

Metropolitan Waste Management Facility Shop Review

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1. Staff

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2. Overview

Several staff recently visited three waste management facilities in the Perth metropolitan area to review the design and operation of their reuse shops. The sites chosen included 'The Recycle Shop' at Henderson Waste Recovery Park, the 'Tip Shop' at Tamala Park Waste Management Facility, and the 'Recycling Shop' at the Balcatta Recycling Centre. The shops at these facilities are well known and have been in operation for some time. Each of the shops had unique aspects to the other sites; however there were also some similarities. The key areas of focus for staff included tagging and testing of electronic items, shop opening days, pricing of items, shop layout and item presentation, financial tips and advertising. Staff has already implemented some changes to the BHRC 'Trash & Treasure Shop' at the Stanley Road Waste Management Facility as a result of the review of the metropolitan sites. Further recommendations are also presented in this report.

3. Facilities

Details	Comments
<p>City of Cockburn - Henderson Recycle Shop</p> <p>Recycle Shop:</p> <ul style="list-style-type: none"> • Shop managed and operated by Council staff • Receival area for goods available 7 days a week • Charge applies for disposal of all items for Shop- ratepayer pass or fees, must go over weighbridge to access Shop receival area • Staff also salvage items from the onsite Transfer Station for the shop, and weighbridge operator directs patrons to Shop receival area if items in load for landfill appear suitable • Shop open 3 days per week (Friday, Saturday and Sunday) , 8am to 4pm (entry closes at 3:45pm) • Open on all public holidays including Christmas Day, Boxing Day, New Year's Day and Good Friday • Annual Shop profit of >\$100,000 (clear of costs/wages etc) • 1 staff per day operates the receival area, assesses items, repairs items, tags & tests electronics (7 days) & arranges & tidies the shop on closed days (4 days) 	<ul style="list-style-type: none"> • Shop areas very clean, tidy and organised in sections/ containers, high amount of stock. Easy to navigate around shop • Cash register efficient for receipts and end of day balancing • Item prices more expensive than Stanley Road Shop

<ul style="list-style-type: none"> • 2 staff per day operate the shop on open days (4 days)- 1 person at counter/cashier, 1 persons assisting customers and tidying shop • Undertake in-house tagging and testing of electronic items, staff trained and suitable equipment, all items labelled • Large shed (approx. 40m x 12m) and outdoor area (uncovered) for shop, back section of shed and undercover incoming bay for receival area, sea container for storage of seasonal items and for excess stock • Family friendly focus for shop items • No baby or small child items at all, due to staff time required to check labels and relevant safety standard, however safety labels for other items such as bicycles are checked as easy requirements (eg. warning label still attached) • All items are priced with individual stickers or in containers with a marked price, minimum \$1 price, however staff have ability to negotiate price with customers to ensure turnover of items • Cash register prints receipt with general category description (eg. Furniture) and price, cash only, approx. weight of items also recorded in book for Waste Management Levy offset purposes • Written policy for staff purchases- 25% discount on ticketed price • Small items placed on shelves near counter to deter theft • System of shelves, racks and containers for items, with signage, larger items arranged in groups, clear walkways around shop, designated areas/containers for item categories • Shop advertised on Council website only, generic information, no individual items or prices • Deliberate decision not to have phone in shop so people can't phone to see if items are available • A charity clothing bin is available next to the shop • A sign is in the shop saying that goods are sold in 'as is' condition 	<ul style="list-style-type: none"> • Weight of all materials estimated for diversion from landfill
<p>Mindarie Regional Council - Tamala Park Tip Shop</p> <ul style="list-style-type: none"> • Shop managed and operated by Council staff • Staffed receival area for goods available 7 days a week. Receival area accepts all household hazardous waste, recyclables, e-waste, cardboard as well as items for sale in the shop • Items to be sold in shop are placed in large cages (on pallets) in the receival area and are checked for suitability and priced prior to being sold. Items from these containers cannot be sold directly to the public. • Free drop-off of items for shop, approx. 70% of items are kept for the shop and the remainder sent to landfill area 	<ul style="list-style-type: none"> • Shops areas tidy and well organised, particularly small items on shelving, and large amount of stock. Easy to navigate around • Items generally more expensive

<ul style="list-style-type: none"> • Patrons do not need to go over weighbridge (or pay) to access Shop receival area. Weighbridge operator directs patrons to Shop receival area if items in load for landfill appear suitable • Staff also salvage items for the shop from the onsite Transfer Station • Shop open 4 days per week (Friday to Monday), 8.00am to 4.45pm • Closed on some public holidays- Good Friday, Christmas Day and New Year's Day • Staff working group determines general item pricing & produces guidelines for prices • Some items priced, some not all, staff can negotiate price with customers • >\$25,000 per month usual Shop takings (not profit alone), recently increased significantly to \$30,000 - \$40,000 per month as a result of advertising campaign • Ongoing advertising campaign includes site open day, social media videos (you tube), website advertising of items on Council website, including prices and specials • Strict list of items not accepted or sold, based on safety requirements and legislation • Tagging and testing of electronic items undertaken in-house by staff 2 to 3 days per week, staff trained, designated shed area near Shop, standard labels used, all items labelled • Multiple staff (approx. 4) operate Shop on open days (4 days) including 1 at cashier counter, several roaming assisting customers and ensuring Shop tidy • Multiple staff assess items, arrange items and tidy Shop on days closed (3 days), volunteers also assist with the Shop set-up on closed days • Purchasing policy for staff- items same price to staff as to customers • Shop comprises large shed and large adjoining outdoor area (uncovered), small fenced playground, currently planning to revise layout to minimise vehicle access through outdoor area • Cash register prints receipt with general category description and price, approx. weight of items also recorded for Waste Management Levy offset purposes • Indoor shop layout comprises shelving, racks and containers, items in indoor and outdoor areas grouped by category eg. Toys • Sign in shop indicating goods are sold in 'as is' condition. 	<p>than Stanley Road Shop</p> <ul style="list-style-type: none"> • Important to keep indoor furniture (eg. couches) undercover where possible, as reduced reuse/sale potential from weather damage (currently occurring at this site) • Recent advertising campaign very effective in raising awareness of the Shop in the community, specifically social media use • Very large area – same size as whole transfer station at Stanley Rd.
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<p>City of Stirling - Balcatta Recycling Centre</p> <ul style="list-style-type: none"> • Shop managed and operated by external contractor (contract with Council for over 10 years) • Council staff representative advised that ongoing management of contract conditions required by Council as not always adhered to • Receiving area for goods available 7 days a week. When received goods to be put aside for checking prior to sale but this was not apparent when we visited. • Free drop-off of items for shop • Shop open 7 days a week, 7.30am to 4.00pm • Closed on some public holidays- Good Friday, Christmas Day and New Year's Day • Comprises small indoor shed area, undercover areas and outdoor area, long narrow site. Site also comprises a transfer station but not obvious where to put things, except cardboard which is at the entrance to the site • Shelving, tables and containers used for storage of items in bulk, little structure to areas, lack of signage • No items priced, all negotiated by staff with customer • Cash only, no register/counter- on-body money bags used, multiple staff (approx. 4) roaming site assisting customers • External contractor undertakes tagging and testing of electronic items (electrician contracted on as-needed basis), some electronic items on display had no tag • No strict list of items not accepted for resale, staff advised certain items including some baby equipment were not to be sold, however items appeared on display for sale in Shop • Generic information regarding Shop on Council website, no items or prices • Unknown staff purchasing policy and income/profit generated • All waste to landfill from the shop is paid for by council, not the contractor, so council pays the levy on these items. The council officer advised that this is to be addressed in the next contract negotiations 	<ul style="list-style-type: none"> • Site appeared disorganised and cluttered, large amount of stock. Difficult to navigate around (very Steptoe-ish) • Unsure of price comparison with Stanley Road Shop • Signage was not clear; pedestrians in main drive thoroughfare

4. Recommendations

Based on the review, the following items are recommended for implementation at the Stanley Road 'Trash & Treasure Shop' to maximise environmental and financial outcomes from the sale of items for reuse:

- **Purchase tagging & testing equipment for electronic items**
Two staff members have completed training and quotes have been obtained for equipment.
- **Develop a general guide (plan) for the general layout of the outdoor area**
To include a walkway space around items/areas and keep the entrance area clear.
- **Close the Shop on 1 (or 2) days per week**
Tuesdays or Wednesdays are suggested as a starting point to balance staff availability and the influx of items received over weekends. On the day the Shop is closed staff duties would include assessing items from the receival area, pricing items, testing & tagging of electronic equipment, setting up and displaying items, and tidying/cleaning. The receival of items should still be 7 days per week.
- **Designate an area for item receival/storage**
This area would ideally be located in the rear section of the shed behind the Shop with the side roller door and undercover loading bay. Currently this is where the cardboard receival area is, which may need reviewing to ensure both operations can operate effectively. All items for the Shop, either placed by customers or salvaged by staff from the Transfer Station bins or tipping face, would then be assessed by staff prior to being placed in the Shop.
- **Purchase a cash register for customer receipts**
A cash register with automatic receipt printing should reduce staff time needed for manual writing of receipts and end of day taking reconciliation. General item category functions as well as price will need to be possible on the register. This would also make the storage of money safer than the current cash tin.
- **Include pricing on more items**
This can comprise price stickers on individual items for larger stock, or container/shelf price for small items of the same category (eg. plates).
- **Develop a list of items that will not be accepted or sold**
To ensure legal safety requirements are met. A list of things for staff to check on items prior to being sold is required (e.g. safety warning tags).
- **Increase advertising**
This may include press releases, new site signage, social media use such as facebook posts on the BHRC page, additional information on the BHRC website page, Instagram posts on the

Bunbury Wellington Reuse account, and the possible development of short video clips for online use.

- **Roster staff to be in the shop**

Staff rostered to be in the shop on specific days, particularly on weekends, so there is a presence in the area at all times

- **Acquire more shelving, display racks and storage containers**

Items displayed on racks and shelves and in an organised manner are more appealing for customers and reduce hazards.

- **Develop general pricing guidelines**

General pricing guidelines allow all staff to charge similar prices for items and understand the general value of items. Staff input and consensus is required on general price range.

- **Charity bin for clothing**

Allow customers access to a charity clothing bin for unwanted clothes

- **Estimate weight of items sold**

This gives an indication of the amount of waste that is diverted from landfill (particularly useful if a levy is introduced)

- **In-house management and staffing of shop**

Maintain current structure of in-house running and management of the shop (not contracted out)