



Z E R O W A S T E **M O N T E N E G R O**

HoReCa 🕊 guide to **Zero Waste**



Implemented by





Introduction

We live in a world of convenience and "throwaway culture." Plastic straws, bags, bottles, stirrers, Styrofoam containers, etc. are part of an entire class of products designed to be used once, for only a few minutes, sometimes even a few seconds, and then tossed away. **Single-use plastic products (SUPPs)** will then remain on our planet, in our landfills, or worse in the pristine nature we are so lucky to have, for centuries. Not only are they detrimental to wildlife, but they also have a negative impact on our health and our economies.

SUPPs are cheap and convenient, but it is only because they don't account for their full environmental impact: from the resources extracted, the energy and water used to manufacture and transport them to the cost of waste collection, treatment, recycling, and, when littered, the cost of clean-ups and of a spoiled natural environment... But what can we do about it? We believe that small actions can amount to significant change. And we believe that <u>you</u> can be part of it: by changing the habits in your business and your purchase decisions, you can not only greatly reduce the waste you produce but also save money and make a good impression on your customers. More and more customers are demanding less plastics every day. If you are ready to get rid of single-use plastic products in your business – this guide will help you with that.

76% 🕹

want to make more effort in the next year to travel more sustainably



are willing to pay more for an accommodation with a sustainability certification

74% 🖉

believe we must act now and make more sustainable choicesto protect the planet for future generations

82% 🖗

of people agree that they want to buy products which use as little plastic packaging as possible



of the people surveyed agree that single-use plastics should be banned as soon as possible

* Booking.com Sustainable Travel Report 2023, 33,000 travellers from 35 countries surveyed about sustainable travel / IPSOS Attitudes towards single-use plastics, a 28-country survey from 2021

Good Practices

BYO (Bring Your Own) **Policy**

With this system businesses allow and encourage customers to bring their own containers (reusable glasses, cups, plates, cutlery, bags, or takeaway containers) to be safely filled on site, thus encouraging the reuse and avoiding single-use items. It is very popular and widely applied across the world.



Buy locally

By buying locally and in bulk you will avoid unnecessary packaging waste and support the local economy. Local produce is more likely to provide you with fresh and better-quality products. Additionally, sourcing locally reduces transportation costs and greenhouse emissions from transport.

Deposit and Return System

To share the responsibility with consumers, it is also highly recommended to implement a deposit and return system whereby the consumer is loaned one or several reusable and washable items, such as bags, cups, plates, and cutlery, and a deposit is charged on the items to ensure their return after use.

You should also know that...

Biobased, biodegradable and compostable plastics

Although biodegradable, compostable or biobased plastic products are often presented as a solution to the plastic crisis, numerous scientific articles deny this fact. Among key considerations, these plastics do not biodegrade in a natural environment but they need specific conditions to be composted within a bio-waste management system, which does not exist in the Western Balkans yet.

Oxo-degradable solutions are banned by the European Commission back in 2019 and for a good reason. It is a conventional plastic with chemical additions that make it break down faster, leaving behind microplastics ending up in nature and eventually entering our food chain.

Rethinking recycling

Recycling is widely presented as a solution to the plastic pollution crisis. However, only 10% of plastics ever produced [8 billion tons since the 1950s!] are recycled. Meaning, it mostly ends up in landfills or nature, pollutes our land. water and air and finds its way to our food chain. It makes it clear that recycling is not a magic wand. Plastic needs to be collected, transported, sorted, washed, transported again, crushed, melted, transported, and transformed into a new product and it can only be recycled a few times. So, the best is always to avoid producing waste and recycle only what couldn't be avoided

What about safety?

Other single-use materials, such as paper or cardboard packaging, do not necessarily represent the most sustainable alternative to plastics. Though they may be composted, trees do not grow that fast to make this a truly sustainable option. To protect the trees, the use of these materials must be limited. Often, recycled paper and paperboard do not fulfil the requirement for direct contact food packaging. Various hazardous substances in printing inks, surfactants, bleaching agents, and the like, are incorporated into the paper during its manufacturing. These chemicals might then leach at any stage of the life cycle of the paper products. In addition, paper can only be recycled a maximum of six to seven times.

Beware of greenwashing!

The EU is working on new criteria to stop companies from making misleading claims about the environmental merits of their products and services. According to the EU, 53% of green claims give vague, misleading, or unfounded information; 40% of claims have no supporting evidence; Half of all green labels offer weak or non-existent verification. There are 230 sustainability labels and 100 green energy labels in the EU, with vastly different levels of transparency.

Honest alternatives to single-use plastic products



The HORECA Guide to Zero Waste supports businesses in the hotel, restaurant and cafe sectors in phasing out SUPPs by providing examples of concrete and honest alternative solutions that are locally available. In addition, the guide lists the advantages and inconveniences of each solution, the cost savings that can be generated, and the local suppliers*. The Honest Alternatives to Plastic Index (HAPI) developed by Save the Med has been used to calculate the environmental impact of both single-use plastic products and alternative solutions.

*Honest Alternatives to Plastic Index (HAPI)

The HAPI is a tool created by the Spanish Foundation Save the Med to measure and compare companies' plastic footprints and help them improve them. The HAPI scores each product on a 10-point scale, where 10 reflects products with the highest environmental impact, which should be eliminated, and 0 is for the zero-waste alternatives. Scores between 0 and 10 reflect increasing environmental impact. The HAPI has been developed based on the following criteria:

- Waste prevention. The solution is scored positively if a product or packaging system considered unnecessary has been eliminated.
- Compliance with laws concerning single-use plastics (local laws and <u>EU Directive 904/2019</u>). Products that do not comply with the law obtain the highest impact score (10).
- Reuse. Disposable products will be penalised in favour of reusable ones.
- Packaging size and format. Packaging with optimal size in relation to the amount of product contained will be scored positively. The best score will be granted to zero-packaging solutions, i.e., total waste prevention.
- Material. A multi-criteria score is assigned to each material, considering the renewability and availability of the feedstock, the environmental impact of sourcing it, the recoverability of the material in the waste management system, its technical recyclability and secondary market demand.

^{*} We listed shops where we identified alternatives to SUPPs, it is not an exhaustive list, you may find them elsewhere as well.

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F00D	
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HYGI	ENE AND SAFETY
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Did you ever think of serving drinks without a straw? Encourage your clients not to use straws unless they have a medical condition or other special reason that makes straws necessary. They are a massive nuisance on our beaches and are a common death trap for marine life (especially turtles). If your clients are real straw fanatics, get them fancy reusable straws instead!

List of SUPPs and alternatives	HAPI*	Price	Where to buy	Price	Where to buy	Price	Where to buy
Plastic straws	10	Montenegro Bosnia and Herzegovina		Albania			
Paper straw	6.21	0.03-0.04 €	Okov, Jumbo, PG pack, Cun- gu&Co	0.02€+	TM Horeca. Eurom, Penny shop, Alpeks, Bar Akademi- ja shop, DM	0.03-0.04 €	Rossman Lala, BIOJu
Reusable straw (metal, bamboo, glass or other)	3.24	0.40-0.80€	Okov, Jumbo	0.50 € +	Penny Shop, Artesana, Centrum	0.30 - 0.45 €	Rossman Lala, BIOJu
Straws eliminated	0	0€	x	0€	х	0€	х



Plastic glasses and cups are a thing of the past! Not only that they are unpleasant to use, but they are also one of the most found SUP items in nature. Here are several sustainable alternatives that you won't resist!

Plastic cups and	7.38						
polystyrene pla- stic cups, with or without lid	10	Monte	enegro	Bosnia and Herzegovina		Albania	
Paper cup	7.02	0.04 € +	Okov, Voli, Cungu&Co	0.10€+	Penny Shop, English Home, Jumbo	2.00 € / 50pcs	Rossman Lala , BIOJu
Reusable hard plastic cup	3.69	0.40€+	Okov, Cungu&Co, Tehnobar	0.60€+	Okov, Cungu&Co, Tehnobar	0.60€+	Rossman Lala , BIOJu, CONAD
Reusable cup (ceramic, glass, or other reusa- ble material other than plastics)	3.15	0.45€ +	Okov, Voli, Cungu&Co	1.20€+	Okov, Voli, Cungu&Co	0.45€+	Rossman Lala , BIOJu, CONAD
Bring Your Own Cup	0	0€	х	0€	х	0€	х

Remember that most glass water bottles are not being reused or recycled. Why not offer tap water or water from a dispenser to your guests?



Plastic water bottles	7.38	Monte	enegro	Bosnia and	Herzegovina	Albania		
Dispensers, refilled with returnable plastic bottles (>5 l)	1.85	120.00€+	L-dema, Tehnoplus, Tehnomax	5.50 - 7.00 € / 1 pcs (18,9 l)	Bijela Voda, Voda Kristal, NT Vending d.o.o.	100 € +	SPAR, BIG Market, CONAD, ALB Kuzhina	
Water in returnable glass bottles	2.36 - 3.15	x	x	0.30€+	Leda , Coca-cola Olimpia, Oaza	0.40€+	SPAR, BIG Market, CONAD, ALB Kuzhina	
Water in single-use glass bottles	4.73 - 6.3	0.45€+	Voli, Idea, Franca	0.50 € +	Bingo, Merka- tor, Robot	0.45€ +	SPAR, BIG Market, CONAD, ALB Kuzhina	
Plastic water bottles eliminated / water served from tap	0	0€	Voli, Idea, Franca	0€	x	0€	x	

Plastic soda /juice bottles	7.38	Monte	enegro	Bosnia and	Herzegovina	Albania	
Large, disposable plastic bottles	3.69	1.00€+	Voli, Idea, Franca	x	x	1.00€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Returnable glass bottles	2.36 - 3.15	0.70€+	Booze, Voli, Idea	1.00€+	Kuća Prirode, Igman Food	0.70€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Single-use glass bottles	4.73 - 6.3	0.70€+	Booze, Voli, Idea	1.00€+	Bingo, Merka- tor, Robot	0.70€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Drinks made in-house (must not involve disposa- ble elements in the packa- ging of the raw material or the final product)	0	depending on the fruit options	Voli, Idea, markets	depending of the fruit options	x	depending on the fruit selection	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Cans (with plastic lining)	6.48	0.49€+	Booze, Voli, Idea	0.50 € +	Bingo, Merka- tor, Robot	0.40€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Tetra pack packages for beverages (with plastic lining)	6.75 - 9	0.30€+	Booze, Voli, Idea	0.80 €/l +	Bingo, Merka- tor, Robot	0.35€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Plastic secondary packaging for bottles/ cans/tetra pack	5.54	Montenegro		Bosnia and Herzegovina		Albania	
Eliminate plastic secondary packaging	0	0€	x	0€	x	0€	x

DRINKS



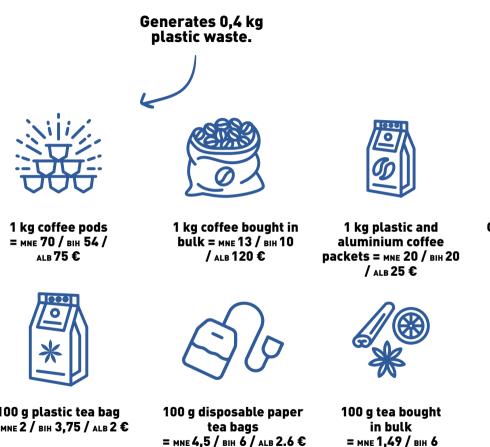
A considerable number of coffee pods, tea bags and tea bag wrappers contain plastic. It's pointless and harmful to health and nature.

Plastic coffee pods	7.38	Monte	enegro	Bosnia and I	Herzegovina	Albania		
Coffee pods	7.38	1kg - 70 €	Voli, Idea	1kg - 54.00 €	Bingo, Merka- tor, Robot	1 kg – 75 €	Rossman Lala , BIOJu, CONAD	
Plastic and aluminium coffee packets	5.54	1kg - 20 €	Voli, Idea	1kg - 20.00 €	Manuel, La- vazza, Vispak, Franck	1 kg – 25 €	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli	
Coffee bought in bulk	0	1kg - 13 €	Voli, Vodeni- ca	1kg - 10.00 €	Manuel, La- vazza, Vispak, Franck	1 kg - 120 €	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli	
Coffee pods eliminated	0	0€	х	0€	Х	0€	X	
Plastic tea bags	7.38	Monte	negro	Bosnia and Herzegovina		Albania		
Plastic tea bags	7.38	100 gr - 2 EUR	Voli, Idea, Franca	100 gr - 3.75 €	Bingo, Merkator, Robot,DM	100 gr - 2 EUR	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli	
Disposable paper tea bags	6.21	100 gr - 4.5 EUR	Voli, Idea, Franca	100gr -6.00 €	Julius Me- inl,Yogi Tea (Kuća Čaja)	100 gr - 2.6 EUR	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju	



Who enjoys stirring coffee with a small bit of plastic? It doesn't look good and easily leaks into our environment. Time for a more sustainable alternative!

Tea bought in bulk	0	100 gr - 1.49 EUR	Vodenica	100 gr - 6.00 €	Kuća čaja, Althaus,Pier Tea, Manuel	100 gr - 1.49 EUR	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju
Tea bags eliminated		0€	х	0€	x	0€	x
Plastic coffee/tea stirrer	10	Montenegro		Bosnia and Herzegovina		Albania	
Reusable stirrers (metal or other)	3.24	0.60€+	Okov, Cun- gu&Co	0.30€+	Penny Shop, TM Horeca, Coffe Matic, Fetahović	0.70€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli
Wooden stirrers	6.39	0.005€+	PG pack, Jumbo	0.002 € +	Penny Shop, TM Horeca, Coffe Matic, Fetahović	0.5€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju
Stirrer eliminated	0	0€	х	0€	х	0€	x





Coffee pods eliminated =0€

100 g plastic tea bag = MNE 2 / BIH 3,75 / ALB 2 €

= MNE 4,5 / BIH 6 / ALB 2.6 €



Tea bags eliminated =0€

/ ALB 1,49 €



Who has never dropped its food from a loaded plastic plate? No one likes them. Get a sustainable and classy alternative, save money and make your customers happy!

List of SUPPs and alternatives	HAPI*	Price	Where to buy	Price	Where to buy	Price	Where to buy
Plastic plates	10	Monte	enegro	Bosnia and	Herzegovina	Alt	oania
Paper/cardboard plates	7.02	0.25€+	Cungu&Co, Voli	0.03€+	TM Horeca, Jumbo, R&S Sarajevo, Foliplast	0.25€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju
Ceramic plates or ones made of other reusable materials	3.51	0.90€+	Okov, Kips, Cungu Co	0.50€+	Penny Shop	2.00€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju
Reusable hard plastic plates	3.69	0.30€+	Jumbo, Okov, Cungu&Co	0.30€+	Penny Shop, Jumbo	0.40€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju

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Time for reusable here again. We recommend a revolutionary replacement to SUP cutlery: inox cutlery. Yes, it is that simple to be sustainable! If people take their food home, they won't need disposable cutlery.

Plastic cutlery	10	Monte	enegro	Bosnia and	Herzegovina	a Albania	
Reusable cutlery made from metal	3.24	0.80€+	Okov, Cungu&Co	0.06 € +	Penny Shop, Bingo, TM Horeca	0.95€+	Rossman Lala , BIOJu, Alb Kuzhina
Disposable biodegradable cutlery (paper, wood, bamboo or other)	6.48	0.05€+	Okov, Jumbo, PG pack	0.10 € +	TM Horeca, C&D d.o.o., DM	2.00 € +	Rossman Lala , BIOJu, Alb Kuzhina
Bring Your Own Cutlery	0	0€	x	0€	x	0€	x
Plastic lollipop and/or ice- cream sticks	7.38	Monte	enegro	Bosnia and Herzegovina		Albania	
Disposable biodegradable sticks (bamboo, wooden or other)	6.48	0.05€+	Okov, Enigma, Jumbo	0.002€+	Penny Shop, TM Horeca, Coffe Matic, Fetahović	0.20€+	Rossman Lala , BIOJu
Disposable sticks eliminated	0	0€	x	0€	x	0€	x

Plastic bags are not cool anymore. You don't need to give them with takeaways by default. Ask people if they have their own bag or can carry it in their hands! Even better: make a statement. Why not have your own branded eco bags for those who really need one?

Plastic carrier bags	10	Monte	enegro	Bosnia and Herzegovina		Albania	
Paper carrier bags	4.66	0.05€+	Enigma, Micromedia, Voli	0.10€+	TM Horeca,Cargo Shop, Fedi, Feral	2.50€+	Rossman Lala, BIOJu, Alb Kuzhina
Reusable and durable bags or baskets made of organic material (cotton, jute, hemp, palm)	2.63	1.30€+	Promotive, Cegerica, Hemp Zone	0.50 € +	R&S Sarajevo, DM	1.35€+	Rossman Lala, BIOJu
BYO policy (bring your own bag)	0	0€	x	0€	x	0€	x
Bags eliminated	0	0€	x	0€	х	0€	x



Takeaway containers are a big problem! First, only give takeaway boxes to the customers who really are taking it away. Otherwise, use regular plates. And if they really need to eat on the go? Research shows that there is a growing public concern about plastic packaging. Your customers will appreciate your efforts to reduce unnecessary waste such as individual wrapping. Here are a few alternatives:

Plastic and	7.38						
polystyrene takeaway containers	10	Monte	enegro	Bosnia and	Herzegovina	Albania	
Disposable paper or cardboard containers	7.02	0.12 EUR +	Enigma, PG pack	0.15€+	TM Horeca, E Pack	0.15€+	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju
BYO policy (bring your own takeaway container)	0	0€	x	0€	x	0€	x
Takeaway containers eliminated	0	0€	x	0€	x	0€	x
Single portions in single-use plastic wrapping (oil, vinegar, honey, chocolate cream, butter, cereals, yoghurt, sweets, snacks etc.)	7.38	Montenegro		Bosnia and Herzegovina		Albania	
Refillable containers or individual portions filled from medium (up to 1l/1kg) or larger (more than 1 l/kg) containers	3.69 - 5.54	depending on the type of product	Voli, Idea, Franca	depending on the type of product	Bingo, Mercator, Konzum	depending on the type of product	Voli, Idea, Franca

List of SUPPs and alternatives	HAPI*	Price	Where to buy	Price	Where to buy	Price	Where to buy
Plastic toiletries	7.38	38 Montenegro		Bosnia and Herzegovina		Albania	
Toiletries in reusable containers, refilled from large, single-use containers	3.69	0.80 €/ 1l +	Hemko, Voli	15.00 € +	Bent Excellent, Euro shop, Eurosan	0.95 € / 1l +	Enea Bejkolli GURU aroma
Soaps, shampoo bars without plastic packaging	6.21	0.60€+	Voli, Idea, markets	0.30€+	Euro shop, DM	0.55€+	Enea Bejkolli GURU aroma, SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala,
BYO policy (Bring your own toiletries), Toiletries eliminated	0	0€	x	0€	x	0€	x
Plastic sanitizer gel bottles	7.38	7.38 Montenegr		Bosnia and Herzegovina		Albania	
Sanitizer gel in large, disposable containers	3.69	3.49 €/500ml +	Kuća hemije, Dama	1.5 € + /500ml, 2.5 € +/1l, 35 € +/5l	Penny Shop, Euro Shop	4.00 € + / 500 ml	Enea Bejkolli GURU aroma
Handwashing protocol	0	0€	x	0€	x	0€	x

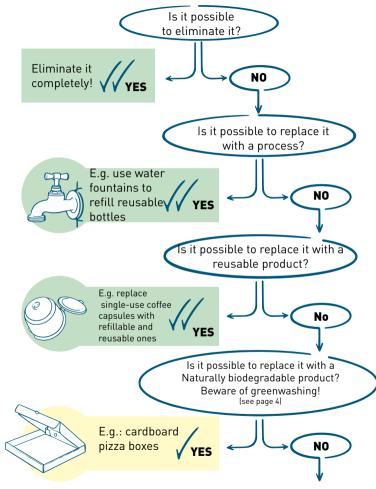


Single-use plastic gloves	8.1	Montenegro		Bosnia and Herzegovina		Albania	
Reusable rubber gloves	4.05	0.90 € +	Voli, Kuća hemije	0.60€+	TM Horeca	0.60€+	Rossman Lala, BIOJu
Handwashing protocol	0	0€	Х	0€	х	0€	х
Single-use plastic masks	8.1	Montenegro		Bosnia and Herzegovina		Albania	
Reusable hygienic face masks that comply with UNE 0064 and 0065 specifications	3.51	5.00€+	pharmacies	0.90€+	BTS - SCRUBS	6.5€+	Rossman Lala, BIOJu
Masks eliminated	0	0€	Х	0€	x	0€	х
Plastic cotton buds	10	Montenegro		Bosnia and Herzegovina		Albania	
Disposable biodegradable cotton buds (bamboo, wooden, paper or other)	6.48	1.75 €/60pcs +	Kuća hemije, Dama	2.00 € +/300kom	Didaco Shop, DM	2.00€ + / 200 pcs	SPAR, BIG Market, CONAD, ALB Kuzhina, Xhangolli, Rossman Lala, Bio Ju
Disposable cotton buds eliminated	0	0€	X	0€	x	0€	x

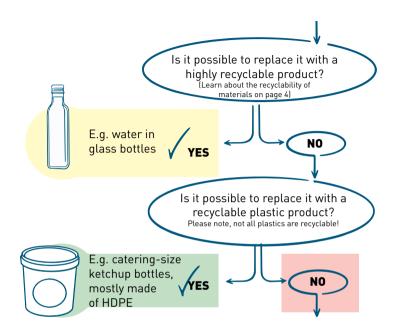
Is this product a good alternative?

There's an alternative on the market we didn't address in this Guide?

Find out for yourself if it's an honest one with Save the Med's Decision Tree.



Is this product necessary for our operations or business?



RED ALERT!!!

If you can't find alternatives using the previous steps, this product needs to be eco-designed! Help us identify those products that are essential for your operations, but without Honest Alternatives on the market.

Make sure you manage your waste correctly by disposing of it in the correct container or via a waste management service.

Who made this Guide?

The first edition of the **HoReCa Guide to Zero Waste** was created by the <u>NGO Zero Waste Montenegro</u> after conducting seven waste audits in cafes and restaurants at Velika Plaza and doing research for alternatives in stores across Montenegro, as a part of the project <u>Ulcinj Coast Plastic Free</u> financed by GIZ (<u>Deutsche Gesellschaft für Internationale Zusammenarbeit</u>). It was designed to improve the waste management system and reduce the use of Single-Use Plastic Products (SUPPs) by HOtels, REstaurants, and CAfes (HORECA sector) at Long Beach and Ada Bojana in Ulcinj.

The Guide was revised and complemented into this second edition within the project "Tackling single-use plastics in the Adriatic region through public and private action", led by <u>MedWaves</u> and funded through a Cooperation Agreement between the Ministry of Environment and Energy Security of Italy and the UNEP/MAP Coordinating Unit/Barcelona Convention Secretariat. The project aims to help selected Municipalities in Montenegro, Albania, and Bosnia-Herzegovina curb plastic waste production by harnessing the power of public and private procurement to phase out the use of SUPPs in hotels, restaurants, cafes, catering services, vending machines, and public events. Within this project, MedWaves has partnered with GIZ to design and implement the Low Plastic Zone Initiative aiming to engage businesses and build a community of forward-thinking hotels, restaurants, cafes, and shop owners and ensure their contribution to plastic waste reduction efforts across the Western Balkans region.

Research: Cener21 (Bosnia and Herzegovina), Mileukontakt (Albania), Zero Waste Montenegro and Greenhome (Montenegro) Graphic/Editorial Designer: Ana Pajovic - Studio Ribizla Translation: Vanja Cicmil (Montenegro), Ajla Sijarić (Bosnia and Herzegovina), Albana Joxhe (Albania)

Go further

Are you ready to start today with several of these alternatives? Which ones?

Announce the changes you are making on your social media and tag us so we can share it in our stories! or join the Low Plastic Zone initiative by contacting **lowplasticzone@giz.de**

As a federal enterprise, GIZ supports the German Government in achieving its objectives in the field of international cooperation for sustainable development. Articles attributed to named authors/editors do not necessarily reflect the views of the organisation.



Want to accelerate your business' zero waste transition?

Mission Zero Academy's (MiZA) Zero Waste Business Certification is the perfect way for European SMEs to certify their zero waste journey!

The Business Certification aim is to go a step further in reducing waste, by working on finding solutions to effectively minimise the amount of produced waste (prevention), implementing greener and more sustainable policies and introducing circular value chains. To find out more go to https://www.missionzeroacademy.eu/ or get in touch via email: info@zerowastemontenegro.me

