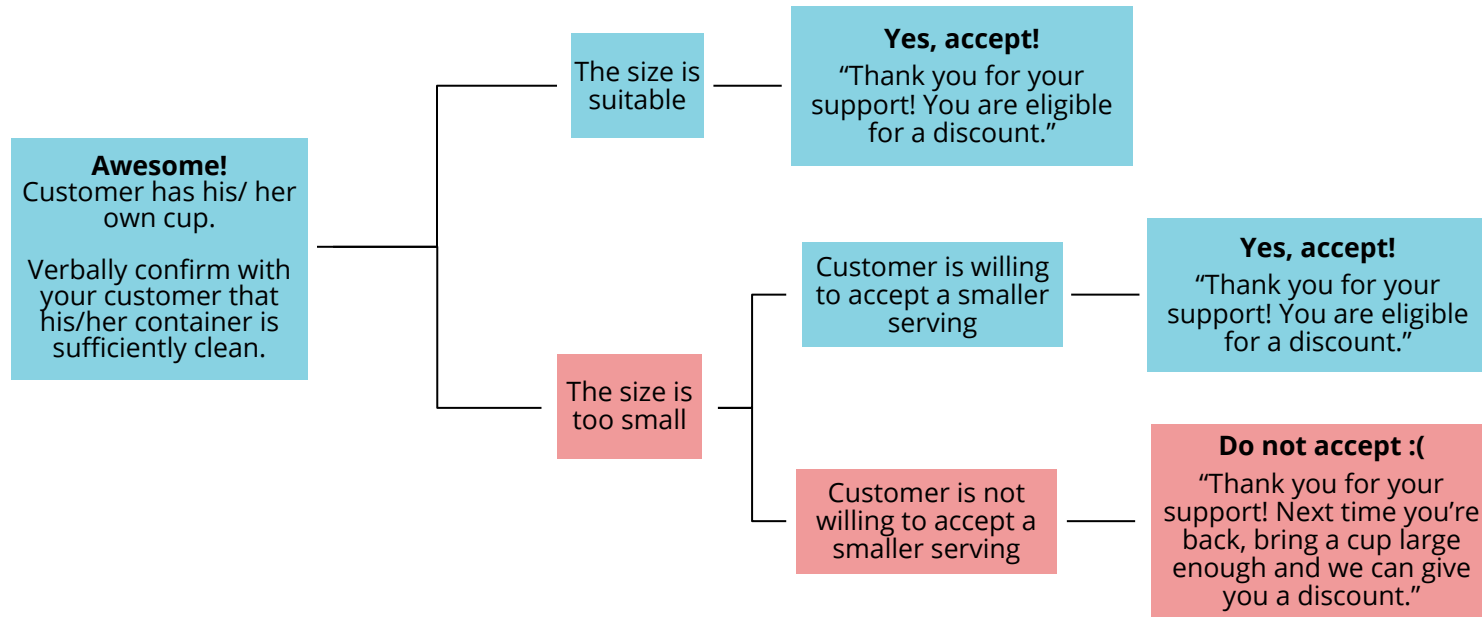
1. Confirm your customer's order;
2. Utilise the reusable measuring cups to measure out the correct volumes;
3. After use, the reusable cups must be rinsed out with water and soap; and
4. Wash hands with water and soap or use an alcohol-based hand rub.



Note: In the case where the staff has to take the customer's cup (e.g. to put under a drink dispenser), use an alcohol-based hand rub to disinfect your hands in Step 1. Proceed as follows with the customer's BYO cup.

Step 3. Train your Frontline Staff

C) Display a decision tree at each outlet to remind frontline staff to accept BYO cup.





2. Stepwise Instructions for F&B Managers for BYO Containers

The following section outlines the steps managers will need to take to prepare their F&B operations for their customers' request to use their containers for takeaway, and highlights the processes and equipments needed for different types of F&B establishment.

Step 1. Consider your F&B Operations

Different establishments will have different operational needs depending on type of food served.



Type of F&B	How food is sold/served	Process and equipment needed
Small takeaway food kiosk For example: Old Chang Kee, Shihlin Taiwan Street Snacks	<ul style="list-style-type: none">• Takeaway only• Individually packaged in plastic bags or paper boxes• Example: Finger food, desserts, made-to-order meals	Will be easy to implement. No extra equipment needed. Can easily replace plastic bags or paper boxes with customer's own containers as long as size is suitable. No reduction of efficiency of frontline staff expected.
Bakery For example: BreadTalk, Swee Heng	<ul style="list-style-type: none">• Takeaway only• Individually packaged in individual plastic bags or paper boxes	

Step 1. Consider your F&B Operations

Different establishments will have different operational needs depending on type of food served.



Type of F&B	How food is sold/served	Process and equipment needed
<p>Hawker center or food court with independently owned food stalls</p> <p>For example: Koufu, Food Republic</p>	<ul style="list-style-type: none">• Dine in and takeaway options• Made-to-order food stalls, where the frontline staff is also the chef• Example: Rice and pre-cooked side dishes (zhi zhar or nasi padang kiosks) where rice is measured with a small bowl and a standard serving spoon for each dish	<p>Will be easy to implement. No extra equipment needed.</p> <p>Since the frontline staff is most likely the one also packing the food, it is easy to replace takeaway boxes with customer's own containers.</p>

Step 1. Consider your F&B Operations

Different establishments will have different operational needs depending on type of food served.



Type of F&B	How food is sold/served	Process and equipment needed
<p>Restaurants</p> <p>For example: McDonald's, Sushi Tei</p>	<ul style="list-style-type: none">• Usually dine in, but takeaway possible• Frontline staff are usually not the same as kitchen staff, and there might be a communications breakdown about the replacing takeaway containers with BYO	<p>May be difficult to implement, depending on the size of restaurant.</p> <p>Frontline staff must indicate "BYO takeaway" on order chit and send the container to the kitchen.</p> <p>Will require some movement from frontline staff to kitchen, and to ensure that the customer's container is not lost in the kitchen</p>

Step 1. Consider your F&B Operations

Different establishments will have different operational needs depending on type of food served.



Type of F&B	How food is sold/served	Process and equipment needed
Halal-certified establishments	Halal-certified outlets may also need to keep in mind religious sensitivities, for example concerns regarding halal vs non-halal containers	May be difficult to implement, depending on the management. However, it was reported that MUIS has "reassured us that as long as the containers are clean, dry and empty, food can be packed into them."

Step 2. Train your Frontline Staff

A) Establish the criteria for your staff to accept BYO containers from customers.



Before accepting BYO, there are a few things to consider by your frontline staff: **cleanliness** and the **size of the container**.

- Does it meet your food hygiene practices?
- Is the container too small to fit the volume of food?

1. Cleanliness

- a. Verbally confirm with your customer that his/her container is clean for consumption.
- b. Accept the container when the customer is in agreement.
- c. This is an important first step to ensure your establishment is not liable to potential food safety risks.

2. Size of container

- a. If size is suitable, thank the customer and inform him/her of the discounts (if any) that he/she will enjoy.
- b. If the container looks too small, thank the customer but politely explain that you will be serving him/her less food due to the small size of the container. If he/she is agreeable, proceed to accept BYO.
- c. Otherwise, let the customer know what the volumes of your servings are for future BYO by customer. It is recommended to display the information on your menus or at point-of-sale.

Step 2. Train your Frontline Staff

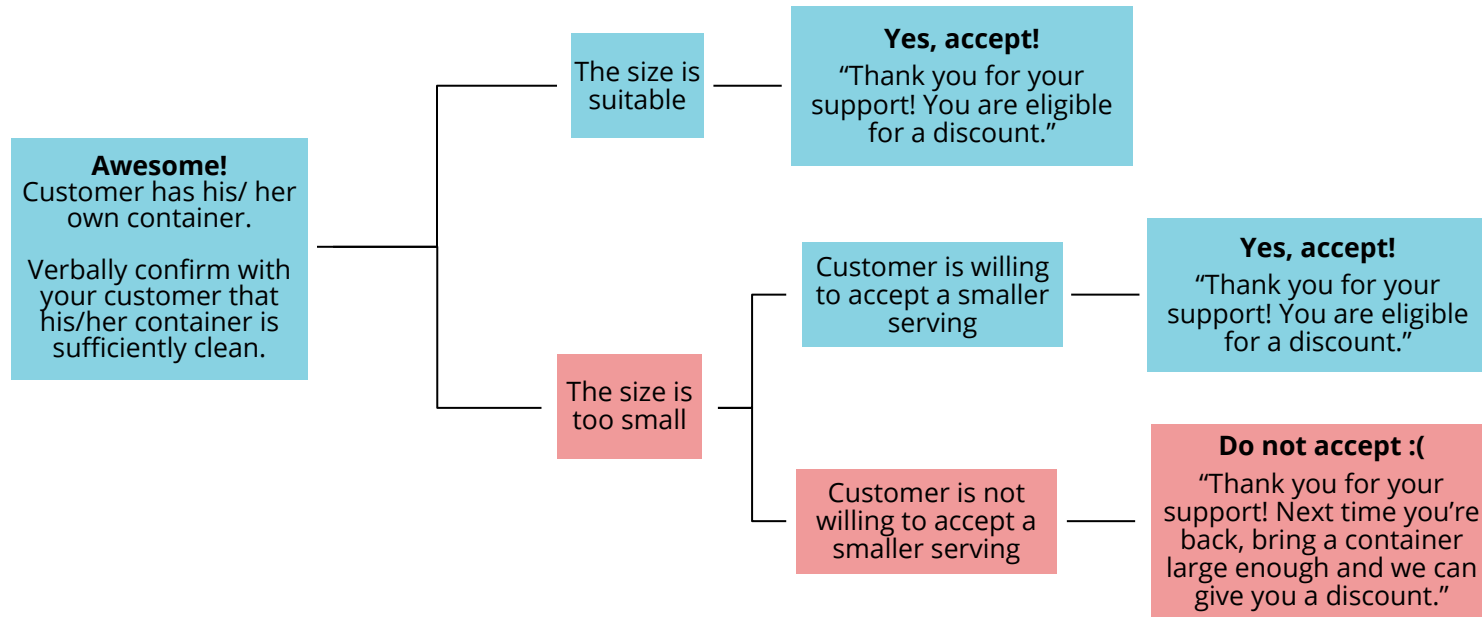
B) Establish the processes of accepting a BYO container.

1. Confirm your customer's order;
2. Ensure the container is suitable for the type of food ordered;
3. Utilise the designated serving spoons to standardize portions directly into the container;
4. Wash serving spoons with soap and water; and
5. Wash your hands with soap and water, or use an alcohol-based hand rub for disinfecting.



Step 2. Train your Frontline Staff

C) Display a decision tree at each outlet to remind frontline staff to accept BYO container.





A WWF INITIATIVE FOR
A CIRCULAR ECONOMY AND
NO PLASTICS IN NATURE BY 2030

Thank You!

For more information on PACT,
please visit plastic-action.asia
or email markets@wwf.sg