

## CASE STUDY - RETAIL



### Introduction

This case study is based on a large supermarket with an average daily customer base of 3,200, floor area of 2,000m<sup>2</sup> and staff complement of 120 retailing a large variety of goods including delicatessen, butcher, grocery and off-licence.

### Waste Management

During 2008, 181 tonnes of waste was generated by this supermarket, 26% less than the same period during 2007 to which there was a significant cost saving associated. This translates to approximately 0.17 kg of waste arising per footfall in 2007 to 0.13 kgs of waste in 2008. This was achieved through the implementation of preventative actions which included:

- improved existing waste segregation practices throughout store
- removal of compactor and replaced with receptacles for recyclables and landfill waste
- improved efficiencies through preparation of food
- more efficient use of balers
- delivery containers returned for reuse
- education and awareness

The key to success here has been waste segregation at source and allocating individual staff members specific areas of responsibility.

### Energy Management

The supermarket has reduced energy consumption following participation in the Galway Waste Prevention Programme from 708 kWh/m<sup>2</sup> in 2007 to 695 kWh/m<sup>2</sup> in 2008. This has been achieved through improved housekeeping and the implementation of an energy awareness programme.

This supermarket now has access to a comprehensive energy monitoring system through their service provider which allows them to monitor energy usage on line.

### Staff Training and Capacity Building

There were two elements to training staff in this programme - training the managers and also training the individual staff members on site.

Staff training was undertaken sector by sector through the presentation of PowerPoint presentations. The training was delivered on-site to small groups working in specific areas of the business. The training was adjusted as required. Staff embraced the training and this allowed for an opportunity to discuss issues and look at improved operational practices.

### Outputs

	Kg of waste / footfall	kWh / m <sup>2</sup>	ltrs of water / m <sup>2</sup> / yr
2007	0.17	708	1.44
2008	0.13	695	1.32

### Conclusion

This supermarket was provided with hands-on expertise from the programme team who assisted the supermarket with the assessment of their environmental performance, made recommendations on cost-effective action plans, and assisted with the development of environmental management programmes.

The hands-on assistance provided by the project team significantly assisted the improved environmental performance of the business.

