

HOW TO BE A RESPONSIBLE CAFE

We know being a Responsible Cafe goes beyond takeaway cups.

Are you keen to go to the next step? We have put together this short guide to get you thinking about what you can do to take your cafe from responsible to remarkable!

TIP 1



Spread the responsible word

Shout it from the rooftops that you are rewarding and encouraging customers to BYO cup. Put up a [Responsible Cafes poster](#), ensure your staff are informed of the incentive and tell your lovely customers. Share a post on social media and start the conversation with your locals. Fill in the [tally poster](#) to show your customers how many cups you think you have saved from the dreaded landfill over the time you have been a Responsible Cafe.

TIP 2



Introduce a cup library

Cup libraries are a great way to resolve the common issue of customers “forgetting their reusable.” Connect with your community and ask customers to donate unwanted cups and display them on a wall or in a basket where customers can help themselves, with the trust they will bring them back when they return next time. If you’re making your own, have some fun and try using old tea spoons to make the hooks and wooden pallets to make the shelving.

Ditch disposables for customers who dine in

If a customer requests a takeaway cup, politely ask if they are ordering to takeaway or dining in. If they are dining in, explain that you are trying to reduce waste and have chosen to stop offering single-use items for those who dine in, and perhaps offer to make it a little warmer if they are concerned about their drink getting cold. Offer glasses or reusable plastic cups for water and avoid using throw-away cups. We have created a fun poster to help with this messaging which you can [download from the website](#).

TIP 3

Stock cups that people can buy

Encourage customers to use their own cup, and reduce your waste, and even create a new revenue stream for your cafe. You can use our [Better Cup Guide](#) to help you decide which cups get our thumbs up!

TIP 4

Label your regular BYO cups

Do you have a few customers that come in everyday with their cup? In that case, perhaps ask them if they don't mind having their order permanently written on the lid with a marker. This saves time and paper taking their order everyday.

TIP 5



Coffee grinds don't have to grind you down!

Did you know that coffee grinds are a gardeners dream and can be added to compost to add nitrogen to the pile, or straight into the soil as a fertiliser? Why let all that goodness end up in landfill? Give it to your customers! It's just another reason to make them love you and your cafe. Put these into empty coffee bags and leave out for customers to take for FREE.

TIP 6

Where do your coffee beans come from?

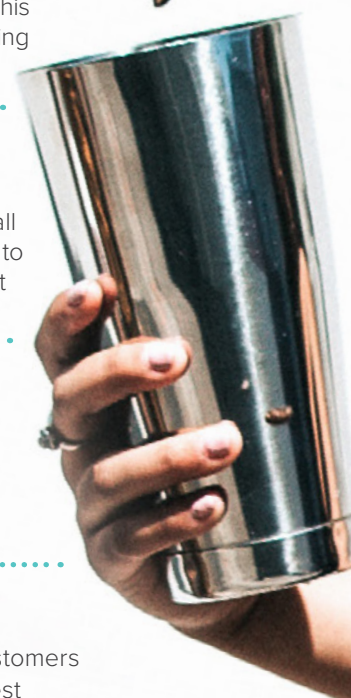
Coffee is one the most chemically treated foods in the world! Non organic coffee can contain synthetic fertilisers, herbicides and all sorts of other nasty ‘cides’ and toxins which are not good for you or the planet! Speak to your coffee supplier and find out where your beans are from.

TIP 7



Get down with the kids!

We have created some fun and educational colouring-in sheets for your young customers which are [downloadable on our website](#). You could run a competition with the best poster coloured in to be put up in your cafe. Engaging with kids is a great way to spread environmental messaging and parents will love you for it!



WHAT ELSE CAN YOU DO BESIDES FIGHT THE WAR ON CUPS?

TIP 8



Review other single-use items

Ban the bag! Ditch plastic bags and swap to paper bags. Also, it is estimated that one million plastic bottles are bought every minute globally. Encourage customers to BYO water bottles and offer to refill their bottle for free, or ask for a gold coin donation. [Download our free water refills poster.](#)

Straws seriously suck!

Swap those nasty plastic straws to paper or reusable bamboo or metal straws. Take them off the counter and only give these on request.

TIP 9

Reduce your food & cardboard waste

In terms of weight, food waste fills approx 60% of the bin in an average cafe and 18% of paper/cardboard, which is all sent to landfill. Setup a compost bin and/or worm farm or a Bokashi bin for indoors. Turn your food scraps into compost & worm-juice for your cafe garden, or offer it back to your customers or local gardening groups. Some councils let you add food scraps to the green waste bin so it is worth checking with them.

TIP 10

Review your suppliers

Look to buy items in bulk to reduce packaging. Could you plumb in a milk bladder to save energy costs from opening a fridge continuously throughout the day? Ask your suppliers if they can refill any items, or take back empty packaging. Support local suppliers and reduce your carbon footprint.

TIP 11

Get support from the council

Responsible Cafes does not charge cafes for joining. Instead, we partner with local government to provide cafes with the resources they need to be part of our initiative. Check [our website](#) to see if your council supports us - if they do they can provide you with free posters and stickers! If not, then you can contact them and ask them to jump on board.

TIP 12

Speak to your locals and get their feedback

We know running a cafe is busy and hard work, but if you can, take the time to connect with your community. Celebrate the positive changes you are making to your business to be more responsible and explain why. Your customers will think you are great and will want to support you all the more for your brilliant efforts. Hopefully they will make changes to their own habits too.

CAN'T AFFORD A DISCOUNT JUST YET? HERE ARE SOME OTHER IDEAS YOU CAN DO TO HELP THE WAR ON WASTE:

Welcome people who bring their own cup and make them feel special for doing so by simply giving them a high five!

Offer an extra loyalty stamp instead of a discount



Exchange a bucket of rubbish for a free hot drink (in a reusable only of course!)

