



**23.5 Degrees<sup>o</sup>**

Unit 3 Hedge End Retail Park  
Charles Watts Way  
Hedge End  
Southampton  
SO30 4RT

# Litter Management Policy for Drive Thru stores

Site: Barnsley Doncaster Road

## Introduction

The cleanliness of our stores is paramount. Litter is unsightly, unhygienic and upsetting to local residents, and can deter customers and damage our relationship with local people. That's why every store has a litter-picking programme to minimise litter in its grounds and in the wider community.

The management of the restaurant will be responsible for routinely reviewing and updating the litter plan, and will record litter patrols as set out below.

These initial steps should be undertaken before the restaurant first opens, and then reviewed on a weekly basis for the first four weeks, and then reviewed every six months or sooner if necessary.

The following plan is a guide for store managers

**Step 1** – To get to know the area around the store managers should walk local roads, footpaths, the car park and the area surrounding the car park etc. at different times of the day and evening.

**Step 2** – Assess the arrangements needed to prevent a build-up of litter. Observe where Starbucks litter is being left and the periods when it builds up. A minimum of

100 metres in all directions around the store should be assessed.

**Step 3 –**

Plan and document the litter patrol route and frequency etc. i.e. the Litter Patrol Plan. The Litter Patrol Plan should clearly identify the route and frequency of patrols. A simple map of the litter patrol area, showing the route, should be produced for easy reference for partners.

**Step 4 –** Schedule sufficient partners, detailing times and partners in charge of the litter patrol on the deployment sheet. Communicate clearly the requirements of the litter patrol. Provide the necessary equipment to carry out the patrols.

**Step 5 –** Review the Litter Patrol Plan every 6 months or sooner if there is a major change which may affect litter build-up. For new restaurants review the plan weekly for the first four weeks of trading.

## **Litter Patrol Standards**

### **In daylight hours**

We collect all litter in the immediate vicinity of the store. Our partners also conduct regular patrols for Starbucks litter in the areas surrounding the store, and up to 100m in some cases following DEFRA guidance. The scope and distance of the litter pick is agreed for each store. For team safety reasons, we don't enter private property and the Council removes litter on the roads. Our litter pickers also check our bins and replace the liners as needed. The patrols should be flexible to meet the needs of your neighbours and of special events.

### **After dark**

Partner safety is very important to us, but people still litter after dark. Our litter picking after dark focuses on well-lit areas that are easily visible from the customer areas at the front of the store. Partners don't have to carry out the task if they don't feel able to do so safely. Our partners members wear high visibility jackets as they conduct litter picking after dark.

### **Frequency**

The frequency and extent of litter patrols will be determined by the management assessment, typically 3 per day or 1 per shift. The most effective times for these patrols will be determined by the management assessment.

### **Litter-picking method**

We use a litter grabber to collect litter and place it into a plastic bag for disposal. We collect any litter within the immediate vicinity of the restaurant, and only Starbucks litter from a greater distance.