

Standard Operating Procedures for coffee capsules

Background

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.

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

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