

2011 Used Oil/HHW Training and Conference



Laura Golding
Risk Manager, ARM
Orchard Supply Hardware

HHW- A Retailers Perspective

- Just a brief background on OSH.
 - Hardware retailer, all California
 - 89 stores
 - 30K to 40K square feet
 - OSH has been involved with fluorescent tube, CFL, and battery recycling since February 2006



HHW- A Retailers Perspective

- What do you need to succeed?
 - Money and patience – no kidding!
 - Recycling takes money in the form of:
 - payroll dollars to accept and deal with the materials,
 - space,
 - the privilege of paying someone to take the waste (shipping and handling),
 - training,
 - rinse and repeat



HHW- A Retailers Perspective

- You also need some good business partners!
 - Inside of your organization you need the support of upper management and the stores.
 - Pictured next is a typical HazWaste / Universal Waste set up at OSH.
 - Stores like it...everything has a place.
 - Regulators love it!

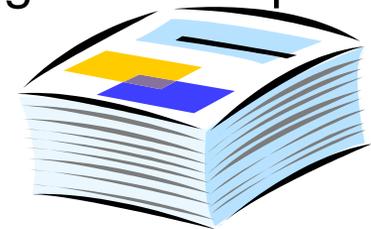


HHW- A Retailers Perspective



HHW- A Retailers Perspective

- Outside of the organization you need people to help make your program as cost effective as possible.
 - Santa Clara County has been able to subsidize our SCC stores since we began working with them in 2006.
 - When we were first faced with the regulation they provided not only the boxes and buckets, but also posters, pamphlets and other materials to educate us and the public.
 - Like most marriages (and I would say this for all our vendor partners) most of the time things run smoothly, but there are times when it takes patience to work through the bumps on both sides of the fence.
 - Vendor changes
 - Store communication
 - Keeping up with the flow of materials



HHW- A Retailers Perspective

Advertising is a blessing and a curse #@%!*

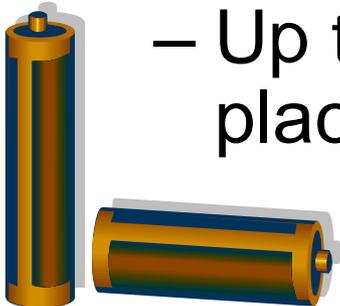
- It is difficult to quantify if taking in the Universal Waste brings in sufficient footsteps to mitigate the expense.
- Where we do not have subsidies, we do not advertise. The bad news is, habits have already been established. The good news is, habits...



HHW- A Retailers Perspective

MDS (Mercury Disposal Systems)

- Sought out subsidies. Currently working on a Take it Back (TIB) partnership with retailers and cities/counties.
- Reduced costs on boxes and pails
 - Plainer and larger containers
 - Shipping (use of OSH trucks)
- Has provided regulatory postings
- Up to date on what is happening in the market place (no more taping, well almost...)



HHW- A Retailers Perspective

- We need to get Universal Waste recycling under control.
 - Manufacturers and Regulators need to level the playing field.
 - The number of items is only going to increase
 - SLO – Mandatory Paint and Thermostat recycling of what you sell or have sold.
 - Parts of Sacramento require bottle, can and paper recycling.



HHW- A Retailers Perspective

What is working...

- RBRC's program – it is free because it is subsidized by the manufacturers. They provide educational materials, the boxes needed for recycling and pay for shipping expense
- Free advertising
- Footsteps to our door
- We get to feel good about being green



What is not...

- Money spent
- Time spent
- Unknown ROI
- Not all retailers participate
- Not all retailers participate to the same level
- Subsidies are not guaranteed and have run out at times



HHW- A Retailers Perspective

What questions?

