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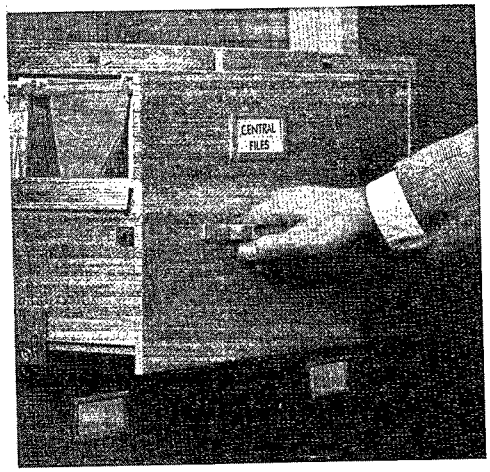
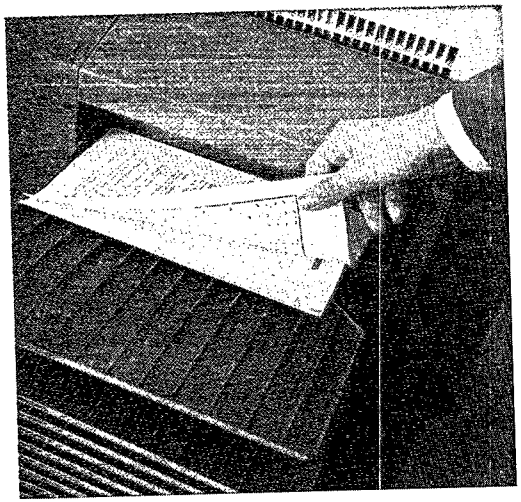
# Waste Prevention Pays Off

## Companies Cut Waste in the Workplace



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# Waste Prevention Pays Off

## Companies Cut Waste in the Workplace

Many businesses across the country are implementing waste prevention strategies with great success. Waste prevention, also known as source reduction, is the design, manufacture, purchase, or use of materials or products to reduce the amount or toxicity of what is thrown out. Unlike recycling, which is used to manage materials that would otherwise become waste, waste prevention methods help create less waste in the first place. Waste prevention also generally avoids the additional energy and resources needed to process materials for recycling.

Producing less waste makes good business sense. Some companies actually have saved millions of dollars a year by implementing a few simple waste prevention measures. By cutting down on the amount and/or toxicity of the waste your business generates, you often can save money, increase productivity, attract customers, and help protect the environment.

While your program will be tailored to your company's unique needs and characteristics, a great deal can be learned from the experiences of other businesses. This booklet describes the successful waste prevention efforts of a large computer firm, a defense contractor, an ice cream company, and a variety of other businesses. Their efforts are

organized according to eight basic waste prevention strategies:

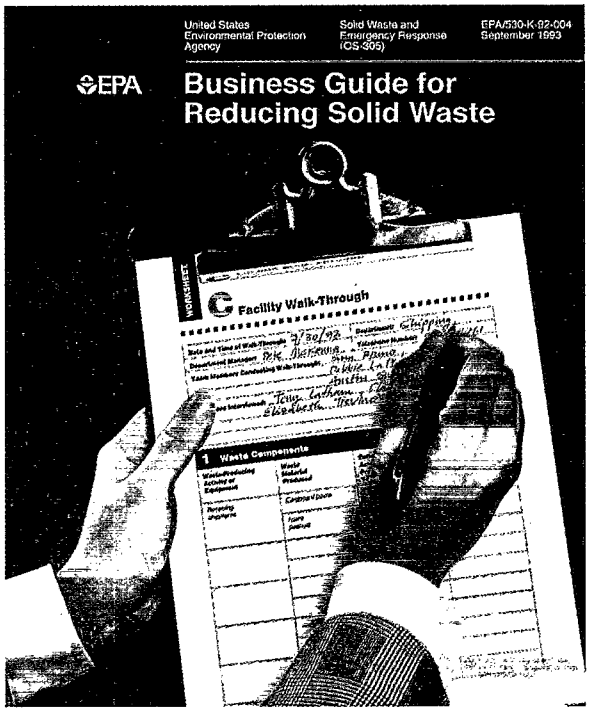
- Using or manufacturing minimal or reusable packaging.
- Using and maintaining durable equipment and supplies.
- Reusing products and supplies.
- Reducing the use of hazardous components.
- Using supplies and materials more efficiently.
- Composting yard trimmings on site.
- Exchanging, selling, or giving away unneeded goods or materials.
- Eliminating unnecessary items.

## Benefits of Waste Prevention for Businesses

**There are many environmental benefits from waste prevention. Avoiding waste slows the depletion of natural resources, conserves valuable landfill space, and cuts down on the pollution associated with the manufacture of certain products. In addition, waste prevention offers businesses further advantages, including:**

- **Economic advantages.** Potential economic advantages of waste prevention include reduced waste disposal fees, savings in material and supply costs, revenues from marketing reusable materials, and savings from more efficient work practices.
- **Enhanced corporate image.** Your enhanced corporate image as an environmentally conscious company might attract customers. Surveys show that more and more consumers consider a firm's environmental record when making purchasing decisions.
- **Improved employee morale.** Your employees may appreciate your company's efforts to prevent waste. This heightened morale could increase employee enthusiasm and productivity.
- **Compliance with local or state solid waste regulations.** Some states and localities in the United States require businesses to take steps to reduce or recycle their solid waste. Some communities also restrict the amount or types of waste accepted at solid waste management facilities. By implementing an aggressive waste prevention program, your business can help ensure compliance with these requirements.

By demonstrating some of the many ways in which waste can be prevented, examples in this booklet can provide a springboard for your own program. In addition, the U.S. Environmental Protection Agency (EPA) has developed a comprehensive handbook called *Business Guide for Reducing Solid Waste,* offering step-by-step suggestions for designing and implementing a waste prevention program. Ordering information is included at the back of this booklet.




EPA's *Business Guide for Reducing Solid Waste*

# Waste Prevention Strategies

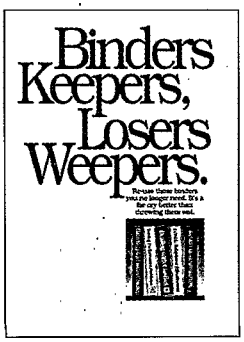
## 1

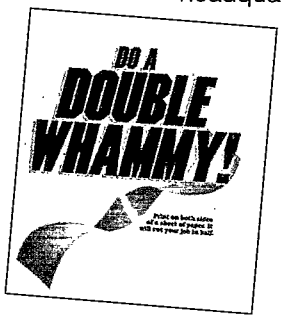
## Using or manufacturing minimal or reusable packaging.

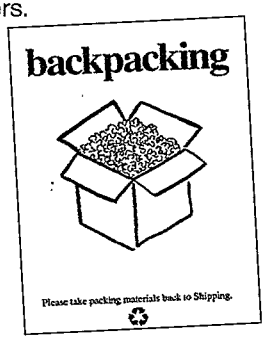
**In 1990, containers and packaging accounted for about one-third — over 64 million tons — of the total amount of municipal solid waste generated in the United States (by weight). Because packaging can make up a substantial portion of the waste a company generates, it is a logical starting place to target waste prevention efforts. Businesses can take a variety of approaches to reducing or preventing packaging waste. One idea is to start at the source by encouraging suppliers to offer products with reduced or minimal packaging. Choosing products that come in reusable packaging or that are offered in bulk quantities also are options. Companies can examine packaging used for their own products, as well, to determine whether it is possible to ship merchandise in returnable or reusable containers or to use fewer layers of packaging materials.**

In 1989, **Digital Equipment Corporation** of Maynard, Massachusetts, a worldwide supplier of networked computer systems, software, and services, initiated a waste management program for the packaging used by its manufacturing facilities. Digital's highest priority for this ongoing program is prevention of the waste associated with packaging materials from all aspects of its business. For example, Digital redesigned the protective packaging used to ship computer enclosures (the metal cabinets which hold large computers), reducing its volume by nearly one-third and saving an estimated $300,000 in material, labor, and shipping costs in one year. The company also began using reusable rolling bakery racks in place of disposable packaging materials to transport fabricated sheet metal parts from outside suppliers to Digital manufacturing plants. In one facility alone, this action has reduced packaging waste by an estimated 100 tons per year and saved approximately $200,000 annually in packaging materials costs.

**State Farm Mutual Automotive Insurance Company**, a large national insurance company based in Bloomington, Illinois, also has taken steps to reduce the amount of packaging used during the transport of its products and materials. The company used to send out more than 150,000 individually shrink-wrapped packets of a particular set of forms to its regional offices. The firm now assembles packets containing five sets of forms, avoiding the use of 120,000 wraps and saving the company $15,600 in purchase costs annually. In addition, the company has eliminated the use of 50,000 shrink-wraps when shipping handbooks to its offices. This packaging change maintains sufficient protection of the books and saves the company an additional $7,500 per year. The company also has achieved significant cost savings by implementing a policy of double-sided copying and reuse of three-ring binders, packing materials, and shipping pallets. In just one year, the company saved over $22,000 in reduced purchasing costs through the reuse of pallets at its corporate headquarters.



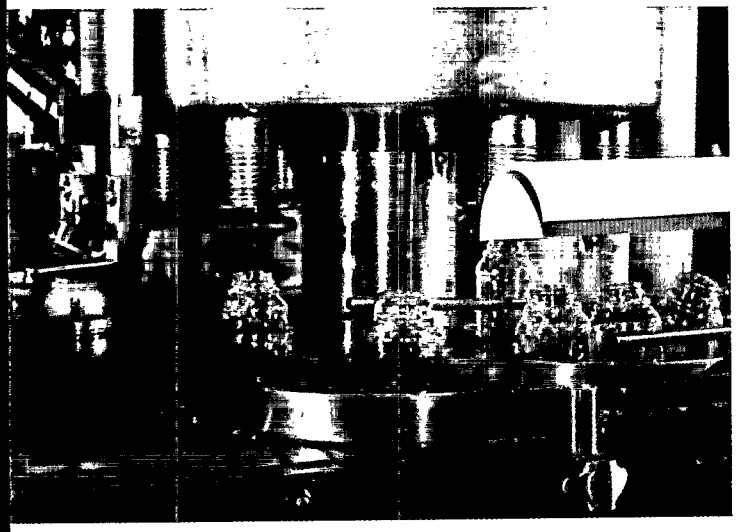




*State Farm also posts flyers to remind employees to reduce and reuse.*

**Stewart's Ice Cream Company**, with more than 200 shops in New York and Vermont, has been using refillable glass soda bottles and plastic milk bottles for nearly 30 years. The milk bottles are reused an average of 50 times before they must be replaced; the soda bottles can be reused approximately 20 times. The company saves 14 cents every time it reuses a soda bottle and 5 cents when it reuses a half-gallon milk bottle. With sales of more than 12 million bottles of soda and milk annually, this program has generated significant savings for the company. In another effort to cut back on waste, Stewart's has initiated a program with a local school in which refillable plastic milk containers are being used in place of wax-coated paper cartons. These bottles can be reused approximately 100 times before being replaced. This allows the school to avoid the cost of disposing of the 700,000 cartons a year it generated before the switch to refillables. The school also has reduced its purchasing costs, since it no longer needs to buy the plastic straws that were needed for the paper cartons.

*At Stewart's, returned bottles are cleaned and sterilized . . .*



*. . . before being refilled and resold.*

# 2

# Using and maintaining durable equipment and supplies.

Because purchasing equipment and supplies is a major capital expense, most businesses carefully consider price when making these purchasing decisions. Another significant consideration is the quality and durability of a particular item. Superior-performance products are often a worthwhile investment because they can help employees do the job better, with fewer breakdowns and delays. In addition, because these items stay out of the waste stream longer, the higher initial costs might be offset further by lower maintenance, disposal, and replacement costs. Regular maintenance schedules for machines also will help extend their useful lives, cutting back on the amount of waste produced and the need to replace expensive equipment. Moreover, when equipment wears out, companies should consider the alternatives before automatically discarding it. It might be possible to repair the equipment, sell or donate it to another organization, or recycle its spare parts.

## Waste Prevention Yields Comfortable Savings for Michigan Furniture Manufacturer

Facing an economic recession and tough international competition, Herman Miller, Inc., a Michigan furniture manufacturer, turned to waste prevention as a way to save money. With a corporate ethic that encourages environmental protection and prudent resource management, Herman Miller, Inc.'s waste prevention measures were implemented successfully throughout the company.

Much of Herman Miller, Inc.'s program focused on its packaging by applying two of the eight basic waste prevention principles: reduce and reuse. The company's most cost-saving waste prevention method was to use fewer packaging materials while still adequately protecting the furniture. Certain large, sturdy furniture products now are shipped "cartonless," covered in a recyclable plastic film wrapped over molded cardboard edges. For one product, using cartonless packaging saves the company $250,000 per year and cuts waste by 70 percent. For another product, one of the company's biggest sellers, the company saves an estimated $1.1 million annually.

A second way the company cut packaging to a minimum involved improving the design of a product that tended to damage easily during shipping. The new, redesigned piece not only requires less padding during transportation, but also costs less to make.

Herman Miller, Inc.'s commitment to reducing packaging extends beyond its own shipping department to its vendors. The company has negotiated waste prevention agreements with some of its vendors, including a deal with a vendor that sells molded plastic chair seats to replace its single-use disposable shipping boxes with reusable containers. Made of recyclable materials, the container's cardboard sleeve and plastic top and bottom can be disassembled, stacked, and reused 80 to 100 times. This change saves an estimated $200,000 each year in labor and packaging costs.

In a coordinated effort to reuse materials, Herman Miller, Inc. cosponsors an annual waste exchange fair with other companies. At the fair, businesses trade, sell, or give away their unneeded materials. In 1991, the first fair drew more than 300 participants and was so successful that attendance tripled in 1992.

The success of Herman Miller, Inc.'s waste prevention efforts highlights the importance of working together, not only within the company but with others as well. Their tremendous savings and innovative approaches prove what an organization committed to waste prevention can achieve.

Recognizing that the durability and superior parts of high-quality goods can stretch the value of a dollar, one county government has changed its purchasing practices. For example, rather than buying different types of chain saws, **Itasca County, Minnesota**, now purchases only one brand of a high-quality saw. The purchases were approved after the county factored in the potential savings from the new saws' greater repairability and longer life, thereby demonstrating that the switch would meet state and local lowest-cost procurement regulations. In addition, instead of automatically discarding saws that are no longer in working order, the county salvages parts that are still in good condition. These parts then are reused as replacement parts for other saws. This strategy saves money by limiting the number of new saws and replacement parts the county must purchase.

Simple repairs often can help extend the lives of durable equipment and supplies. Repairing and reusing shipping pallets is a strategy that **Wilton Industries**, a cake-decorating supplies distributor in Woodridge, Illinois, is using to reduce waste and save money. Until recently, Wilton, like many other companies, disposed of incoming pallets and purchased new ones to ship its own products. The company paid more than $100,000—about $7 apiece—for approximately 14,000 new pallets each year. In 1992, Wilton embarked on a program to repair and reuse as many pallets as possible. To avoid disposing of the remainder, the company now sells badly damaged pallets and pallets that cannot be reused because of their size to a pallet repair firm for $1. It then pays $3 to $4 each for repaired pallets of the correct size. The company now spends just $38,000 annually for its pallets, a savings of over $62,000. In addition, Wilton estimates it is avoiding another $2,400 in expenses each year, the amount it used to pay to dispose of its waste pallets.

Another company that found a way to reuse shippers' pallets is **Arcata Graphics** of Baltimore, Maryland. Arcata, a book printing company, asked its suppliers to use pallets of a specific size and construction for shipments so that the company could reuse them for book deliveries. Arcata estimates that this initiative saves $200,000 annually—money that would otherwise be required to purchase new pallets.

# 3
# Reusing products and supplies.

In the field, office, and factory, many common items—from cafeteria trays to laser printer toner cartridges— are designed to be used more than once. Reuse can help extend the lives of products and supplies, thereby reducing both purchasing and disposal costs. In addition, reuse is often one of the simplest and most inexpensive waste prevention strategies a company can implement. For many businesses, it is worthwhile to perform a company-wide inventory of products and supplies that potentially can be reused. Employees often will have good suggestions. By identifying these materials, businesses can take advantage of a host of waste prevention opportunities within their companies.

One company that has reaped tremendous savings through reuse is **Bell Communications Research (Bellcore)**, a major communications firm based in Livingston, New Jersey. Bellcore, which has six office locations and employs 7,200 people, saves over $300,000 each year by implementing numerous waste prevention measures. The company has instituted several successful reuse methods, such as reusing:

**Lunchroom trays.** In the firm's cafeteria, durable, reusable trays have been substituted for single-use trays, saving over $40,000 each year in purchasing costs. Costs to wash the trays are estimated to be minimal (about $1,000 to $2,000), since the company already washes other cafeteria dishware and did not need to invest in dish washing equipment. Labor costs have changed little, if at all, since the company no longer needs to unpack a large quantity of disposable trays each day.

**Three-ring binders.** In the company stockrooms, a policy for reusing three-ring vinyl binders has been established. The stockrooms give away old binders at no cost to departments, but charge for new binders. This reuse incentive saves $9,000 yearly in purchasing costs.

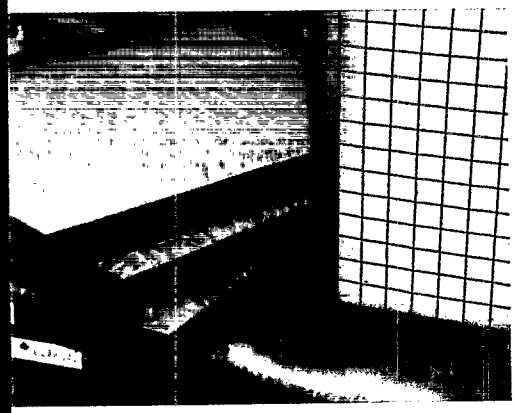
**Interoffice envelopes.** Each year interoffice envelopes are reused as many as 39 times, saving the company $1,000 annually.

**Laser printer toner cartridges.** Approximately 5,200 toner cartridges are reused each year, as well. Remanufactured cartridges cost about $50 less than new ones, saving about $260,000 in purchasing costs and nearly $1,200 in disposal costs annually.

**Reusable mugs.** To reduce the use of disposable cups, Bellcore now offers reusable mugs to employees at cost and employees receive a 5-cent discount on coffee or tea at the company cafeteria each time that they use them. This saves the firm approximately $30,000 in purchasing costs annually.

*Bellcore's reusable mug, featuring the company's waste prevention mascot.*

In Minnesota, employees of the **Itasca County Road and Bridge Department** replaced disposable forced-air filters with fully reusable filters in the Department's garages. The switch to reusable filters reduces the amount of waste going to the landfill and saves over $4,700 in purchasing costs each year. The county estimates that this change requires no additional labor - while more labor is required to clean the reusable filters, less labor is required for stocking and disposal. Other Itasca County government offices also have saved money, by switching to either fully reusable filters or to filters with reusable frames and disposable screens.



*Reusable filter frames and fully reusable filters are helping Itasca County save thousands of dollars annually.*

Even small changes can create big savings, as proved by **Asbury Park Press**, a multimedia print and broadcast communications corporation headquartered in Neptune, New Jersey. Previously, the company used thousands of disposable rags each week to clean its printing presses. Each year, the firm paid a total of $69,600 for 120,000 disposable rags. Recently, the company decided to try cleaning its printing presses with reusable cloth rags. It hired a laundry service, which cleans and delivers 3,000 rags each week. The replacement rags have proved equally effective, and Asbury Press pays just $31,200 each year for this service, resulting in a savings of $38,400.

In addition to implementing internal waste prevention efforts, some businesses are helping their customers reduce waste. **Hannaford Bros.** of Scarborough, Maine, which operates a chain of approximately 90 grocery stores across New England, offers a 3-cent discount for each plastic or paper grocery bag returned by customers. The program has been quite successful, allowing Hannaford customers to avoid disposing of over 133,000 bags each week. While the company breaks even on the bags, since new bags typically cost between 2 and 4 cents each, the recognition and good will generated among customers and in the community by such efforts is invaluable.

# 4

# Reducing the use of hazardous components.

**In addition to reducing the amount of solid waste generated, companies also can reduce waste toxicity by substituting products with nonhazardous or less hazardous components for certain items. For example, many products used by graphics and maintenance departments (such as cleaning solvents, inks, paints, glues, and other materials) are available with fewer or no hazardous components. Suppliers can help direct companies to these products.**

Often, nonhazardous substitutes are not only available, they also might perform better and save money over the long term. At the **Hollywood Memorial Hospital** in Hollywood, Florida, a biomedical engineer recognized that the hospital's specialized portable cardiac monitoring and recording equipment generated a large number of waste batteries containing mercury each year. After enlisting the aid of county environmental officials, the engineer located an effective substitute, a zinc-air battery, through the equipment manufacturer. While the purchase price per battery is 15 cents higher, they last significantly longer than the mercury-containing batteries. In 1991, the last year the old batteries were used, the hospital disposed of over 12,000 waste batteries, while just over 8,000 were used and disposed of in 1992. As a result, annual hospital battery procurement costs declined from $33,000 to $24,000, a savings of more than 25 percent. Furthermore, the county environmental officials calculate that the program is reducing the amount of mercury in the waste stream by 342 pounds annually.

In some cases, groups of companies and even entire industries have adopted safer substitutes for the products and materials they use. Like most other wine producers throughout the world, **wineries in California** have predominantly used a metal foil wrap or capsule containing lead on the tops of their wine bottles. Concerns over the presence of lead in the foil, however, combined with a growing number of state legislative efforts to reduce the amount of heavy metals in the waste stream, led most of the state's wineries to switch to new foils. While improved substitutes are being developed constantly, most of the wineries have begun using an aluminum polylaminate foil, which has a layer of aluminum and plastic. The replacement foil simulates the traditional appearance of the lead foil and each shipment of 1,000 foils costs approximately $25 less.

*New foil wraps are helping California's wineries save money on every bottle shipped.*

# 5

# Using supplies and materials more efficiently.

**In addition to offering savings in purchasing and disposal costs, some waste prevention strategies also can help companies streamline their operations. By focusing more employee time on the business at hand and less time on generating waste, these changes not only reduce waste and conserve materials, but could increase productivity significantly.**

At **Seagate Technology, Inc.,** an international computer disk-drive manufacturing company based in Scotts Valley, California, a major effort to increase efficiency in the company's Scotts Valley and Watsonville, California plants focused on reducing the company's seemingly endless stream of photocopies that is typical of such large firms. By implementing a few time-saving and waste-reducing measures, Seagate cut its paper use by one third. For example, rather than photocopying dozens of memos to individual employees, a single memo is routed through each office with a check-off list of names attached. In addition, Seagate invested in a high-quality photocopier that makes double-sided copies automatically. The company now purchases over 4 million sheets fewer of paper each year, saving $45,300 in purchasing costs.

Another company that tightened its operations through waste prevention is the **Washington Suburban Sanitary Commission**, a large public water and sewer utility in Maryland. Instead of enclosing an envelope for payment with each customer's bill, the Commission now purchases "send-'n'-return" envelopes, used both for billing and receiving payment. In addition to simplifying the envelope-stuffing procedure, roughly 1,660 cubic feet of warehouse space was opened up since far fewer envelopes must now be stored there. With over 1.5 million bills to send annually, the Commission now saves over $55,000 in envelope purchasing costs each year.

## Preventing Paper Waste

**Paper is one of the largest components of most businesses' solid waste stream. There are many ways businesses might be able to use paper more efficiently, depending on their needs. Some ideas include:**

- Sending messages via electronic mail instead of on paper
- Printing fewer copies of reports
- Posting memos in a central location
- Storing computer documents on disk rather than making hard-copy files
- Using smaller fonts to save space
- Making notepads from scrap paper

# 6

# Composting yard trimmings at your facility.

In 1990, yard trimmings (such as cut grass, leaves, tree limbs, and brush) accounted for more than 18 percent of the total solid waste in the United States. One approach that most companies can follow to reduce this waste is "grasscycling"—leaving cut grass on the lawn instead of bagging it and shipping it to the landfill. Companies that generate a significant amount of yard trimmings and other organic materials also can consider on-site composting to reduce the amount of materials requiring disposal. Composting is a natural process by which organic materials such as yard trimmings are allowed to decompose under controlled conditions. The result of this process is compost, a soil-like product that can be used as a mulch or soil amendment on company grounds or donated to local farmers or community organizations. Since it does not require an extensive collection infrastructure and typically requires fewer resources than off-site or municipal composting, grasscycling and on-site composting are generally considered to be waste prevention efforts.

**Wilton Industries**, of Woodridge, Illinois, saves money and time by grasscycling and finding other creative uses for grass clippings. Cut grass typically is left on the lawn. But when the grass has grown especially high due to abundant rainfall, the company's yard workers spread the grass clippings around the edge of buildings and under hedges to control weed growth. The company saves on hauling fees in both cases, and leaving cut grass on the lawn reduces labor time.

## Waste Prevention Makes the Headlines at Minnesota Newspaper

Through waste prevention and recycling, the Herald Review, which publishes a biweekly newspaper in Grand Rapids, Minnesota, has reduced its waste by over 29,000 pounds annually. By cutting back on waste—everything from paper towels to reporters' notebooks—the Herald Review now saves more than $18,000 a year.

The firm made a commitment to waste prevention throughout its operations, getting department heads and employees to work together to identify and implement a variety of innovative waste prevention strategies.

Reporters on the beat have switched from wide-ruled to narrow-ruled notebooks, reducing purchasing costs for new notebooks by 50 percent. In the office, unused blank labels left over from printing the newspaper's mailing list are used as file labels. Toner cartridges from computer printers and photocopiers are rebuilt and reused. In rest rooms, cloth towels have replaced paper towels, saving $120 per year in avoided disposal fees and cutting purchasing costs by one-third.

In the printing process, overruns have been decreased, saving paper, ink, and time. Paper that is left over from printing is sold to a local ceramics packaging firm. This exchange benefits both companies—the Herald Review is paid for material that otherwise would be discarded, and the ceramics packaging firm receives an inexpensive packing material. The company also found ways to reuse ink, film-developing chemicals, and paste-up sheets used in newspaper layout.

By working together and thinking creatively, this business has proved that waste prevention can be a success throughout an entire organization.

# 7

# Exchanging, selling, or giving away unneeded goods or materials.

Many companies are participating in successful exchange programs involving the trading, selling, or giving away of goods or materials that otherwise would be thrown away. Joining an exchange program is not only a great way to find new uses for unneeded materials, but it also can be cost-effective—even profitable. In addition, companies can team up with other businesses in their community to establish their own exchanges, pooling both their supply of materials and their demand for offered goods. In addition to exchange programs, companies can consider donating excess food, used furniture, and other materials to local organizations, such as homeless shelters, charities, or schools.

*Bellcore and local farmers alike benefit from the company's donation program.*

**Bell Communications Research (Bellcore)** donates its cafeteria food waste to pig and cattle farmers for use as animal feed. The kitchen staff places food scraps into bins, which are sealed and emptied once a week by farmers. Although the farmers are paid to collect the food scraps, the company still saves up to 50 percent on its regular disposal fees for food scraps. Bellcore also donates its unused, wrapped food left over from banquets and conferences to a local food bank.

## Starting Your Business's Waste Prevention Program

**A waste prevention program is most successful when everyone is aware and involved. When setting up your waste prevention program, remember to include:**

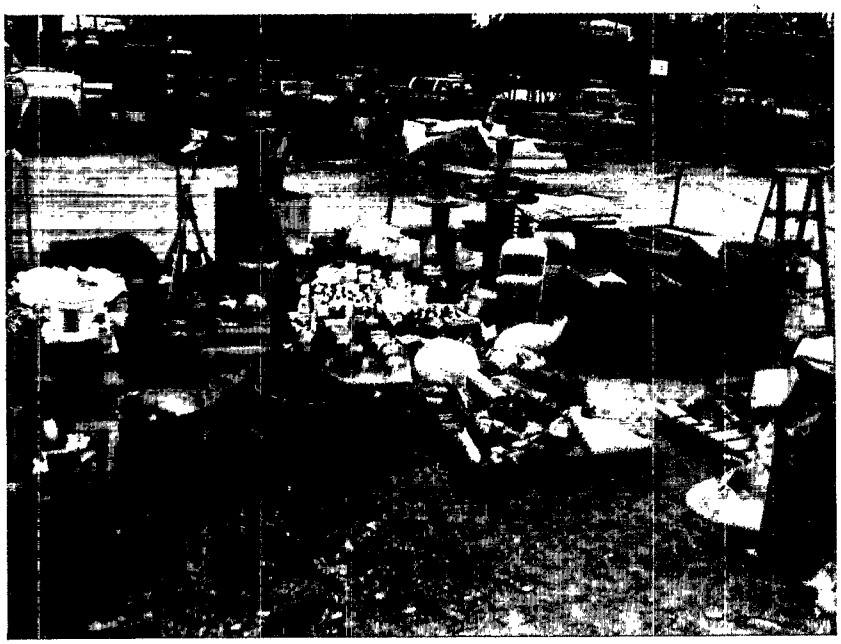
- **Top-down support.** The company management can take the first step by setting up a waste prevention team to design and implement an effective program. After the program is running, managers should continue their support by endorsing program goals and encouraging employee commitment and participation.

- **Strong leadership.** A knowledgeable and motivated leader should be appointed to oversee the waste prevention team. This person will act as a liaison between management, employees, and the waste prevention team. Consider appointing the waste disposal or operations manager or an employee who already has championed internal waste prevention or recycling efforts.

- **Goal-setting.** Perform a waste assessment to collect data on the company's current waste collection and disposal procedures and on the types and amounts of waste produced. From this baseline information, realistic, measurable goals can be set for waste prevention. These goals might include collecting revenues from the exchange of materials, enhancing the company's corporate image, or reducing inefficiencies in operations.

- **Employee involvement.** Keep employees apprised of the program and actively encourage their participation. To emphasize the program's high priority, begin with an announcement from the company's owner or chief executive officer. After explaining the benefits and goals of the program, ask for volunteers to help with implementation. Employees also might have valuable suggestions. By circulating memos and reminders periodically, employee support and participation can be maintained. Consider offering incentive awards to employees most committed to waste prevention.

One company that has achieved notable success with an exchange program is **Bath Iron Works** in Bath, Maine. The company, which manufactures ships for the U.S. Navy, has conducted several auctions to locate other businesses that can reuse materials it no longer needs, including equipment, nuts and bolts, shelving, and even materials recovered from old buildings. The company conducts two types of auctions: sealed bid auctions, which are held quarterly and involve sending a list of items for sale to parties on a special mailing list; and traditional auctions, which are held annually and conducted by an auctioneer. The price paid for the items auctioned varies depending upon their condition. For example, a floor sweeper that the company no longer needed sold for $4,000, and a used squaring sheer recently sold for $20,000. In its most recent traditional auction, Bath Iron Works sold goods worth approximately $98,000 —more than double its 1991 auction earnings and almost six times the earnings from the 1990 auction.



*The Bath Iron Works annual auction helps the company sell off unneeded items, from nuts and bolts (above) to welding masks, shovels, stepladders, and many other materials.*

# 8

# Eliminating unnecessary items.

**Finally, don't overlook the obvious! There may be a wide range of opportunities in your company to reduce waste by eliminating the use of unnecessary materials and supplies. Typically, these are items whose use has become routine, though they contribute little or nothing to your product service. While eliminating the use of individual items might not result in tremendous savings, taken together, these measures can be an important part of your waste reduction program.**

At the **Chateau Airport** in Calgary, Alberta, hotel staff went looking for ways to cut back on waste. Part of the Canadian Pacific Hotels and Resorts Company, the hotel was responding to the company's request to initiate waste reduction measures whenever possible. Almost immediately, examples of unnecessary items began to turn up. For example, the hotel had routinely provided guests with a guide to the local television programs even after extensive listings and descriptions became available on one of the TV channels. By simply informing guests how to find the new listings, the hotel was able to eliminate the use of the weekly guides in each of its 300 rooms. In addition, the hotel noticed that the lighting in its storage and maintenance rooms, staff hallways, and other areas was excessive. By removing every other light, the hotel was able to save on electricty costs and cut its use of fluorescent bulbs in half. So far, the hotel has found dozens of ways to eliminate the use of unnecessary materials, and it's looking for more!

# For More Information

**If you would like to learn more** about how to implement waste prevention in your business, order the *Business Guide for Reducing Solid Waste.* This booklet provides detailed "how-to" suggestions for businesses that are ready to embark on a waste prevention program.

**For further information on waste prevention, or to order this guide free of charge, call:**

The RCRA/Superfund Hotline at **800-424-9346** or TDD **800-553-7672** for the hearing impaired.
For Washington, DC, and outside the United States, call **703-412-9810** or TDD **703-412-3323**.
Hotline hours are Monday through Friday, 8:30 a.m. to 7:30 p.m. EST.

**You also can write to:**

RCRA Information Center
U.S. Environmental Protection Agency
Office of Solid Waste (OS-305)
401 M Street, SW.
Washington, DC 20460