

QUEST BUSINESS CASE



BUSINESS CASE: GROCERY STORE CHAIN

THE PROBLEM

1. A grocery store chain with stores across North America needed to reduce operating costs. Environmental expenses were high, but they could not hire in-house personnel to tackle the issue.
2. Store management wanted to be a good corporate citizen and also do right for the environment.
3. Store management sought a way to connect with their local community and sustain a competitive edge.

THE SOLUTION

Quest Recycling completed store assessments and calculated the chain's waste baseline.

- The team identified various waste streams that could be removed from landfill, and ran targeted pilots to calculate accurate savings on solid waste management cost, and measure employees' engagement.
- Quest Recycling Services rolled out and managed the following landfill diversion programs:
 - Food donation program
 - Food waste recycling program
 - Meat and seafood recycling program
 - Cardboard and plastics recycling program
 - Used cooking oil recycling program
- Quest managed remaining solid waste to maximize savings



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THE IMPACT

1. Increased landfill diversion:

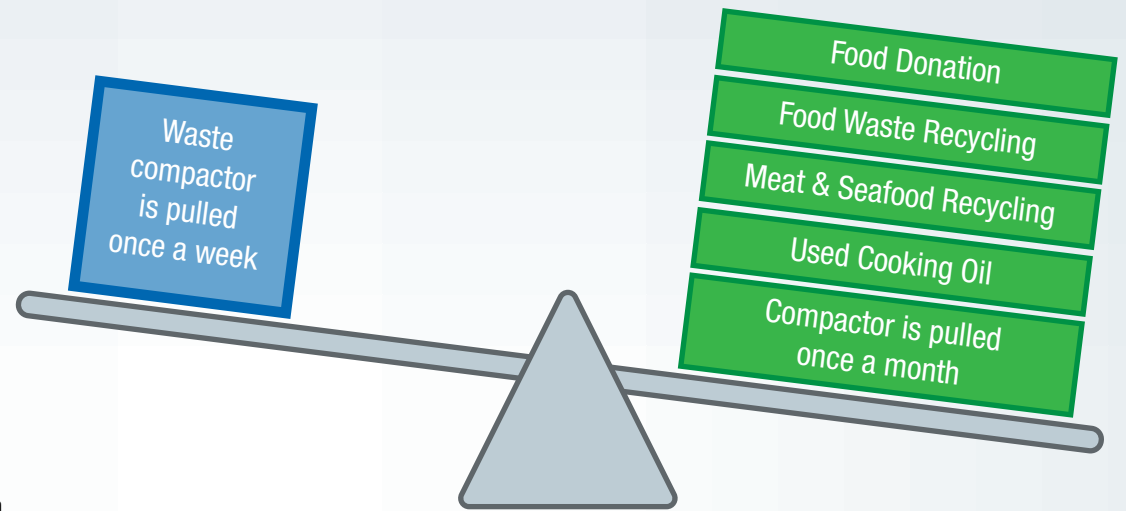
- Food Donation: 10 tons per store per year
- Food Waste: 89 tons per store per year
- Meat & Seafood: 9 tons per store per year
- Used Cooking Oil: 8 tons per store per year

2. Reduced Operating Costs:

- Applied savings in solid waste to fund new programs develop a cost neutral program.
- Increase commodity rebate by about 45%
- Managed programs for day-to-day operations and secured a 22% saving in Year 2, and a 19% saving in Year 3 by pegging rebate to appropriate commodity market, minimizing contamination, optimizing service interval and auditing each invoice

3. Increase Employee Moral and Community Outreach:

- Internal surveys showed employee morale increased significantly and showed 100% support with company's environmental stewardship programs
- Communicated good citizenship to customers and helped reinforce presence in local community.



“Since the program started we have had no issues, collection had been smooth, the compactor picked up less, and the team really likes the program.”
– Receiving Manager

“I have been very pleased with the program, the team seems to have it down and it really takes no more time to do it this way then just throwing it in the trash.”
– Produce Manager



CONTACT

**Quest Resource
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