




# WASH AGAINST WASTE

HOW TO RUN A DISHWASHING SYSTEM  
AT FESTIVALS AND EVENTS

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*Restaurants do it, cafés do it,  
you even do it at home.  
It's time to start doing it at festivals.*

# INTRODUCTION

Single-use eating and drinking utensils are the biggest source of waste at most festivals and community events.

Cutlery, containers and straws are used for just a few minutes and mostly ends up in landfill because they cannot be processed at local recycling facilities.

The introduction of reusable eating and drinking utensils can eliminate this waste stream (and the associated litter) from your next event. Several factors need to be considered and planned:

- Meeting the specific utensil requirements of the event's food and drink vendors
- Collecting dirty utensils from event patrons
- Cleaning and sanitising utensils in accordance with Australian food safety standards
- Restocking vendors with clean and sanitised utensils over the course of the event
- Quantifying how many single-use items were avoided.

This step-by-step guide has been developed to assist event organisers in the delivery of a Wash Against Waste system that meets *food safety standards*, is *practical for vendors* and *supported by event attendees*.



# WASH AGAINST WASTE TRAILERS AND ALTERNATIVE MODELS

Wash Against Waste is not a new concept in Australia. Over the past decade, a number of pioneering environmental groups have built Wash Against Waste trailers to support the reduction of single-use eating utensils at their local community events. These 'mobile kitchen sinks' are ideal for events, usually smaller in scale, where hand-washing of utensils can keep up with the vendors' food and drink sales.

As interest in waste-wise events grow, it is anticipated that more events around Australia will seek access to Wash Against Waste trailers with mechanical washing facilities that can cater to events of all sizes.

Such larger-scale facilities are not yet widely available so this guide is based on an alternate / interim Wash Against Waste model - engaging local event caterers to supply the utensils, staff and washing up equipment. This approach is well suited to larger events and, if it is supported by multiple events in a region, could demonstrate a need to invest in a Wash against Waste trailer.



Photo courtesy of Wash Against Waste Margaret River.

## CASE STUDY EXCERPT – CAIRNS ECOFIESTA

Cairns Ecofiesta, the annual sustainable living festival for Far North Queensland, has run a Wash Against Waste system for its food and drink vendors since 2018. The one-day event is attended by more than 10,000 people and serviced by a dozen food and drink vendors. Wash Against Waste has reduced event waste by more than 80% and virtually eliminated litter from the event site - the Cairns Cruise Liner Terminal.

See **Appendix 1** – Cairns Ecofiesta Case Study for more information or email [sustainability@cairns.qld.gov.au](mailto:sustainability@cairns.qld.gov.au)

# #choosetoreuse



PLEASE RETURN

## EATING & DRINKING UTENSILS

TO THE DISHWASH MARQUEE, LOCATED IN THE FOOD AREA

THANK YOU FOR PLAYING YOUR PART IN THIS WASTE AVOIDANCE INITIATIVE



# QUICK REFERENCE GUIDE

Running a Wash Against Waste system at your next event can eliminate waste and litter from single-use eating and drinking utensils. It is one of the most effective ways you can make your event more environmentally friendly.

Here's how:

- 1. Appoint a Wash Against Waste Supervisor (e.g. from within your event delivery team)**
- 2. Recruit food and drink vendors based on their willingness to participate**  
Appendix 2 – Vendor FAQs  
Appendix 3 – Vendor Application Form
- 3. Select a local event or catering business to supply utensils, equipment and staff**  
Appendix 4 – Utensil and equipment requirements
- 4. Consult with your local Council's Environmental Health Officers to create a site plan and work procedure that meets food safety standards**  
Appendix 5 – Site Plan  
Appendix 6 – Work procedure and risk register
- 5. Set up Wash Against Waste as part of event bump-in**  
Appendix 7 – Site signage
- 6. Deliver staff and vendor briefings for final run-through of individual roles**  
Appendix 6 – Work procedure and risk register
- 7. Supervise delivery of Wash Against Waste for the duration of the event**
- 8. Collect data on the quantity of single-use waste avoided after the event**  
Appendix 8 – Data collection form





# EVENT PLANNING

Ideally, planning for a Wash Against Waste dishwashing system should start at least two months before the event. This lead-time will allow you to plan and execute:

- Vendor engagement
- Equipment and staff hire
- Creation of plans and procedures to address Food Safety Standards

## EVENT BUDGET

Indicative costs for 100% of utensil hire, wages and site infrastructure are:

Small events (<1,000 attendees)	\$1,000 to \$1,500
Medium events (1000 - 5000 attendees)	\$1,500 to \$2,500
Large events (>5000 attendees)	\$2,500 to \$3,500

To manage the impact on your event budget you can:

- incorporate these costs into vendor site fees;
- obtain multiple quotes from suppliers to negotiate the best deal;
- seek sponsorship from local waste management companies; and
- recruit volunteer labour from local environment / community groups.

## VENDOR ENGAGEMENT

Most mobile food and drink vendors are highly adaptable but require sufficient lead-time and clear communication to embrace the Wash Against Waste concept.


Email local food and drink vendors who might be interested in attending the event with information introducing the Wash Against Waste concept (Refer to **Appendix 2** – Vendor FAQs). Invite them to submit a vendor application form such as the one provided in **Appendix 3**.

If you do not have a vendor contact list, ask your local business chamber, council or market coordinator if they can provide you with contact details for local food and drink vendors.

## SOURCING UTENSILS AND STAFF

Local catering businesses are a good starting point for the hire of utensils and staff. Typically, they have the equipment, labour and expertise to manage Wash Against Waste at events. The caterers however, might not have provided a stand-alone washing service before. You will need to give them as much detail as possible regarding crowd size, event duration and vendor numbers to assist with the preparation of the initial quote for the hire of utensils, equipment and staff. Refer to **Appendix 4** for indicative utensil quantities for small, medium and large scale event.





*Event caterers run dishwashing systems for large weddings and parties, so consider outsourcing to the professionals.*

## CLEANING AND SANITISING OPTIONS

Australian food safety standards require food businesses to clean and sanitise reusable eating and drinking utensils in accordance with Food Standards Australia Guidelines for Cleaning and Sanitising Surfaces and Utensils, which are summarised in the Food Standards Australia Fact Sheet – Cleaning and Sanitising.

### **Small events:**

Handwashing with sanitiser spray bottles and double sinks can be an acceptable cleaning and sanitising method for events with fewer than 1000 people and three vendors. However this method of cleaning and sanitising is very labour intensive and will typically involve a 'drying stage', resulting in the need for a larger quantity of utensils. To avoid the time consuming drying stage (and chemical sanitisers), consider cleaning and sanitising utensils with a commercial-grade dishwasher regardless of event size.

### **Medium to large events:**

Consider the use of a commercial-grade dishwasher that is cleaned and serviced regularly for events with more than 1000 people. The very high water temperature reduces the need for sanitising chemicals and results in dry dishes at the end of the wash cycle. If this equipment is not available on-site, or able to be set up on the site, engage the help of your catering contractor to identify a nearby premises where you can access a commercial-grade dishwasher.

### **Wastewater disposal:**

If rinsing or washing on site, ensure responsible wastewater disposal is included in the site plan and assessed by the local council as part of your engagement with the local council's Environmental Health Officers.

**Sanitising** is a process that destroys microorganisms, reducing the numbers present on a surface to a safe level. This is usually achieved by the use of both heat and water, or by specific sanitising chemicals (detergents are generally not sanitisers). Cleaning will remove visible contamination from surfaces like food waste, grease and dirt, but the cleaning process will not destroy microorganisms.

## SITE PLAN AND WORK PROCEDURES

Refer to **Appendix 5** for a Wash Against Waste example Site Plan.

Refer to **Appendix 6** for a Wash Against Waste example Work Procedure.

## CONSULT WITH YOUR COUNCIL'S ENVIRONMENTAL HEALTH OFFICERS

Once you have selected your Wash Against Waste contractor (e.g. local event catering company) and agreed on a suitable cleaning and sanitising method for the reusable eating and drinking utensils, seek feedback from your local council's Environmental Health Officers. Engaging them in the process ensures expert advice on food safety requirements of cleaning and sanitising eating and drinking utensils.

## UTENSIL CONTINGENCY

Short term supply shortages can occur when all the stock of a particular utensil is either in use or being washed.

A simple contingency measure is to let vendors know they can continue to serve, using their own compostable, single-use utensils until reusable stock becomes available again. This ensures that vendors do not lose sales as a result of any short-term supply shortages of the reusable utensils.

## BYO CONTAINERS

There is no restriction on vendors serving food or drink in a customer's own container, however it is important that the vendor has a process in place to ensure the containers are suitable. Suitable containers are made from food grade materials and not dirty, chipped, broken, or cracked. Vendors must ensure serving utensils do not come into contact with the customer's container. This ensures that any unsanitised containers do not have the potential to contaminate the vendor's batch of food which is available for wider consumption.

## STAFF LEVELS AND BRIEFINGS

Paid staff, volunteers or a combination can be used to staff a Wash Against Waste system.

Wash Against Waste staff and volunteers must have a clear understanding of their role in the team and workplace health and safety requirements. See **Appendix 6** for an example a Work Procedure and Risk Register.

For events that run longer than six hours, create a staff roster where shifts overlap at meal times. This ensures maximum staff levels during peak times.

## INFRASTRUCTURE AND EQUIPMENT

The common features of a well-designed Wash Against Waste system are:

### A dining precinct

Co-locating food and drink vendors is the most efficient way to re-stock utensils, respond to vendors and restrict public access to back-of-house storage areas.

Convenient dish return areas make it easy for event patrons to return their dishes by placing your dish return areas close to the food and drink vendor precinct. For small events, a single dish-return area is suitable. For larger events, place additional dish-return areas adjacent to waste and recycling bins across the event site. This provides event attendees with a convenient 'one-stop-shop' for disposal of waste, recyclables and return of their used meal-time utensils.

### Clean dish storage

Covered tables located back-of-house (i.e. no public access) in the food precinct enable food vendors to grab the utensils they need easily. This also makes it easy for dish-wash staff to restock the clean dish bays regularly without disrupting vendor operations.

### Effective communication with attendees

Use signage, MC notes and highly visible dish-return areas to ensure event attendees know where to take their dirty dishes.

A detailed utensil, infrastructure and equipment list is provided in **Appendix 4**.

## GAIN ATTENDEE COMMITMENT

Make use of signage, stage announcements and pre-event promotional material to let event attendees know that Wash Against Waste is operating at the event.

Key points to communicate include:

- This is a waste-wise event
- The locations to return your dirty dishes



## MEASURING SUCCESS

When planning your Wash Against Waste system, give some thought to the measurement of outcomes, such as:

### Number of single-use items avoided

Keep a tally of the number of dirty plates, bowls and cups being stacked in the dish return area throughout the day. Refer to **Appendix 8** for an example tally sheet. Staff working in the dirty dish return area are best placed to record this data.

### Attendee feedback

Encourage attendees to post on social media using the hashtag #choosetoreuse

### Vendor feedback

Seek verbal feedback from vendors during event bump-out and follow up with a vendor evaluation survey as soon as possible after the event

### Additional indicators

Total event waste and litter can be considered as additional measures of success, particularly if baseline information is available from previous events.

Use this information to identify how the system can be improved for next time and promote the outcomes via local media or for future funding opportunities.

## EVENT BUMP-IN

The majority of the infrastructure and equipment can be set up before food and drink vendors arrive on site.

Fit out the dirty dish return marquee with necessary equipment. Refer to **Appendix 4** for example utensil and equipment list.

Once vendors have set up, you can complete the bump-in by setting up the clean dish storage bays in the back-of-house areas and stocking them in accordance with each vendor's utensil list.

Use this time to talk with each vendor, reinforcing their role in the Wash Against Waste, which will have been communicated to them before the event by email and telephone.

This is also the time to induct staff and volunteers onto the site to ensure site-specific risks (e.g. trip hazards) are communicated, assessed and managed.



*Set up one clean dish station for every two vendors and attach their utensil list to the table so you are stocking the right utensils for each vendor*

## DURING THE EVENT

During the event, the role of the **Wash Against Waste Supervisor** is to:

- Monitor staff to ensure they are performing their roles safely, and implement corrective actions as necessary.
- Monitor and re-stock each vendor's utensil requirements. This role can be delegated if necessary.
- Liaise with washing-up staff to prioritise utensils in high demand.
- Ensure back-of-house vendor areas are not accessible to members of the public.
- Ensure staff change-overs (as per staffing roster) are occurring smoothly.
- Ensure staff are responding quickly to any crockery breakages by deploying signage and making the area clean and safe again immediately.
- Where possible, take photos of people being served their meal on reusable plates, the dish-wash staff and any other images that tell the story of your waste-wise event.
- To help measure waste avoidance outcomes, ensure that plate, bowl and cup tallies are being kept at either the dish-return or washing up stage of the process.

During the event, the role of **staff and volunteers** is to:

- Follow the work procedure and associated training
- Remember they are the public face of the initiative so it is important to be positive and energetic
- Report any incidents, accidents or vendor concerns to the supervisor.



*Good planning will pay off when the meal-time rush is in full swing*



## AFTER THE EVENT

After the event the reason for making the switch to reusable eating and drinking utensils becomes clear. The bins will not be overflowing and the site will be virtually free from litter.

### It is important that you:

- Thank staff, volunteers and vendors for playing their part.
- Seek feedback from staff, vendors and the utensil supplier on what worked and what could be done better. Let everyone know they will have the opportunity to provide formal feedback via email in the coming days.
- Collect the tally sheets to calculate how many single-use items were avoided.
- Pick up and photograph event litter to record the number and type of litter items.
- Promote how many single-use items were avoided in your post-event press release.

## APPENDIX I: CAIRNS ECOFIESTA CASE STUDY

At the first Cairns Ecofiesta in 2015, organisers required all food and drink vendors to use certified compostable eating and drinking utensils to avoid the unnecessary use of single-use plastic items.

But at Ecofiesta 2017, crowd numbers grew to more than 10,000 people, resulting in bins overflowing with single-use paper plates and wooden cutlery. The event organiser, Cairns Regional Council, knew this single-use waste had to be avoided and saw an opportunity to introduce the Wash Against Waste concept to the region.

With no access to a local Wash Against Waste trailer, Council consulted with mobile food and drink vendors, catering businesses and its own Environmental Health Officers to create a Wash Against Waste system consisting of a site plan, equipment list, work procedure and attendee engagement, all of which appear in this Wash Against Waste guide.

A local catering company was contracted to deliver the Wash Against Waste system, supervised by an Ecofiesta team member. It was rolled out at Ecofiesta 2018, passing with flying colours despite being put to the test by a crowd in excess of 12,000 people. Planning was a key to success; consideration was given to food safety standards, strong vendor engagement and prolific attendee communications. Waste generation in 2018 was reduced by 80% when compared with 2017 levels. In 2017, event litter was predominantly single-use eating and drinking utensils and filled a single 240L wheelie bin. In 2018, there were fewer than 30 pieces of litter collected from the entire event site.

At Ecofiesta 2019, Wash Against Waste was delivered with similar outcomes and event organisers are looking forward to delivering this simple, yet very effective waste avoidance initiative in 2020 and beyond.





## APPENDIX 2: FREQUENTLY ASKED QUESTIONS

Adapt and distribute these FAQs with your vendor application form.

**Q Am I required to participate in the Wash Against Waste system?**

**A** Yes. Your attendance is conditional upon your participation in this waste avoidance initiative.

**Q Will I have to pay extra?**

**A** No. You already pay an attendance fee and these funds will go toward equipment hire and staff wages to run the system.

**Q What will I be expected to do?**

**A** You will be expected to serve your food and beverages on the crockery and cutlery supplied to you and to remind your customers to take their dirty dishes to the return points so they can be washed and reused.

**Q Will I have to supply my own crockery and cutlery?**

**A** No. Event organisers will supply a range of crockery and cutlery to you throughout the day, as per your pre-arranged requirements.

**Q What sort of reusable cutlery and crockery will be available?**

**A** Dinner plates, snack plates, soup bowls, cold drink cups, hot drink cups, forks and spoons. Please nominate your requirements in the vendor application form and contact event organisers to discuss additional requirements or menu alterations to suit your needs.

**Q What happens if I run out of reusable cutlery or crockery?**

**A** As a contingency, you can serve meals or drinks with your own single-use utensils, provided they are made from certified compostable materials (e.g. paper, wood, bamboo, sugar cane pulp). When reusable dishes become available you must then switch back to these.

**Q Can I sell bottled water and soft drinks?**

**A** The sale of bottled water is by prior-approval only. Please make the request via your vendor application form. Cans of drink can be sold, however soft drinks in plastic bottles are not permitted. This is because recycling aluminium cans is currently more viable than recycling plastic bottles.

**Q Who do I contact on the day if I have a problem?**

**A** The Wash Against Waste Supervisor will introduce themselves as part of your event bump-in and be available throughout the day to respond to any issues.

**Q How will the dishes be washed?**

**A** To meet cleaning and sanitising requirements, dishes will be either washed in a commercial dish-washer or hand-washed in accordance with Food Standards Australia Guidelines for Cleaning and Sanitising Surfaces and Utensils.

**Q Why go to so much effort when most vendors are already using biodegradable or compostable utensils?**

**A** Because avoiding single-use products altogether is the best way to minimise event waste and litter.

## APPENDIX 3: VENDOR APPLICATION FORM

Adapt and distribute this sample vendor application form to identify mobile food and drink vendors who are interested in attending the event and participating in the Wash Against Waste system.

Applicant Details								
Business Name:								
Contact Name:								
Email:				Phone:				
Type of mobile food / drink premises (please tick)								
Caravan		Trailer		Marquee		Other		
Total area of food or drink stall (m <sup>2</sup> )								
Water requirement (please tick)								
None		Intermittent use of tap				Other		
Power requirement (please tick) <i>Note: generators and gas bottles are not to be used on-site without prior approval</i>								
10 amp		15 amp		Other				
Proposed menu <i>Note: Vendors with healthy eating, minimal packaging options preferred</i>								
Pre-packaged drinks (please tick) <i>Note: the sale of bottled water and drinks in plastic bottles are by prior approval only</i>								
Bottled Water		Bottled Soft Drinks		Canned Soft Drinks		Other (Please list)		
To be considered as an event vendor, you must agree to the following							Agree	Disagree
I will use the crockery and cutlery supplied to me by event organisers								
I will not distribute any single-use plastics including plates, bowls, containers, cutlery, hot cups, cold cups, bags, sachets (e.g. sauce packets), straws, balloons or polystyrene.								
I will only use my own supply of certified compostable food and beverage containers if the reusable options supplied to me by event organisers are unavailable at that time.								
I will recycle used cooking oils post-event, at my own expense.								
I will dispose of wastewater in accordance with local requirements, e.g. not into stormwater drains or gardens								
I will only use the vendor- designated bins for disposal of my waste and recyclables								
I acknowledge that failure to adhere to these conditions may result in being ineligible to be a vendor at future events								
Cutlery and Crockery Options <i>Tick which items you require to serve your customers</i>								
Dinner plates (approx. 25cm diameter)				Forks				
Snack plates (approx. 15cm diameter)				Tablespoons				
Soup bowls (approx. 500ml)				Teaspoons				
Cold drink cups (approx. 470ml)				Other (Please list)				
Hot drink cup (355ml)								
Standard approvals								
I have attached a current Queensland Food License								
I have attached a current Certificate of Currency for Public Liability Insurance for a value exceeding \$20,000,000								
Signature:				Date:				

## APPENDIX 4: UTENSILS AND EQUIPMENT REQUIREMENTS

This indicative list identifies the likely utensil, infrastructure and equipment requirements for a Wash Against Waste system.

Utensil Type	1-4 Vendors	5-8 Vendors	9+ Vendors
Large Plate (25cm)	100	200	400
Small Plate (15cm)	100	200	400
Large Bowl (400ml)	50	100	200
Cold Drink Cup (470ml)	100	200	400
Hot Drink Cup (355ml)	100	200	400
Forks	100	200	400
Large Spoons	50	100	200
Small Spoons	100	200	400

\*Note: These utensil quantities are indicative in nature. Prior to the event, refine utensil types and quantities based on the information provided by vendors in their application forms.

### Dirty Dishes Return Area

- 3m x 3m marquee (or 6m x 3m marquee if hand-washing on site)
- Trestle tables x 3 (or x 6 if hand-washing on site)
- Hand-wash facilities: soap, water container (or hand-wash basin) and single-use hand-towels (i.e. tea-towels are not suitable for this task)
- Bin station: a waste bin, a recycle bin and a compost bin (optional)
- Scrapers and rinse tubs: for scraping and rinsing utensils prior to washing
- Waste-water disposal: appropriate storage / disposal option for your rinse water
- Breakage kit: 2 stiff bristle outdoor broom, dustpan, 2 A-frame signs marked 'cleaning in progress'
- Trolley for dirty dishes, clearly marked with red tape so it is not mixed up with the clean trolley
- Valance signage clearly showing the marquee as the dirty dish return area

### Dishwashing Area – Washing By Hand

- 6m x 3m marquee with floor and walls – if using on-site cleaning and sanitising
- Trestle tables x 6
- Large double-sinks or tubs
- Waste-water disposal: appropriate storage / disposal options for your rinse / wash water
- Drying racks in a fully enclosed area

Note: If hand-washing, access the local Wash Against Waste trailer where possible.

### Dishwashing Area – Mechanical Washing

- Commercial dishwasher and associated equipment
- Clean dish trolley for resupply of utensils to clean dish storage area and vendor clean dish bays

### Site Signage

- 1 x point of sale signage for each vendor, communicating where customers must take their dirty dishes
- Minimum of 6 x corflute signs (600mm x 800mm) for display in the dining precinct and across the event site, communicating where customers are to take their dirty dishes

### Clean Dish Storage Area

- 3m x 3m marquee with four walls and a floor
- Trestle tables x 3
- Hand-wash facilities: soap, water container (or hand-wash basin) and paper hand towels
- Trolley to transport clean dishes between central storage and vendor clean dish bays - clearly marked with green tape so it is not mixed up with the dirty trolley

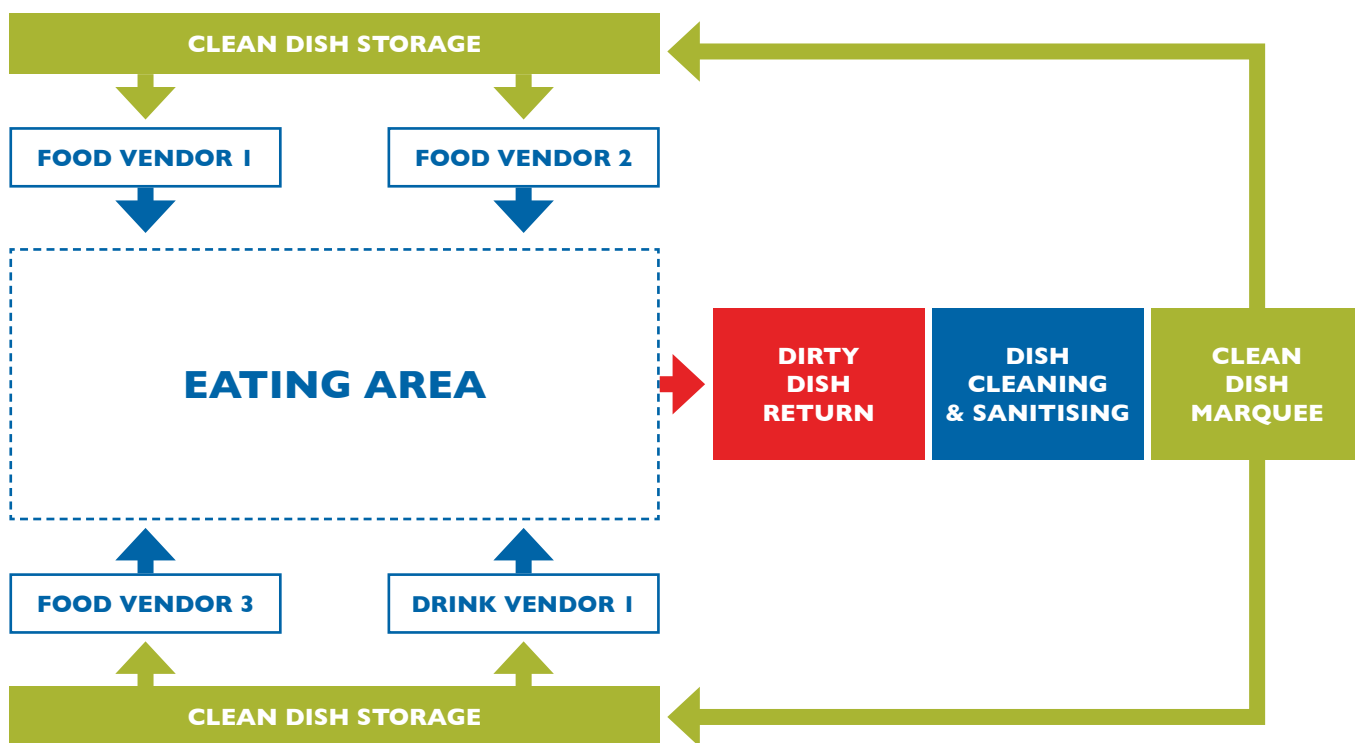
### Vendors' Clean Dish Storage Bays

- 1 x trestle table for every two vendors, covered with table cloths
- Itemised utensil lists for each vendor's table
- Fencing/barricades and signage to prevent patrons accessing the back-of-house area

## APPENDIX 5: SITE PLAN

This generic site plan is best read in conjunction with the Infrastructure and Equipment section. It has been produced to highlight the key features that event organisers should consider when developing a site plan that is specific to their event site.

Figure: Wash Against Waste generic site plan



\* Clean dish storage must be fully enclosed (e.g. a catering trolley with a cover or marquee with floor and walls) and not accessible by members of the public.

\*\* Cleaning and sanitising can be done manually (e.g. spray bottle and sinks), or using dishwashers or other specialised equipment, depending on the size and number of items to be cleaned and sanitised. For more information refer to the Food Standards Australia Guidelines for Cleaning and Sanitising Surfaces and Utensils.

## APPENDIX 6: WORK PROCEDURE AND RISK REGISTER

This example work procedure addresses a number of generic health and safety risks for dish washing at festivals and events. It should only be used as a general guide only. An event specific work procedure is recommended in consultation with the local council's Environmental Health Officers.

### WORK PROCEDURE

(EXAMPLE ONLY)

#### PURPOSE

To eliminate single-use eating and drinking utensils at festivals and events by implementing a food safe compliant, dish-wash system for crockery and cutlery.

#### SKILL REQUIREMENTS

- Knowledge of food safety (essential)
- High level of personal hygiene (essential)
- Ability to follow instructions (essential)
- Ability to work alone or in a team (essential)
- Medium level of fitness (essential)
- Manual handling and correct lifting techniques (essential)
- Experience in the food service industry (desirable)

#### PERSONAL PROTECTIVE EQUIPMENT

- Fully enclosed shoes
- Long pants and sleeves
- Sun-smart hat (for events held outdoors during daylight hours)
- Rubber gloves

#### TASKS BY ROLE

##### Supervisor tasks (1 person)

- Staff briefings on work procedure and site safety
- Vendor support and problem solving
- Infrastructure bump-in and equipment set up
- Supervision of data capture (i.e. dirty utensil tally) by Collection Staff
- Staff supervision
- Attend to any broken crockery or utensils

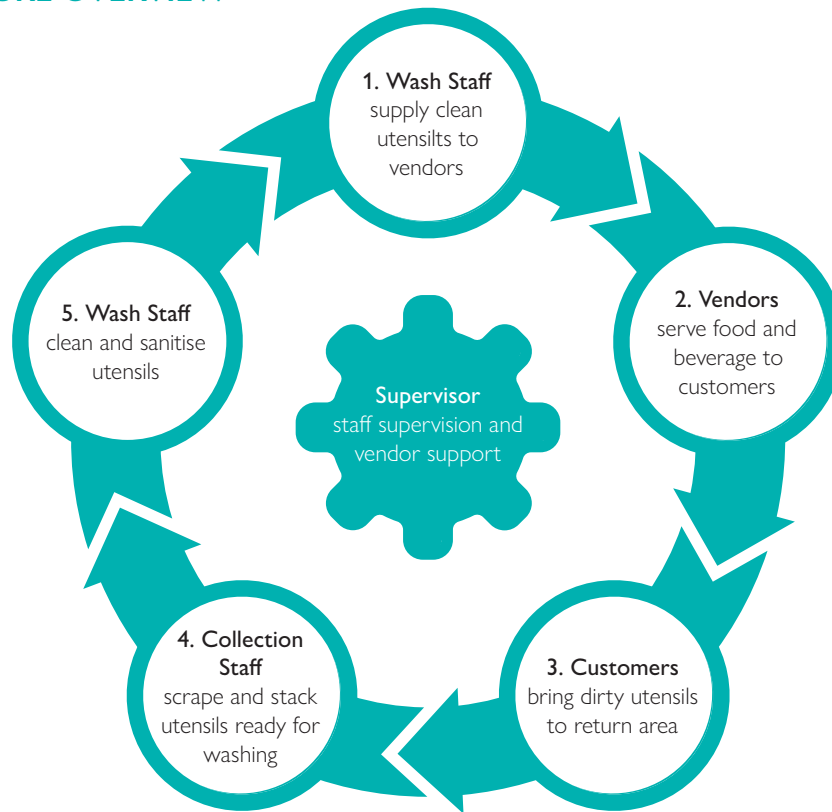
##### Collection Staff tasks (1-3 people)

- Receiving attendees' dirty utensils at the main return area
- Collecting dirty utensils from the secondary return areas (if in use)
- Scraping and stacking utensils in the main return areas, ready for Wash Staff
- Keeping return areas clean
- Keeping a tally of dirty plates, bowls and cups to quantify how many single-use utensils were avoided

##### Wash Staff tasks (1-3 people)

- Transport dirty utensils from main return area to washing-up station
- Clean and sanitise utensils in accordance with Food Standards Australia Guidelines for Cleaning and Sanitising Surfaces and Utensils
- Return clean and sanitise utensils to vendors

## WORK PROCEDURE OVERVIEW



## GENERAL INFORMATION – ALL STAFF

### Eating utensil hygiene

This is the number one priority for Wash Against Waste staff. Reusable eating utensils have the potential to be a vector for illness and food contamination if not cleaned, sanitized and stored correctly.

### No sick staff

All people actively involved in the dish-washing and reuse system must be free from transmissible illness (e.g. cold, flu or diarrhoea) for at least seven days prior to the event.

### Clean dish area

Prior to entering the clean dish area, staff are required to thoroughly wash their hands using the facilities provided. At no time are dirty eating utensils or associated equipment (e.g. dirty dish trolley) to enter the clean dish area.

### Dirty dish area

Upon leaving the dirty dish area, staff are to wash their hands thoroughly using the facilities provided. At no time are clean eating utensils or associated equipment (e.g. clean dish trolley) to enter the dirty area.

### Green = Clean

The clean dish area and all associated equipment are clearly marked with green colour-coding as a visual cue to reduce the risk of contamination from the Dirty Dish equipment.

### Red = Dirty

The dirty dish area and all associated equipment, are clearly marked with red colour-coding as a visual cue to reduce the risk of contaminating the Clean Dish equipment.

### Clean dish catering trolleys

Covers are to be used at all times on the Clean Dish Trolleys to prevent contamination of clean utensils.

## RISK REGISTER

This indicative risk register identifies likely health and safety risks associated with dishwashing at festivals and events. Its purpose is to assist event organisers to develop a risk register specific to their event.

Hazard Category	Potential Risk	Risk Rating	Control Measures	Residual Risk Rating
Food Safety	Transmission of illness via dishes / utensils	HIGH	<ul style="list-style-type: none"> <li>• Vetting to ensure no staff/volunteers have had an infectious illness within the past 7 days</li> <li>• Separation of 'clean' and 'dirty' dish areas to prevent any potential for cross-contamination</li> <li>• Separate hand washing facilities for staff in the 'clean' and 'dirty' zones of the dish-wash system</li> <li>• Cleaning and sanitising of dishes and utensils in accordance with Appendix 6 of the Food Standards Code</li> <li>• Review and refinement of the dish-wash system by Council Environmental Health Officers</li> <li>• Food safety practices communicated during staff induction</li> </ul>	LOW
	Transmission of illness via food / vendors	HIGH	<ul style="list-style-type: none"> <li>• Copy of food licence and public liability provided during application process</li> </ul>	LOW
Manual Handling	Staff injury associated with lifting of heavy / awkward objects or incorrect lifting technique	MEDIUM	<ul style="list-style-type: none"> <li>• Manual handling and correct lifting techniques (including 2 person lifts) communicated during staff/volunteer induction</li> <li>• Trolleys provided for transport of dishes</li> <li>• Limit plate stacking to &lt;10</li> </ul>	LOW
Slips, Trips & Falls	Injury associated with tripping / slipping / falling over objects or uneven ground	MEDIUM	<ul style="list-style-type: none"> <li>• Designated pedestrian and staff pathways via site layout</li> <li>• Trip, slip and fall hazards clearly marked and communicated</li> <li>• Ensure designated route for trolleys are clear, level and free from debris</li> </ul>	LOW
Cuts & Splinters	Festival attendee receiving cut / splinter from broken crockery	MEDIUM	<ul style="list-style-type: none"> <li>• Staff/volunteer to attend the scene, deploy a clean-up kit (i.e. broom, dustpan and exclusion signage) and dispose of broken equipment in the waste bin.</li> <li>• Event attendees encouraged by on-site visual and audio cues to take utensils and crockery to the Dirty Dish Area to prevent breakage.</li> <li>• Staff/volunteers monitor site and pick up unattended utensils and crockery</li> </ul>	LOW
Traffic & Loading	Vehicle related injury associated with loading and unloading of crockery and cutlery from vehicles	MEDIUM	<ul style="list-style-type: none"> <li>• Designated parking area for dish-wash vehicle(s)</li> <li>• Vehicle related risks communicated during staff/volunteer induction</li> <li>• Manual handling and correct lifting techniques communicated during staff/volunteer induction</li> </ul>	LOW
Difficult people (including vendors)	Psychological and/ or physical abuse of staff	MEDIUM	<ul style="list-style-type: none"> <li>• Vendor and attendee commitment gained through pre-event communications and on-site visual and audio cues.</li> <li>• Staff/volunteers to remove themselves from the situation and advise supervisor and/or security with 2-way radios</li> <li>• Multiple staff on-site.</li> </ul>	LOW

## APPENDIX 7: SITE SIGNAGE

The following signage has been produced to help guide the production of event specific site signage. To reduce waste and ongoing costs, use durable materials that enable signage reuse at future events.





## APPENDIX 8: DATA COLLECTION SHEET

Data on the quantity of single-use items avoided due to Wash Against Waste is best captured by staff using a simple tally sheet (see example below) at either the main dish return area or the washing up area.

Due to the 1:1 relationship between cutlery and crockery, cutlery does not need to be counted. It can be calculated post-event by totalling cup, plate and bowl use. This data can also be used to inform the vendor fee schedule and utensil quantities for future events.

	Hot Cups	Cold Cups	Large Plates	Small Plates	Bowls
10:00am to 12:00pm	   	                                     	 	                         	 
12:00pm to 2:00pm	             	             	                                     	             	                         
2:00pm to 4:00pm	 	             	             	             	 
4:00pm to 6:00pm	                                     	             	                         	 	             
Subtotal	448	476	420	336	280
Cutlery at 1:1	448 small spoons	476 straws	420 forks	336 forks	280 spoons/ chopsticks
Total/Item	896	952	840	672	560
<b>Total number of single-use items avoided = 3920</b>					

