



Call our Hotline  
1 (888)-254-5525  
info@recyclingworksma.com  
www.recyclingworksma.com

#### At a Glance:

- *State Street Corporation is a global financial services company with a strong environmental commitment*
- *A pre-consumer composting program was instituted in 2011 to supplement their successful recycling program.*
- *State Street has achieved a 13% decrease in total waste volume by composting, and is also considering instituting a post-consumer food waste diversion program.*

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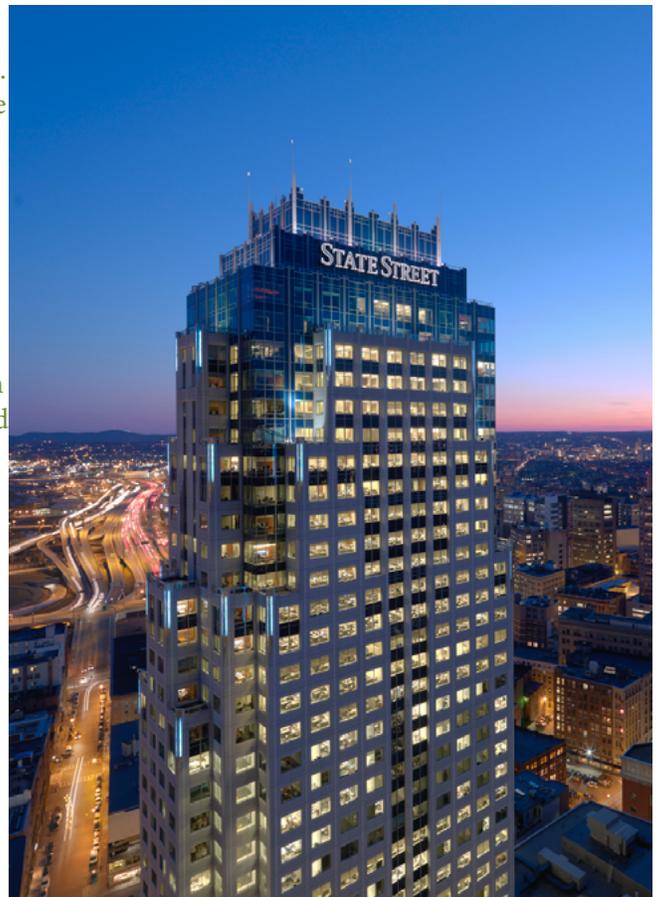
## Corporate Food Waste Case Study State Street Corporation Boston, Massachusetts

**Description of business:** State Street Corporation is a global financial services company headquartered in Boston, Massachusetts. State Street has approximately 12,900 employees in 13 office locations statewide. Five locations include cafeterias.

**Motivation:** In 2003, State Street established a policy committed to measuring and reducing their environmental impact. Comprehensive goals were established in 2006, including increased paper recycling. In 2011, the company strived to create less waste overall and increase their total recycling rate through employee awareness and new programs, including pre-consumer food waste diversion at all cafeteria locations.

**Implementation:** Recycling efforts at State Street's Massachusetts offices are focused on electronics, battery recycling, organics, and single stream recycling for paper, metal, plastic and glass. State Street has successful food waste diversion programs set up at all five cafeteria locations in Massachusetts. At headquarters, food preparation waste is collected in the central cafeteria's kitchen. Wheeled 64 gallon containers lined with biodegradable bags are used for compost collection. Extra containers are readily available, as they fill at a rate of two to three times per day. Containers are washed as needed to prevent odors. The building has both a single-stream recycling compactor and a trash compactor, which is typically emptied twice each week. Organic waste is taken to permitted compost sites or pig farms in the area.

**Challenge/Solution:** State Street's biggest waste and recycling challenges are related to staff behavior. End users are in control of how they handle waste for recycling. It is important to make sure they are aware of the guidelines and understand what to do with the different materials. The company addresses this issue in a variety of



State Street's Boston Headquarters



State Street enhances their recycling program through employee engagement

ways. State Street's Office of Environmental Sustainability uses an internal social networking site to reach out to employees. The office also engages employees through surveys and quarterly updates regarding the company's ISO 14001 certification for environmental management. An employee dashboard that includes waste and recycling information for key sites is also published quarterly. State Street understands that their programs must continue to evolve and is committed to constantly evaluating program execution, waste receptacle containers and locations, and communication streams.

**Communication:** State Street's Office of Environmental Sustainability is the focal point for raising awareness around waste, recycling and composting issues, and communicating opportunities within the company to address these challenges. The

office works closely with the facilities management teams in evaluating programs and measuring progress, and reports measurements against goals in the annual corporate responsibility report. Through the internal social networking site, the office has great success engaging employees. Employees can learn about waste and recycling-related activities, and can contribute ideas and share success stories, making them active participants in the office's efforts.

**Program Evaluation:** State Street's overall recycling rate for its Massachusetts' locations has dropped slightly to 55% due to a reduction in the company's overall waste generation which is seen as a positive trend. Two of the locations currently generate over 1 ton of food waste each week. The current food waste diversion programs in place at these locations have them in compliance with the impending food waste ban. The overall percentage of waste diverted through composting is 13% (243 tons) of the total waste, and an additional 42% (800 tons) is recycled through single stream recycling. Expanding the program from kitchen-only composting to kitchen and employee (post-consumer) composting would make for a significant improvement, and is one approach that the company is currently evaluating. Single-stream recycling has effected a moderate cost savings, and the overall impact is positive as the diversion rate is increasing, making the cost and effort worthwhile.



Food waste storage bin