



# BYO SINGAPORE GUIDE 2018

Rating for F&B Retailers' Efforts to Reduce Plastic Disposables

## 1 Introduction

Single-use plastic disposables, including plastic takeaway containers, cups, plates and bowls; plastic forks, spoons and knives; plastic straws and stirrers; and plastic bags, pose a serious environmental problem around the world because plastics are made from non-renewable fossil fuel resources, do not break down easily in nature, could release toxic chemicals under certain conditions, and contribute to marine litter that affects wildlife, human health and the environment.

The United Nations Environment Programme (UNEP) estimates that about 8 million tonnes of plastics end up in the oceans each year. A common problem with plastic disposables is that they are light and can end up in the waterways and sea as marine litter, and these non-biodegradable plastics could pose harm to marine lives through ingestion, while small plastic fragments could end up in our food chain.

In Singapore, the amount of plastic waste generated in 2017 was 815,200 tonnes and only 6% was recycled. Plastic waste is the most common type of waste disposed of at the incineration plants in Singapore, and includes single-use plastic disposables such as plastic takeaway containers and cups, and plastic bags. The burning of plastics produces greenhouse gases which contributes to climate change, and furthermore, the incinerated waste takes up precious landfill space in Pulau Semakau, which will be filled up by 2035 if no drastic change takes place. Therefore, there is a need to reduce the consumption of single-use plastic disposables in Singapore.

Several countries and cities such as South Korea, Taiwan, Penang, New York, San Francisco, France and the United Kingdom, have taken steps to reduce or phase out some of those plastic disposables. In Singapore, there are currently no regulations prohibiting or reducing the use of plastic disposables, especially in the food and beverage (F&B) industry where retailers use a significant amount of these single-use plastic disposables.

Zero Waste SG believes that it is time for F&B retailers in Singapore to be more serious and take bold actions to reduce our consumption of single-use plastic disposables. From Sep to Dec 2017, we introduced the Bring Your Own (BYO) Singapore campaign, where participating retailers would offer incentives to customers who bring their own reusable bags, bottles or containers. The campaign involved 430 retail outlets and reduced over 2.5 million pieces of plastic disposables.

In 2018, the BYO Singapore campaign continues as a movement, where we aim to aggregate and highlight efforts by retailers, businesses and organisations to reduce single-use disposables, and thus increase awareness among consumers in Singapore. Their efforts could include incentives, disincentives or active customer education and engagement.

In addition, we are stepping up our efforts to encourage F&B retailers to take more action in reducing plastic disposables, through the launch of the BYO Singapore Guide 2018. This guide provides a rating of 100 popular F&B retailers in Singapore based on their efforts to reduce single-use plastic disposables, and also lists recommendations for them to do more. We urge the F&B retailers in Singapore to assess whether they are ahead or behind their peers, and to take the appropriate and right actions to reduce the consumption of single-use plastic disposables.

## 2 Methodology

A total of 100 popular F&B retailers were chosen for the audit and the retailers are from different categories such as coffee and tea cafes, bakeries, restaurants, tea and juice kiosks, food kiosks, and fast food restaurants. A set of 12 “Yes/No” audit questions (Table 1) were used to assess the extent of their efforts to reduce the use of single-use disposables through various initiatives.

Points are awarded only for “Yes” answers to the questions. For questions 1 to 4, higher points (3 points) were awarded for initiatives that showed greater commitment by the retailer to reduce single-use disposables, such as charging a fee for the disposables, giving incentives to reward customers who made the effort to reduce single-use disposables by bringing their own reusables, or banning the giving out of the disposables. For questions 5 to 12, 1 point each is awarded for “Yes” answers.

S/N	Initiatives	Points (Yes)
1	Provide incentives for customers who BYO (Bring Your Own) reusable bag, container or bottle (e.g. cash discounts, extra food or drink, reward points, etc).	3
2	Charge customers a fee for takeaway disposables such as plastic bags, containers, straws, etc.	3
3	Ban the giving out of at least one type of these disposables for takeaways: bags, cups, cutlery or straws.	3
4	Use all non-disposables for dine-in, including plates, cups, utensils and straws.	3
5	Staff ask customers at the cashier counter if they need to take plastic disposables such as plastic bags.	1
6	Staff accept BYO requests by customers.	1

7	Use biodegradable, compostable or sustainable alternatives to replace plastic disposables.	1
8	Track and report publicly the number of plastic disposables reduced.	1
9	Provide signage or messages in their stores to remind or encourage customers to reduce plastic disposables or to BYO.	1
10	Provide information on their website about plastic reduction or BYO.	1
11	Sell reusable BYO items in their stores for customers to replace plastic disposables.	1
12	Introduce other efforts to reduce plastic disposables.	1

*Table 1: BYO Singapore Guide audit questions*

The points are added up and the rating system for the total points is as follows:

- 1 to 4 points: 1 star
- 5 to 8 points: 2 stars
- 9 to 20 points: 3 stars

For each retailer, 3 audits at different outlets were randomly conducted in order for the data collected to be more representative, and the average audit result was chosen from the 3 audit results. All the audits were “mystery shopper” audits, where the identity of the auditor was not revealed to the retail staff, so as to ensure that the audit of the experience at the retail outlet is real.

A total of 300 audits were completed over 2 months from mid-July to mid-September 2018 by 53 auditors, who are mostly volunteers and also staff of Zero Waste SG (Figure 1 and 2). The auditors were all briefed on the auditing procedure before carrying them out, and had to assess if the retailer met the “Yes/No” questions and to provide details for “Yes” answers.



*Figure 1 and 2: Briefing sessions for Zero Waste SG volunteers to explain the BYO Singapore Guide audit questions and procedure*

### 3 Audit Results

The audit results were compiled and rating for the retailers are determined and listed in Table 2. The list of retailers, rating and highlights of their efforts are listed in chapters 3.1 to 3.3.

	Number of Retailers
3-Star Retailers	3
2-Star Retailers	14
1-Star Retailer	83
Total	100

Table 2: Rating for 100 Retailers

An encouraging result from the audits was that 94 out of 100 retailers accepted BYO requests from customers. This shows that the majority of F&B retailers are open to the idea of consumers using their own reusable cup, container and bag during purchase.

#### 3.1 3-Star Retailers

Out of the 100 retailers, only 3 retailers were able to achieve the highest rating of 3 stars (Table 3). These 3-star retailers should be commended for their holistic efforts in implementing schemes to influence consumer behaviour, altering their operations to reduce single-use disposables, and educating their staff to encourage and welcome a BYO culture.

3-Star Retailers	Points	Highlights
Plain Vanilla Bakery	17	<ul style="list-style-type: none"> <li>• Provide \$0.50 for customers who BYO cups</li> <li>• Provide 5% off deli items for customers who BYO containers</li> <li>• Ban the giving out of plastic straws</li> <li>• Use all non-disposables for dine-in</li> <li>• Staff ask customers at the cashier counter if they need to take plastic disposables such as plastic bags</li> <li>• Staff accept BYO requests: Container</li> <li>• Use sustainable alternatives to replace plastic disposables: Steel and wooden cutleries; salad boxes are made of cardboard; reusable cups in-store</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Steel and bamboo straws, bamboo tooth brushes, etc</li> </ul>

		<ul style="list-style-type: none"> <li>• Communicate their efforts to the public both in-store and on their social media platforms</li> <li>• Donate unsold bakes to Food Bank</li> </ul>
Common Man Coffee Roasters	13	<ul style="list-style-type: none"> <li>• Provide 10% discount for customers who BYO cups</li> <li>• Bans the giving out of plastic straws</li> <li>• Use all non-disposables for dine-in</li> <li>• Staff accept BYO requests: Cup for coffee</li> <li>• Use sustainable alternatives to replace plastic disposables: Vegware style cutlery; metal/paper straws</li> <li>• Provide signage or messages in their stores to remind or encourage customers to reduce plastic disposables or to BYO: Poster of their 10% BYO discount</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Reusable coffee cups</li> </ul>
SaladStop!	12	<ul style="list-style-type: none"> <li>• Provide additional topping for salad when customers BYO container</li> <li>• Provide \$1 off smoothie when customers BYO cup</li> <li>• Charge \$0.10 for plastic bags</li> <li>• Staff ask customers at the cashier counter if they need to take plastic disposables such as plastic bags</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Plastic containers are made of recycled plastic</li> <li>• Provide signage or messages in their stores to remind or encourage customers to reduce plastic disposables or to BYO: Poster of their BYO incentives and plastic bag charge</li> <li>• Provide information on their website about plastic reduction or BYO: Sustainability Report published online</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Steel straws</li> </ul>

Table 3: Total 3 retailers with 3-star rating

### 3.2 2-Star Retailers

14 retailers were able to achieve the second highest rating of 2 stars (Table 4). Most of the retailers had an incentive or disincentive scheme, and also had some initiatives to nudge the customers in reducing plastic disposables or replaced plastic disposables with other sustainable alternatives.

2-Star Retailers	Points	Highlights
Baker & Cook	8	<ul style="list-style-type: none"> <li>• Provide \$0.50 off when customers BYO cup</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Biodegradable corn straws</li> <li>• Provide signage or messages in their stores to remind or encourage customers to reduce plastic disposables or to BYO: Straws only given upon request</li> <li>• Provide information on their website about plastic reduction or BYO: Introduction of corn straws</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Reusable cups and cloth bags</li> </ul>
Toast Box	8	<ul style="list-style-type: none"> <li>• Provide \$0.10 off when customers BYO cup</li> <li>• Staff accept BYO requests: Bottle for drinks</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper cup</li> <li>• Provide signage or messages in their stores to remind or encourage customers to reduce plastic disposables or to BYO: Discount when BYO bottle</li> <li>• Provide information on their website about plastic reduction or BYO</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Hot flask</li> </ul>
Workspace Espresso	8	<ul style="list-style-type: none"> <li>• Provide \$0.50 off when customers BYO cup</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Bowls made of grain</li> <li>• Put up signs to inform customers of the \$0.50 discount if they buy coffee with their own cups</li> <li>• Provide information on their website about plastic reduction or BYO: Promote less straw use, will only give upon request</li> </ul>

		<ul style="list-style-type: none"> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Stainless steel straws</li> </ul>
Fun Toast	7	<ul style="list-style-type: none"> <li>• Provide 10% off drink when customers BYO Fun Toast tumbler</li> <li>• Provide 10% off drink when customers BYO cup that has the Fun Toast Friends sticker (worth \$2)</li> <li>• Staff ask customers at the cashier counter if they need to take plastic disposables such as plastic bags</li> <li>• Staff accept BYO requests</li> <li>• Put up signs to inform customers of the 10% discount if they buy coffee with their own cups</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Tumblers</li> </ul>
KFC	7	<ul style="list-style-type: none"> <li>• Ban the giving out of straws and lids</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Reusable baskets for dine-in, recyclable paper bowls</li> <li>• Inform people of the straw ban through in-store messaging and their website</li> </ul>
Aloha Poke	6	<ul style="list-style-type: none"> <li>• Additional superfood topping (worth \$1) for customers who BYO container</li> <li>• Staff accept BYO requests</li> <li>• Cups and disposable cutlery are biodegradable</li> </ul>
Encik Tan	6	<ul style="list-style-type: none"> <li>• Charge \$0.20 for takeaway containers</li> <li>• Staff accept BYO requests: Container, bags</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper containers</li> <li>• Put up signs to inform customers of the \$0.20 charge for takeaway containers</li> </ul>
Spinelli	6	<ul style="list-style-type: none"> <li>• Provide \$0.20 (regular) or \$0.30 (large) off when customers BYO cup</li> <li>• Staff accept BYO requests: Cup</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper cup, wooden stirrers</li> </ul>

		<ul style="list-style-type: none"> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposable: Reusable cups</li> </ul>
Starbucks	6	<ul style="list-style-type: none"> <li>• Provide \$0.50 off when customers BYO cup</li> <li>• Staff accept BYO requests: Cup</li> <li>• Provide information on their website about plastic reduction or BYO: Straws to be banned by 2020</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposable: Reusable cups, tumblers</li> </ul>
Wheat Baumkuchen	6	<ul style="list-style-type: none"> <li>• Free topping when customers BYO container</li> <li>• Staff accept BYO requests: Container</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper container</li> <li>• Put up BYO Singapore signs to inform customers of incentive scheme</li> </ul>
Coffee Bean & Tea Leaf	5	<ul style="list-style-type: none"> <li>• Provide \$0.50 off drinks for customers who BYO cup</li> <li>• Staff accept BYO requests</li> <li>• Sell reusable BYO items in their stores for customers to replace plastic disposables: Tumblers, mugs, reusable bags</li> </ul>
EAT	5	<ul style="list-style-type: none"> <li>• Charge \$0.20 for takeaway boxes</li> <li>• Staff accept BYO requests: Container</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes</li> </ul>
Jewel	5	<ul style="list-style-type: none"> <li>• Provide \$0.20 off when customers BYO cup</li> <li>• Staff accept BYO requests: Cup, bottle</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper cups</li> </ul>
Woobee Bubble Tea	5	<ul style="list-style-type: none"> <li>• Provide \$0.30 off when customers BYO cup</li> <li>• Staff accept BYO requests: Cup, bottle</li> <li>• Put up signs to inform customers of the \$0.30 discount</li> </ul>

Table 4: Total 14 retailers with 2-star rating

### 3.3 1-Star Retailers

Out of the 100 retailers, the majority (83 retailers) achieved the low rating of 1 star (Table 5). This meant that majority of the F&B retailers are not taking enough action to reduce single-use plastic disposables and there is an opportunity for them to catch up with their peers who have achieved 3 or 2-star rating.

1-Star Retailers	Points	Highlights
Han's	4	<ul style="list-style-type: none"> <li>• Charge \$0.30 for takeaway containers</li> <li>• Staff accept BYO requests: Container, bottle</li> </ul>
Joe and Dough	4	<ul style="list-style-type: none"> <li>• Provide \$0.50 off when customers BYO cup</li> <li>• Staff accept BYO requests</li> </ul>
Killiney Kopitam	4	<ul style="list-style-type: none"> <li>• Provide \$0.10 off when customers BYO container</li> <li>• Staff accept BYO requests</li> </ul>
McDonald's	4	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Recyclable paper bags, paper cups</li> <li>• Provide information on their website about plastic reduction or BYO</li> <li>• Other initiatives: Condiments bar helped reduce foil packaging; redesigned the McFlurry spoon to use less plastic</li> </ul>
Mr Bean	4	<ul style="list-style-type: none"> <li>• Provide \$0.20 off when customers BYO cup</li> <li>• Staff accept BYO requests: Cup, container</li> </ul>
Bake Cheese Tart	3	<ul style="list-style-type: none"> <li>• Staff will not give plastic bags for orders for 2 tarts only</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper box for tarts, paper bag to keep orders with 2 tarts</li> </ul>
Pezzo	3	<ul style="list-style-type: none"> <li>• Staff ask customers at the cashier counter if they need to take plastic bag</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Cardboard box for pizzas</li> </ul>
Tori Q	3	<ul style="list-style-type: none"> <li>• Staff ask customers at the cashier counter if they need to take plastic bag</li> </ul>

		<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes</li> </ul>
Twelve Cupcakes	3	<ul style="list-style-type: none"> <li>• Staff ask customers at the cashier counter if they need to take plastic bag</li> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes</li> </ul>
4 Fingers	2	<ul style="list-style-type: none"> <li>• Use sustainable alternatives to replace plastic disposables: Metal boxes for dine-in</li> <li>• Provide signage in their stores to remind or encourage customers to reduce usage of straws</li> </ul>
Artisan Boulangerie Co.	2	<ul style="list-style-type: none"> <li>• Staff ask customers at the cashier counter if they need to take plastic bag</li> <li>• Staff accept BYO requests: Container for bread</li> </ul>
Auntie Anne's	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container or beeswax wraps</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper to hold the pretzels</li> </ul>
Blackball	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bowls</li> </ul>
Daily Cut	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> <li>• Use sustainable alternatives to replace plastic disposables: Bowls made of recycled material</li> </ul>
Dean & DeLuca	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container for food, cup for drinks</li> <li>• Sell reusable cups, tumblers and bags in-store for customers to replace plastic disposables</li> </ul>
Garrett popcorn	2	<ul style="list-style-type: none"> <li>• Use sustainable alternatives to replace plastic disposables: Paper bags</li> <li>• Sell reusable tins for larger quantity orders</li> </ul>
Greendot	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> </ul>

		<ul style="list-style-type: none"> <li>• Provide signage “Take only what you need” to remind or encourage customers to reduce usage of single-use disposables</li> </ul>
Guzman y Gomez	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> <li>• Use sustainable alternatives to replace plastic disposables: Containers, small containers and cups made of paper-based material</li> </ul>
J.Co Donuts	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Sell reusable tumblers and mugs</li> </ul>
Joe and the Juice	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bags</li> </ul>
Jollibean	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes</li> </ul>
Jollibee	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes</li> </ul>
Koi	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Staff ask customers at the cashier counter if they need to take plastic bag</li> </ul>
Long John Silver's	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes; cornware cutlery</li> </ul>
Makisan	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper boxes</li> </ul>
Mex Out	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper containers, straws, and bags</li> </ul>
MOS Burger	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bags</li> </ul>
Nine Fresh	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> </ul>

		<ul style="list-style-type: none"> <li>• Use sustainable alternatives to replace plastic disposables: Paper bowls</li> </ul>
Paik's Bibim	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper containers</li> </ul>
Paul	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bags for bread</li> </ul>
Project Acai	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Sells reusable metal straws</li> </ul>
Shilin Taiwan Street Snacks	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bags for snacks, paper bowl for Mee Sua</li> </ul>
St Marc Cafe	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bag</li> </ul>
Subway	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper cups</li> </ul>
Swee Heng 1989	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Staff ask customers at the cashier counter if they need to take plastic bag</li> </ul>
Tiong Bahru Bakery	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Sell reusable cloth bags</li> </ul>
Ya Kun Kaya Toast	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper bags for toast</li> </ul>
Yami Yoghurt	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper cups</li> </ul>
Yoguru	2	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> <li>• Use sustainable alternatives to replace plastic disposables: Paper cups</li> </ul>

Absolute Acai	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Awfully Chocolate	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container, cup</li> </ul>
Baker Talent	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Barcook Bakery	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container, cup</li> </ul>
Beard Papa	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Bengawan Solo	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Boost Juice Bar	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Tumbler, bottle</li> </ul>
BreadTalk	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Burger King	1	<ul style="list-style-type: none"> <li>• Use sustainable alternatives to replace plastic disposables: Paper containers</li> </ul>
Cedele	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Chewy Junior	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Coffee & Toast	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Crystal Jade Bakery	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Delifrance	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Dimbulah Coffee	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup</li> </ul>
DJ Bakery	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Duke Bakery	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Dunkin' Donuts	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Each a cup	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Bottle, cup</li> </ul>
Famous Amos	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Four Leaves	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Gong Cha	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Bottle, cup</li> </ul>

Heavenly Wang	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup, flask</li> </ul>
i-Tea	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup</li> </ul>
Kraftwhich by Swissbake	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container, cup</li> </ul>
Krispy Kreme	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Liho	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests</li> </ul>
Old Chang Kee	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Old Town White Coffee	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container, cup</li> </ul>
Paris Baguette	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Polar Puffs & Cakes	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Bottle, container, cup</li> </ul>
Prima Deli	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Qiji	1	<ul style="list-style-type: none"> <li>• Use sustainable alternatives to replace plastic disposables: Paper containers</li> </ul>
SF Fruits	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup</li> </ul>
Simply Wrapps	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Souperstar	1	<ul style="list-style-type: none"> <li>• Use sustainable alternatives to replace plastic disposables: Paper bowls</li> </ul>
Soup Spoon	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup for drinks</li> </ul>
Stuff'd	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Tea Tree Cafe	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup, bottle</li> </ul>
Toss and Turn	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container</li> </ul>
Tsujiri	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Container, tumbler</li> </ul>
Tuk Tuk Cha	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Cup</li> </ul>
Wang Cafe	1	<ul style="list-style-type: none"> <li>• Staff accept BYO requests: Bottle</li> </ul>

Yole	1	<ul style="list-style-type: none"> <li>Use sustainable alternatives to replace plastic disposables: Paper cups for smaller orders</li> </ul>
------	---	--

Table 5: Total 83 retailers with 1-star rating

## 4 Recommendations

F&B retailers who hope to achieve a higher rating can follow the lead of the 3-star retailers and their best practices. Here is a list of recommendations that we distilled from the 3-star retailers which other retailers can learn from:

### i) Identify opportunities to track, reduce and replace plastic disposables

Retailers can track the type and amount of plastic disposables used monthly, quarterly or annually, and use the data to develop a plan to reduce specific plastic disposables over time. They can start with the disposable item most frequently used for takeaway and stop the giving out of that item. For dine-in, retailers can consider using only non-disposable plates, cups, and utensils, or remove certain plastic disposables that are unnecessary for dine-in. Retailers can also consider suitable biodegradable, compostable or sustainable alternatives to replace plastic disposables as a transition towards reusable options. If space and manpower constraint is a concern, outsourcing of the washing of reusable options can be considered.

### ii) Start a plastic reduction and BYO scheme to educate consumers and train staff

Retailers can start a plastic reduction and BYO scheme by providing signage or messages in their stores to remind or encourage customers to refuse plastic disposables and to BYO. They can provide information on their website about plastic reduction and BYO. It is also important to train staff on the standard operating procedures for customers, including asking customers at the cashier counter if they need to take plastic disposables such as plastic bags or straws; using reusable measuring cups or containers for BYO; and accepting BYO requests by customers. Retailers can also choose to sell reusable BYO items in their stores for customers to replace plastic disposables.

### iii) Provide incentives or disincentives to encourage customers to BYO

Retailers can provide incentives for customers who BYO reusable bag, container or bottle (e.g. cash discounts, extra food or drink, reward points, etc), or provide disincentives by charging customers a small fee for takeaway disposables such as plastic bags, containers and straws.

## 5 Conclusion

Due to the increased global environmental concerns on single-use plastic disposables, we believe that it is time for F&B retailers in Singapore to place greater priority in taking bold actions to reduce their use of plastic disposables. The majority of F&B retailers featured in this rating guide are lacking in their efforts and should learn from fellow 3-star retailers who have shown great leadership in tackling plastic disposables.

More consumers are demanding that retailers play a stronger role in tackling the use of plastic disposables. Retailers can improve customer and brand loyalty by showing that they care for the environment and being responsible to our future generations in conserving non-renewable resources.

This guide will be made available to the public and we hope that the wider public discussion would lead to more efforts from F&B retailers in implementing the recommendations and other actions. We look forward to working closely with the retailers to reduce plastic disposables in Singapore, and become a truly Zero Waste Nation.

***As a consumer, you can play a part too by informing your favourite F&B retailer about this guide and their rating, and asking them to do more to reduce plastic disposables. Retailers who wish to do more to reduce plastic disposables and work with Zero Waste SG can contact us at [hailin@zerowastesg.com](mailto:hailin@zerowastesg.com).***

## About Zero Waste SG

Zero Waste SG is a not-for-profit and non-governmental organisation dedicated to help Singapore eliminate the concept of waste, and accelerate the shift towards zero waste and the circular economy.

We aim to promote education and engagement on the 3Rs (Reduce, Reuse and Recycle) among individuals and households; increase waste minimisation and recycling among businesses and organisations; and reduce specific waste such as plastics and food waste.

For more information about our organisation or the BYO Singapore Guide 2018 report, please visit <http://www.zerowastesg.com/> or <http://www.byosingapore.com/> or contact us at [hailin@zerowastesg.com](mailto:hailin@zerowastesg.com).

Published on 22 Oct 2018. Copyright © Zero Waste SG Limited. All Rights Reserved.