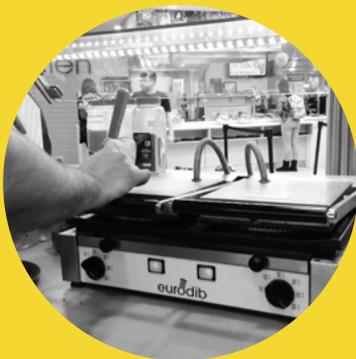


Energy Wise Kitchen Toolkit

Step-by-Step Guide:

Implement an operational energy savings campaign in your commercial kitchen



This toolkit was funded by BC Hydro and FortisBC, and created by Prism Engineering.



saving you energy



Every day the actions that we take, or forget to, all add to our energy footprint. Alternatively, the daily decision to turn off a light or unplug our cell phone charger can result in tangible savings. A recent study reviewed 150+ behavioral energy conservation programs and found that the programs saved an average of 7.4%¹.

This is the reason that BC Hydro's Workplace Conservation Awareness program and FortisBC's Education and Outreach programs are tapping into the significant energy conservation opportunity through occupant behaviour.

This Energy Wise Campaign Toolkit is designed to help you organize and implement an effective energy conservation campaign for kitchen areas in your organization. The techniques and tools are based off a pilot project, funded by BC Hydro and FortisBC, which was conducted at SFU's Residence kitchen in the summer of 2015. Examples and best practices from this pilot have been included throughout the toolkit and in the Resources section at the end of the document.

Whether the kitchen you are interested in working with is located in a tenant space, or is a key function of your organization, you can scale the activities in this toolkit to the resources you have available. At the end of the day, running an Energy Wise campaign in your kitchen spaces can result in energy savings and more engaged staff.

Behavioural Change Results in Energy Savings

If one natural gas oven is left on overnight, implementing a procedure to turn it off and on again in the morning saved one organization 3.5 GJ each night. If the oven was turned off every night, it would add up to 1,277 GJ, about equivalent to 14 homes' annual natural gas usage.

1 Delmas, M.A., Fischlein, M & Asensio, O. I. (2013). Information strategies and energy conservation behavior: A meta-analysis of experimental studies from 1975 to 2012. *Energy Policy*. Vol. 61, Pgs 729–739. <http://www.sciencedirect.com/science/article/pii/S0301421513004643>

Creating and Implementing the Energy Wise Campaign

Contents

How does this toolkit work?

First, download the resources.

Then, follow the 7 steps to implementing Energy Wise in your organization:

1. Assemble your Stakeholders
2. Investigate & Interview
3. Select the Behaviour(s)
4. Select the Strategy & Measurement
5. Implement
6. Evaluate & Celebrate
7. Share Results

The steps might take different amounts of time depending on your experience with implementing behavioural change, and the level of support from your organizational for sustainability initiatives.

Resources

Throughout this document the creative materials that you see are available for download and modification. They are provided with no restrictions to be modified and used in your Energy Wise campaigns. Please download the package:

[From the WCA Sharepoint website - ask your WCA consultant or Key Account Manager for log in details](#)

The package is large (400 MB), and will require a high speed connection. Adobe Illustrator will be required to edit the files.

1 Assemble your Stakeholders

Working with a new building or department means you will need to develop new relationships. Start at the top of the chain or at least middle management to gain permission to work with the food services team members. This step is crucial to ensure that you have the right people around the table. Without the decision makers' approval, the campaign will be less likely to achieve its objectives.

Write an introduction email, visit the department and/or make a phone call. Clearly outline the "ask" -- how staff will be involved and what the process will be to evaluate the energy savings. Management will be able to help you identify who should be involved in the planning process.

See the *Resources* section at the end of the document for an email template that you can edit and send.



2 Investigate the Area and Interview End-Users

Once you have buy-in from the department or tenant and have determined who needs to be involved in the campaign, you can start gathering more information. If you can, conduct interviews with the end users of the equipment to gain a better understanding of how and when the equipment is used.

Take inspiration from the interview template in the *Resources* section. Also conduct your own observations to see what kind of equipment is being used in the space. We have also provided a list of possible behaviours in the *Resources* section based on the pilot campaign conducted at SFU.

This investigative process is a great opportunity to find the keeners in the kitchen, and to see how they're already saving energy. These staff also might be willing to present to their colleagues or help demonstrate new conservation behaviours in the kitchen.

See the *Resources* section at the end of the document for the interview questions.



Understanding Energy Usage

To gain a better understanding of the energy usage of different types of kitchen equipment, use the Energy Wise Calculator tool to calculate the relative savings for specific examples of equipment and behavioural scenarios. This will help you determine which are the best behaviours to focus on for your campaign.

Tool: Calculate relative energy savings in the excel tool provided with the resource materials

EnergyWise Calculator

Instructions: Use the calculator to estimate the impact of saving energy through operational practices.

- The energy impact will show you the rated power. This is the best measure of how much power it takes to operate the equipment. To compare energy, we need to incorporate time (power x time = energy). But, if everything was used for the same amount of time, this tells you what could use the most amount of energy.*
- 3. This energy savings/day is the amount of energy saved for the description in (K3) if it's an example behaviour.*
- The number of days can be adjusted upwards and downwards depending on how often the action occurs.*
- The equivalent number of homes compares the energy savings/day (K2) to the equivalent number of homes' annual energy usage (10,000 kWh, or 365 GJ).*

	1 The energy impact (not over time)	2 Energy savings/day	3 Estimated behaviour	4 Operating days/year	5 Equivalent "Homes" worth a
Equipment (drop down menu) Making an unit	Rated input: 6.511 kW Equivalency: 22,215 BTU/hr	Energy Savings: 4.88 kWh = 0.02 GJ	Shut down as early as possible (once cooking is finished)	250 Days	0.11 Homes
Equipment (drop down menu) Beverage Fridge 204	Rated input: 5 kWh/day Equivalency: n/a	Energy Savings: - kWh = - GJ	Open the doors as little as possible	250 Days	0.02 Homes
Equipment (drop down menu) Took	Rated input: 300,000 BTU/hr Equivalency: 87,921 W	Energy Savings: 1.19 GJ = 329.70 kWh	Shutdown and/or disconnect when not in use	250 Days	2.97 Homes





3

Select the Behaviours

Once you have a list of potential energy conserving kitchen behaviours from your interviews and observations, then you're ready to select the behaviour(s) that make the most sense to target in your campaign. To select the behaviours, it's best to engage key decision makers as well as at least one end-user in the decision, preferably through one or two planning meetings.

Meeting 1: Selecting Behaviours

The first workshop should set the stage for the project and focus on selecting and understanding the behaviours for the campaign. The following is a potential agenda for your first workshop (we suggest budgeting at least one hour):

1. Introduction to the project and partners
2. Impact of energy conservation and behaviour change
3. Review the list of suggested behaviours from interviews/ observations
4. Use selection criteria to determine those with the highest potential
5. Dive deeper into the selected behaviours: barriers and benefits

TOOL: See the **BC Hydro Workplace Conservation Awareness Tier Assessment Tool Resources** for information on decision criteria for selecting behaviours.

Use decision criteria to narrow down your (potentially) long list of behaviours, using the following criteria to select your top behaviour:

- impact (the energy savings impact),
- reach (the number of people the campaign will reach), and
- diffusion (the number of people already doing an action).

If a behaviour scores high on all three elements, this most likely is the best behaviour for your campaign.

Remember that it's best to select as few behaviours as possible for your campaign. Asking people to change more than 3 behaviours at a time will make it harder for staff to remember the actions and it will be less likely that your campaign will translate into long-term change. Behaviours should also be discrete and as specific as possible.

To create that specificity, add a time component to the behaviour, for example: *turn off the lights in the walk-in fridge 1 hour before the kitchen closes.*

The following four behaviours were selected for the SFU pilot.



Now that you have selected your top behaviours, think through, as a group, what the barriers may be that are preventing people from doing that behaviour. Do people just not know? Do they forget? Also think through the benefits for doing that same behaviour. The strategies you select in the next workshop will need to address these barriers and benefits.

This will bring you to the end of your first planning meeting. You could decide to combine the two meetings or plan the second meeting for a later date.

4

Select the Strategy

Now that you have determined which behaviours would be the most beneficial to focus on, the next question you will need to answer is how to effectively change staff behaviours. Strategies for changing a behaviour might include prompts, engaging kitchen champions, incentives, commitments and a variety of communication strategies to deliver the message and change social norms in the target group.

Meeting 2: Select your Strategies

To select the campaign strategies, consider using the following agenda for your second planning meeting:

1. Define the target audience
2. List and select the communications options
3. Select strategies that address the barriers and benefits
4. Select the implementation team & timeline
5. Select success metrics

Target Audience

For each behaviour you have selected, define your target audience. To help you develop your strategy, think about a typical day of the people whose behaviour you are trying to change.

You can try a “human centered design” technique of mapping out the daily timeline for a hypothetical person in your group. You may find creative ways to insert the energy conservation message into their day.

Thinking about the message from the perspective of the person receiving it will also help frame it in a way that is more likely to be positively received.

TOOL: See the **Human Centered Design toolkit** by IDEO for ideas on how to create solutions with people at the centre: <https://www.ideo.com/work/human-centered-design-toolkit>

Communications Options

When thinking about how to communicate the message, make sure you've captured all the ways that people in your target audience get information.

- Are there important meetings that staff attend?
- Where might there be unique places to place messaging, such as staff lockers or the kitchen floor?
- Who are their trusted sources for information? Who do they listen to?
- Who sets their priorities? How do they receive messages from their immediate manager?

Create a list of all of formal and informal ways that staff find out about new information, and select the most appropriate ways to share the energy conservation messaging. This will likely be an iterative process as you select your behaviour change strategies.

Selecting Strategies

This is the most critical part of your campaign planning process. When developing your strategies, consider using techniques from Community-Based Social Marketing (CBSM) theory that puts people and their peers at the center of the campaign. CBSM is a framework for marketing, which focuses on encouraging people and their peer networks to adopt an action for the greater 'social' good. See the table on the following page, or step 7 for more information.

In your interviews, you may have found a keener who already thinks about energy conservation during their shift. See if you can incorporate that person into a campaign introduction or educational session with their colleagues. This is also the time to refer back to the barriers and benefits that you identified in your first planning meeting. Use this information to select a strategy which addresses the behaviour's particular barrier and benefits.

The table on the next page provides several potential strategies for different barriers.

Community-Based Social Marketing: Barriers and Strategies

Barrier	Strategy	Description
Lack of Motivation	Commitment	A visible and public commitment to the behaviour.
	Incentives	A prize or contest to reward the adoption of the behaviour.
Forget to Act	Prompts	An eye-catching reminder that indicates the desired action in a memorable way.
Lack of Social Pressure	Social Norms	Creating a new social norm refers to making the behaviour the expected behaviour and 'what we do' in the kitchen.
Lack of Knowledge	Communication	Clear and informational communications.
	Social Diffusion	Encouraging people to learn from their peers.
Physical Barriers	Remove Barrier and Make it Convenient	Removing a physical barrier refers to moving something in the space to make it easier to perform the energy conservation behaviour.



To learn more about these techniques, refer to the CBSM website:
<http://www.cbsm.com/pages/guide/preface>

Examples of prompts



SFU Pilot Strategies

At the SFU Residence kitchen, prompts were posted for reminders, and social norms were created by the Manager and Sous-Chefs explaining and demonstrating the new procedures in the pre-shift meetings. The lack of motivation was addressed with prizes for the quiz and potential rewards if the overall collective goal was achieved.

Every kitchen is different and the strategies and materials developed for the SFU may or may not be applicable to your situation. See the Resources section for examples of: in-person meetings, an energy quiz, and a promotional poster (see the downloadable Resources to design your own).

Implementation and Timeline

Once you have identified your strategies, work with the group to map out the tasks, timelines and responsibilities for the campaign. When thinking about your strategies ensure to select a timeline that is long enough to make a behaviour stick. What we know about creating new habits shows that campaigns that run for at least three weeks are more likely to change a behaviour¹. You also need reminders after the campaign to make it stick. The following calendar outlines the strategies and timelines for the SFU pilot campaign.

Example schedule:

S	M	T	W	Th	F	S
Pre-survey, Promo & prompt Materials up	1 <i>Twitter promo begins</i>	2 <i>Staff Pre-shift meeting</i>	3	4	5	6
7	8	9 <i>Staff Pre-shift meeting</i>	10	11	12	13
14	15	16 <i>Staff Pre-shift meeting</i>	17 <i>Staff Quiz</i>	18	19	20
21	22	23 <i>Staff Pre-shift meeting</i>	24	25	26 <i>Staff Results announced</i>	27
28	29 <i>Post-survey</i>	30				

1 Lally, P., van Jaarsveld, C.H.M., Potts, H.W.W. & Wardle, J. (2010). How are habits formed: Modelling habit formation in the real world. *European Journal of Social Psychology*. Vol 40, Issue 6, pages 998–1009.

Success Metrics

Energy savings from behaviour change initiatives are difficult to measure, which is why qualitative goals are so important. Make sure to set your goals at the beginning of the campaign to measure against them throughout. Make them reasonable and attainable so you can celebrate success. We would suggest tracking your results in two ways: participant surveys and meter data. An example of a goal could be: *a 10% increase in number of people doing the behaviour as measured by the survey.*

Conducting a survey before and after the campaign will help you measure how effectively your campaign message was received, the level of awareness about the desired behaviours and staff perceptions about energy conservation. The full set of survey questions from the SFU pilot are provided in the Resource section. This pre and post survey was conducted in person in the SFU example.

Aside from the survey, ensure that you have selected a feasible measurement approach and have designated someone to measure, calculate or estimate the energy savings that resulted from the campaign. Several options for directly measuring energy results include: building-level energy utility meters or sub-meters, temporary building-level or panel-level sub meters, or equipment level meters such as the kilowatt meter or a lighting logger.

Examples of equipment-level meters

Kill a Watt Edge Meter¹

For simple devices like monitors, or small kitchen appliances



Kill a Watt Power Bar Meter (Surge protector)²

For small plug load equipment



Dent Lighting Logger³

For lighting



1 <http://shop.p3international.com/p/kill-a-watt-edge>

2 <http://shop.p3international.com/p/kill-a-watt-ps-10?pp=8>

3 <http://www.dentstruments.com/smart-logger-meters-energy-metering>

The SFU Energy Wise campaign engaged up to 50 staff members and more than 150 students. The following metrics were used to measure impact:

1. Participation rates
2. Survey Results
3. Lighting loggers: walk-in fridge & freezer, and display fridge
4. Building-level electrical meter data
5. Natural gas savings estimates

Of the staff members, 71% actively participated in the campaign. For the main behaviours, the survey showed between a 3 to 37% increase in the desired behaviours. The lighting loggers showed an average reduction in lights left on of 13%. The building-level metering showed that the campaign contributed to an overall energy savings of 19%, some accounted for by other factors. The natural gas savings estimates were between a 0.4% and 5%.

Overall, staff awareness of energy conservation increased, and energy was saved.

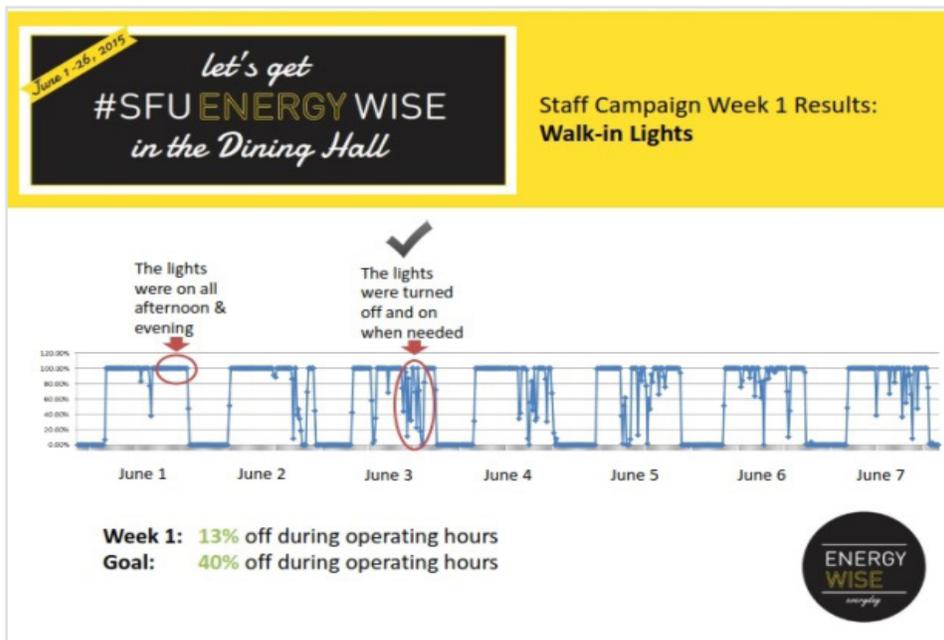


5 Implement the Campaign

You now have a customized Energy Wise campaign strategy for your kitchen area. Work with your communications team or an external consultant to develop the communications and campaign materials and execute! As a part of the campaign consider organizing one in-person meeting with kitchen staff and/or a weekly reminder over the course of the month (or campaign) to ensure that the message stays top-of-mind.

Feedback Mechanism

Implementing a feedback mechanism during your campaign gives the participants a sense of progress. During the pilot Energy Wise campaign at SFU, kitchen staff selected lighting loggers as their way to track progress, and this report gave them weekly information on how they were doing on turning off walk-in fridge and freezer lights throughout the campaign.



6 Evaluate and Celebrate

Once the campaign is complete, conduct your post campaign survey, collect meter data and analyze the results. Communicate back to the campaign participants about how they did, and write up a story or case study to share with a wider audience.

Use this time to evaluate whether it's possible to integrate the new behaviours into permanent operational procedures. That way, with every new employee, they will be trained to save energy from their first day.

See the *Resources* section of this toolkit for a checklist on writing effective operational procedures.

7 Share your Lessons Learned with BC Hydro and FortisBC

This toolkit was developed based on the experience of a pilot campaign. Help us continue to build our joint knowledge about what works with behaviour change initiatives. Share what worked and what didn't with BC Hydro and FortisBC, so that other organizations in BC can benefit from your experiences and create a successful Energy Wise kitchen campaign.

Want to find out more about the theory behind this campaign?

Community based social marketing (CBSM) is a “brand” of social marketing that emphasizes direct contact between people at the community level. It offers a systematic approach to behaviour change where key target behaviours are identified based on an assessment of opportunities.

Peer-to-peer contact provides an opportunity for energy champion staff members to act as leaders and model energy conservation behaviour to their peers.



Learn more about CBSM from Doug Mackenzie-Mohr:
<http://www.cbsm.com/pages/guide/preface>

Learn more about social marketing from Nancy Lee:
<http://www.socialmarketingservice.com/site/assets/files/1015/socmkta-4.jpg>

Resources

Email template

To: [audience]

Subject: Energy Conservation Campaign

Our organization is looking to save xx% energy by 20xx, and we need your help. Kitchen spaces use a significant amount of energy, and everyone's daily actions add up.

We're looking to discuss with you the potential to implement a fun, interactive campaign that would engage employees to take actions to reduce electricity and gas use in food service operations. We propose working with the energy manager, energy specialist, sustainability manager and food services manager(s) to:

- Inspire food service employees by including them in planning sessions and enabling them to be part of the solution.
- Spark job interest through developing a fun and interactive campaign.
- Contribute to our organization's environmental and sustainability goals – food service operations typically use 5-7 times as much power as other building areas.
- Demonstrate leadership in campus sustainability and the opportunity to share with other organizations with large food service operations.
- Save electricity and natural gas.

Please let me know when you would be available for a kick off meeting and workshop.

Best regards,

Interview Template

Name:

Job:

Shift Time(s):

Restaurant Operating Hours:

1. What do you do during your shift?
2. Have there been any energy conservation programs or initiatives in the past?
3. What are some actions that could be taken to save energy during your shift?
4. What are the top two pieces of equipment you think have the best opportunity for conservation?
5. What are some challenges for staff when it comes to conserving energy in the kitchen?
6. What would motivate staff to change their actions to conserve energy?
7. Does any of the equipment have a start-up / shutdown schedule?
8. Are there equipment that can be turned down or off during non-peak /slower periods during your shift? Is there equipment that can be turned off when not in use but are not?
9. When do you meet to hear about changes in procedures or safety?

Potential Behaviours: Questions and Suggestions

Refrigerators / Walk-in Fridges:

- Are fridge/freezer doors closed when not in use?
- Are lights in walk-in fridge turned off?
- What's the timing on defrost cycles?

Stoves / Burners:

- Are they turned off when not in use?
- Are backup burners turned off during non-peak hours?

Ovens:

- Are they turned off when not in use?
- Do you preheat only when necessary?
- How often do you open the oven door to check cooking process?

Exhaust Hoods:

- Are they turned off when not in use?
- Are they turned down during slower periods?
- Can you control hoods separately or are they on one system?

Other food prep equipment: (Grill tops, sandwich makers, coffee makers, drawer /food warmers, heat lamps)

- Are they turned off when not in use?
- Can you turn them down or turn off backups in slow periods?

Water:

- When doing food prep, are the hot water left running?

Ice Machines:

- When does ice get made?
- Does the large or the small machine get used more often?
- Do you close the lid when they are not in use?
- Do they generate frosty ice cubes or clear ones?

Dishwasher:

- Are the dishwasher booster turned off at night?
- How often is it loaded on full racks?
- What temperature is it set to? (180 degrees)

Cash Register:

- Are the tills shut down at night?

Lighting:

- What are the lighting controls like in your area of work?
- Can they be turned off when not in use, or when the space is unoccupied?

List of Kitchen Behaviours

The following behaviours can be used as a starting point for your conversations. Do you have the same equipment? When can they be turned off?

Behaviour	When
Turn off induction countertops	<i>When not in use</i>
Turn off waffle iron	<i>9-11am, 2-5pm, 7:30-9pm</i>
Delay start time of waffle iron	<i>Opening</i>
Turn off waffle iron earlier before closing	<i>Closing</i>
Turn off panini grill	<i>When not in use</i>
Turn conveyor toaster setting to standby	<i>9-11am, 2-5pm, 7:30-9pm</i>
Turn off one (or both) oatmeal wells	<i>10:30am or 12noon</i>
Turn off one soup well	<i>9-11am, 2-5pm, 7:30-9pm</i>
Turn down temperature of soup wells	<i>during operating hours</i>
Turn down pizza oven temperature (from 3 to 1)	<i>9-11am, 2-5pm</i>
Delay start time of pizza oven	<i>Opening</i>
Turn pizza oven off earlier before closing	<i>Closing</i>
Design menu items to reduce use of grill	<i>n/a</i>
Turn off bottom convection oven in the back kitchen	<i>11am-3:30pm, 5:30-9pm</i>
Delay start time of convection ovens	<i>Opening</i>
Turn off convection ovens off earlier before closing	<i>Closing</i>
Turn off food warmers in the back kitchen & move items to the front	<i>(7:30-9pm) end of day</i>
Turn off Turbofan oven in grill area	<i>11am-3:30pm, 5:30-9pm</i>
Delay start time of Turbofan oven	<i>Opening</i>
Turn off Turbofan oven off earlier before closing	<i>Closing</i>
Turn off lights in walk-in fridge and freezer	<i>During Operating Hours and Closing</i>
Turn off display fridge lights	<i>9-11am, 2-5pm, 7:30-9pm</i>
Turn off one cash register monitor	<i>9-11am, 2-5pm, 7:30-9pm</i>
Turn off two TV monitors in student dining area	<i>9-11am, 2-5pm, 7:30-9pm</i>
Turn off LCD monitors in kitchen area	<i>9-11am, 2-5pm, 7:30-9pm</i>
Turn off or dim selective panels of lights in student dining area	<i>9-11am, 2-5pm or during daylight hours</i>
Push doors open instead of using the automatic door button	<i>During operating hours</i>

Energy Wise Survey Questions

- **Do you think about energy conservation while on shift?**
Never, Rarely, Sometimes, Almost every shift, Every shift
- **How often do you save energy while on shift?**
Never, Rarely, Sometimes, Almost every shift, Every shift
- **How often do you ... [Energy Behaviour]?**
Never, Rarely, Sometimes, Almost every shift, Every shift
- **Are you aware of the Energy Wise campaign?**
I'm aware BUT have not participated
I'm aware AND have participated
I'm not aware
- **Demographic questions -**
(shift times, kitchen area, part-time or full-time etc.)

In-Person Meetings:

Script for Energy Conservation Dialogue

Length: 10 minutes

Speaker (ie. Sous Chef) thanks everyone for their hard work and dedication

- **We are committed to reducing the impact of our operations on the environment and climate change, as well as reducing Greenhouse Gas. Conserving energy in food preparation in the [organization] plays an important role in reaching this goal.**

Ask the following series of questions to help facilitate a brief discussion about each topic. The purpose is to get staff involved and talking. Clarify points if necessary, but the focus is on having staff provide the answers.

- **Who has heard of climate change?
What is it? What causes it?**
Potential answers: pollution, greenhouse gases, changing climate/ weather (*IPCC definition "climate change is a statistically significant variation in the mean state of the climate or its variability, persisting for an extended period (typically decades or longer.)"*)
- **Where does the pollution come from?**
Potential answers: landfills, cars, factories, buildings
- **What produces the most Greenhouse Gas emissions?**
Answer: the heating and cooling of buildings
- **What in a building uses energy - this building for instance?**
Potential answers: food prep equipment, computers, monitors, lights, etc

Food prep equipment (ovens) and lights is where we need your help.

- **What do you think we can do to conserve energy with the ovens we use?**

Answer: turn it off earlier

- **[Statement]** We will start to turn the convection ovens and the turbofan oven off earlier at 8pm every day this summer.

- **Which lights can we turn off to conserve energy in the dining hall during operating hours?**

Answers: walk-in fridge and freezer & display fridge lights (at the Cashier area)

- **[Statement]** We will start to turn off the fridge and freezer lights off when exiting and turn off display fridge lights at the Cashier area during off-peak hours (8-9AM, 11:30-2:30PM & 6-8PM). Do you know where the light switches are for the display fridge lights? If staff responsible for the area do not know, make a note to show them after the meeting.

- **[Statement]** *Introduce the incentive and the measurement*

- **Can everyone help the team reach our goal by [list the main behaviours]?**

Get a show of hands as a commitment.

Thanks for participating.

Energy Quiz

Full Name:

Department:

1. Turning off the lights in a large hall overnight can save \$_____ in energy over the course of a year:

- A. \$5
- B. \$150
- C. \$1150
- D. \$500

2. Which of these energy conservation actions are included in the current Energy Wise campaign (select all that apply):

- A. Turning off convection ovens at 8pm
- B. Turning off turbofan oven at 8pm
- C. Turning pizza oven to 800 degrees
- D. Turning lights off when leaving walk-in fridge and freezer

3. Most of the energy consumed by dishwashers and washing machines is for heating water.

- A. True
- B. False

4. The average person wastes enough energy leaving their fridge or freezer door open to power ___ washing machine loads a year?

- A. 5
- B. 10
- C. 50
- D. 1000

Answers: Question 1=C, Question 2=A,B,C, Question 3=A, Question 4=C

Sample Posters

See all of the design elements in the Resources available for download at the beginning of this document

Turn it Off

PLEASE CONSERVE ENERGY
IN OUR WORK AREA BY:



- Turning off the convection ovens at 8pm
- Turning off the turbofan oven at 8pm
- Turning off walk-in fridge & freezer lights
- Turning off display fridge lights 8-9 AM, 11:30-2:30 PM & 6-8 PM

June 1-26, 2015
Get Energy Wise in the Dining Hall!

Compass, Chartwells and SFU are committed to reducing the impact of our operations on the environment and reducing Greenhouse Gas emissions. Energy conservation in food preparation is important in getting us there.

Complete an Energy Conservation Quiz on Wednesday, June 17 for a chance to win one of three \$50 Gift Certificates to Hudson's Bay Company.





Turn it Off

YOU CAN CONSERVE ENERGY
WHEN PREPARING FOOD BY:



- Turning off induction counter tops
- Turning off the panini grill
- Closing pantry fridge doors

Get Energy Wise in the Dining Hall!

On top of saving energy at the cooktop, panini grill and fridge, you can also save energy while cooking!

Enter the EnergyWise Contest:

-  Prepare a 'low energy' dish aka a food dish that does not need a long cooking time
-  Post a photo of you saving energy at the cooktop, Panini grill or fridge, or a photo of your 'low energy' dish to Facebook (SFUDiningServices), Twitter or Instagram #SFUEnergyWise.

Each week, one random winner will receive a \$25 Mountain Equipment Co-op gift certificate!

June 1-26, 2015





Writing Effective Operational Procedures

Use the following checklist to see if your energy conservation procedures meet best practices for procedural writing.

Tips	✓
Content	
Begin your instructions with an action verb (e.g., <u>turn off</u> the panini grill when not in use)	
Be concise – try to use as few words as possible while still conveying key points	
Use clear terminology – try to avoid the use of acronyms, phrases, and abbreviations	
Be specific. Clearly define the action and when to complete it (e.g., turn off the ovens at least 1 hour before closing time during the closing shift)	
Avoid using a negative writing style – tell people what they can do instead of telling them what they <i>cannot</i> do (e.g., close the fridge door after use vs. do not leave the fridge door open)	
Include pictures and diagrams when necessary to clarify steps	
If a procedure contains multiple steps use flow charts or bullet points to clearly indicate all stages	
Include health and safety warnings alongside a procedure if necessary	
Include contact information in case there are questions that relate to the operational procedures	
Communicating the Message to Staff	
Inform staff that a procedures document has been developed	
Train all applicable staff to follow the new operating procedures (make sure to also communicate <i>why</i> the new procedures are in place and what they help to achieve)	
Review the procedures at in-person meetings	
Assign the responsibility for the procedure to a position (not a specific person)	

Placement	
Communicate where operational procedures are located to all staff (this can either be a physical space and/or online)	
Place procedures in an accessible area for easy reference	
Create a summary of the procedures that can be publically posted (flow-charts can be helpful)	
Updating Operational Procedures - Create a Living Document	
Review and update the procedures on a regular basis, consider monthly intervals	
Ensure permission is given to managers to update the procedures document	
Hold a focus group - ask experienced employees for feedback regarding the operating procedures	
Verify that operational procedures are consistently followed through regular monitoring	

Sample Operational Procedure:

2.0 Closing Procedures

2.1 Pizza Oven

2.1.1 Turn the pizza oven to the "3" setting 2 hours before close.

Responsible person: Line Cook

2.1.2 Turn the pizza oven to the "1" setting when closed

Responsible person: Line Cook

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