

Standard Operating Procedures for coffee capsules

Background



For further information please see our Sustainability Ratings Charts and Decision Tree for coffee capsules.

Around 56 billion coffee capsules are consumed globally every single year with **just 30% of these being captured for recycling** by the suppliers that make them. This has given rise to a number of companies that have created compatible pods made from home or industrially compostable alternatives.

Furthermore, there exist **a wide range of solutions to provide coffee in a way that avoids single-serve products** and reduces the negative impacts on the environment and climate, e.g. by offering a cafetiere with coffee grounds provided in sealable glass jars.

For two options we provide guidance what to consider from an operational point of view when providing coffee with a cafetiere or when providing single-use plastic/aluminium capsules.

Steps to consider when providing coffee with a cafetiere

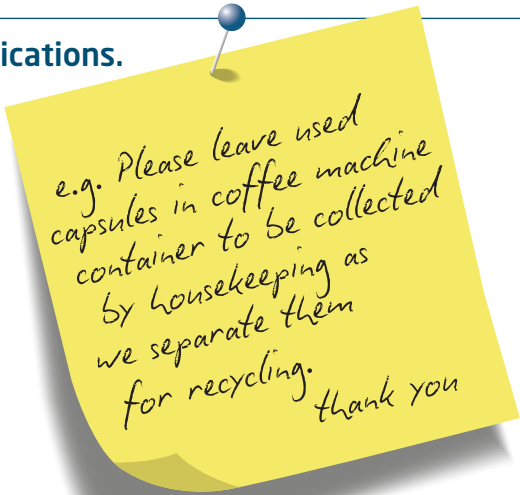
A cafetiere does require some important changes to processes and procedures so that cafetieres and loose coffee are provided hygienically without impacting the guest experience.

- 1 Decide on **suitable size cafetiere** and glass jars for use in guest rooms.
- 2 Choose products that are **dishwasher safe**.
- 3 Check if new containers are required for items to go safely through dishwasher.
- 4 Ensure there is **enough storage space**.
- 5 Ensure used cafetieres in guest rooms are **replaced with clean ones daily**.
- 6 Assign **responsibility** for cafetiere collection (housekeeping or F&B).
- 7 Only refill coffee when necessary, on request or on changeover in order to avoid waste. The coffee jars should be removed and cleaned properly for changeover.
- 8 Refill coffee jars in main kitchen or bar area and assign specific staff to the role.



Steps to consider when providing single-use plastic/aluminium capsules

If your business continues to use aluminium or plastic coffee pods, take steps to ensure that you work with a suitable waste collector who will take responsibility for ensuring they do not end up in landfill or incineration or with a supplier that will enable you to return used coffee pods to them.

- 1 Find a suitable **recycling partner** (waste collector, Nespresso Capsule Drop Off Point - Nespresso shops or a supermarket).
- 2 Check with recycling partner if coffee needs to be removed capsules before going to recycling. If so, **save coffee grounds** to use in gardens or donate to staff so as not to waste them.
- 3 Organise an area where capsules can be stored before being taken to or picked up for recycling.
- 4 Assign **responsibility** for ensuring capsules are collected or taken to a drop off point.
- 5 Ensure housekeeping teams are aware they need to retrieve used capsules from coffee machines.
- 6 Agree how capsules should be stored on housekeeping trolleys (avoid single-use plastic bags).
- 7 Agree **guest communications**.

- 8 Ensure guests have **access to information** (printed or QR code).
- 9 If capsules are collected by a waste disposal company, request receipts for reporting purposes that include weight of waste collected and confirmation of where capsules are taken.

Standard Operating Procedures for coffee capsules



Futouris
Tourism. Together. Sustainable

SUSTOUR



Co-funded
by the COSME programme
of the European Union