

Standard Operating Procedure for Eco Fest Zero Waste Station

Dear volunteers,

Thank you for making the invisible visible. Waste reduction, recycling, and composting often happen behind the scenes, but your presence brings these efforts into the public eye.

You don't need a degree in waste management to be successful. Curiosity, patience, and enthusiasm matter far more. By engaging with visitors, you create visibility of waste sorting, helping more materials find their way to recycling and composting instead of the landfill.

Visibility creates awareness, and awareness inspires action.

Remember, every conversation you start with our visitors is an act of education.

Let the good work commence!

For each shift please bring:

1. A water bottle to stay hydrated.
2. Sunscreen/hat. Dress prepared for the weather that day.
3. Snacks, or money to purchase a meal if needed.
4. Comfortable shoes.

We provide:

1. Compostable gloves
2. Apron

Expect that:

1. Food waste can be messy, but we will work as a team.
2. Some visitors will know exactly what to do. Others may have questions.
3. We will provide training that will help you make the correct choices with sorting, but at times you may receive items you are unsure of. Check with the other staff, but if you can't determine with certainty remember: **when in doubt, throw it out.**

When you arrive for your shift:

1. Sign in on the sign in sheet, then check in with a staff member
2. Put on gloves + apron
3. Familiarize yourself with the station environment and tools
 - a. Containers receive waste
 - b. Sorted waste goes to the compostable waste bin, recyclable bin, trash bin, and rinse station, respectively
 - c. Established & trained staff are responsible for: fill water pumps, dump liquid waste bucket, empty big bin, transport trash bag and uncertain waste items
4. Take training from a staff member, or
5. If you are already trained, proceed to basic workflow:
 - a. Receive waste from visitors:

Type of visitor reaction	Recommended interaction	Notes
Knows what to do and rush to leave	Take over the items and say “Thank you we’ll sort them out.”, if they have obviously recyclable or compostable items, shout out “it’s recyclable/compostable, thank you.”	
Hesitant and confused	Confirm they’re at the right place, e.g., “we take care of the waste, this is compostable/recyclable, thank you.”	
Curious and wanted to talk	Explain we compost and recycle waste from the event and why it’s important	

b. Common waste:

Waste items	Type	Check the mark on the body or bottom	Action
Beverage containers	Plastic	PP, PET, PETE etc.	Rinse and recycle
	Plant-based	PLA (polylactic acid) or Commercially compostable	Rinse and compost
	Paper	Commercially compostable	Compost
	Paper with plastic film (shiny and smooth surface)	Usually PE or NA	Trash
Food containers	Food inside the container	NA	Compost
	Paper with plastic film (shiny and smooth surface)	Usually PE or NA	Trash
Utensils	Plant-based	PLA (polylactic acid) or Commercially compostable	Compost
	Plastic	PP, PET, PETE etc.	Trash
Napkins	Unused in the utensil wrap	Paper	Keep clean ones to wipe off plastic sauce

Napkins			containers before use. Used ones go to compost
	Used	Paper	Compost

- c. Notify the staff member to help empty the liquid waste, big trash bin, and identify uncertain waste
- d. Collect waste from the vendors, as requested.
- e. Assist the staff member in weighing the trash bins, respectively, as requested.