dear zcob,

It is our pleasure to present to you the 2017-2018 Planet Zing annual report. Our committee has been hard at work again this year – working together to learn and share our best practices with each other and as champions for zero waste and sustainability within our individual businesses.

We started work this fiscal year on a ZCOB-wide goal to broaden each businesses and the community’s (guest’s) understanding and appreciation of our environmental sustainability work through education and marketing. We will be focusing a lot of time in this coming fiscal year of helping the ZCOB achieve this vision. Our measurement of success will be to ask each business commit to doing one or more things from a list we’re developing that will help to educate our staff or guests about the things they are doing to lessen our environmental footprint. We will develop the list this upcoming fiscal year, so that our work can focus on aiding businesses in getting these things done. We are excited to be working in our businesses to achieve this goal.

Please take a few minutes to read all about the great work going on in our businesses, with special attention to the greenhouse gas usage charts. These charts are our way of providing a standardized metric across all of our businesses so that we can have a truly open book look at our environmental impact. New this year, we’ve waited to deliver this report until the fiscal year was closed, so that all data are a true year-over-year comparison for each business.

Sincerely,

Planet zing
Rodger, Jenny, Andrew, Tara, Craig, Dan, Roxanne, Kristin, Gary, Mike, Hailey, Carly, Sean

many thanks to the wonderful Ashley Brink from the Deli for making the amazing greenhouse gas charts
... and to all the ZCOB accountants for inputting the data throughout the year
Committee Vision

Zingerman’s Community of Businesses is committed to improving its environmental impact by applying the principles of sustainability and continuous improvement in the pursuit of eliminating waste.

To this end, Planet Zingerman's will:
• Facilitate realization of the ZCOB 2020 environmental Stewardship Vision
• Build our organizational capacity through collaborative and responsive partnerships with partners, staff and satellite Planet working groups or representatives in each business
• Nurture, advise and document the development of creative solutions to improve our environmental impact throughout the ZCoB, from the smallest steps to larger initiatives
• Develop, gather and report metrics that track 1) progress in specific areas of action towards zero waste 2) overall environmental impacts of doing business.
• Motivate and educate ZCoB staff and the wider community by reporting ZCoB successes actively and often, sharing best practices, and developing recipes and curriculum on Zero Waste

Planet Zingerman's believes that learning to grow our businesses within the natural capacity of our environment will prepare the ZCoB for a long and prosperous future, provide meaningful service to our community, and make us smarter, stronger and happier. It is our mission to facilitate this work.

2017-2018 committee zap goals

CONTINUALLY IMPROVE THE SUSTAINABILITY OF OUR BUSINESSES
• committee members learn about lean principles
• committee members use one of the CI processes (pdca, kata, values stream mapping, block diagrams etc) to eliminate waste in their business
• develop a statement of beliefs about our product choices
• review the 2020 zcob stewardship vision to see which parts are yet to be realized

MEASURING AND REPORTING GREEN
• every department/business has a line related to zero waste on their DOR board
• track individual goals/objectives and share throughout the zcob to promote inter-business learning
• PZ has a regular presence at PG meetings
• Continue an annual report for the zcob

GROWING GREEN STAFF (the people)
• engage and educate staff about green initiatives and continuous improvement processes
• provide support to Planet Deli and ZMO committees
• explore the addition of a 3rd satellite Planet committee at the Roadhouse, Bakehouse or as a Southside group
• orient and educate new employees about zero waste goals
• Granted $500 to Eberwhite Woods Stewardship group for signage to communicate with woods users about flora and fauna, events, and park maintenance
• 2018 Commuter Challenge Organizational Winner 500+ Person Organization (winner determined by the highest average number of commutes)
• Created a ZCOB wide goal for next fiscal year focused on marketing and education about our sustainability work
• 35th street fair was a zero waste event
• Participated in Mayor’s Green Fair on June 8th
• ZCOB joins the Michigan Recycling Coalition and the Deli sends someone to the conference.
• Planet Zing sent comments to Washtenaw County on their solid waste plan expressing an interest in seeing more progress on organics
• Some planet zing members attend A2 Sustainability Forum and learn a lot!
• Committee members worked on Level 1 and Level 2 lean passports
• Committee members discussed continuous improvement learnings
• Business updates at every meeting to learn from each other
• Committee members help departments/businesses select key measures related to zero waste that are linked to business ZAP goals
• Zero waste business goals/objectives were recorded in the Planet Zing google doc and progress was tracked by committee throughout the year
• Greenhouse gas spreadsheet is updated regularly throughout year and shared with PG
• Supported the work of each business in reaching their zero waste goals.
• Supported the idea to create a Planet Roadhouse

2014-2015 Energy % of Total Sales: 1.02% of Sales
2015-2016 Energy % of Total Sales: .94% of Sales
2016-2017 Energy % of Total Sales: 1.42% of Sales
2017-2018 Energy % of Total Sales: 1.06% of Sales

Natural Gas: 1.02% of Sales
Propane: .94% of Sales
Gas: 1.42% of Sales
Electricity: 1.06% of Sales

$0 - $70,000

Aug, Sept, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, June, July

2014-2015 FFC
2015-2016 FFC
2016-2017 FFC
2017-2018 FFC
highlights

• Planet Deli reorganizes their work into 2 kata groups: one focused on replacing disposable plastics with compostable or reusable items and another working on improvements to recycling and composting
• Deli sent a representative to Michigan Recycling Coalition annual conference
• Deli makes a number of sustainable product switches
  • reusable soup bowls for guests dining in!
  • metal ramekins for sampling, exploring switching out for more uses
  • compostable plates for catering and restaurant sandwiches, saves money and is more sustainable
  • compostable straws
  • compostable sample spoons
  • compostable gelato to go containers
• Partnered with the Ecology Center/Recycle Ann Arbor on a pilot soft plastics collection program.
• Local sourcing: beef for pot pies from Hampel Farm, turkeys for Thanksgiving and pot pies from Two Tracks Acres. Local produce from Goetz Farm, Kapnick Orchard, Garden Works, Tantre Farm, Seeley Farm, Green Things Farm, Sunseed Farm, Wasems Orchard, Nemeth Orchard
• Continued to expand the relationship with Cherry Capital Foods, sourcing produce, proteins and value added goods from all over Michigan
• Looking at inventory management system and evaluating software programs to improve the data connection within the Deli
• Diverted 100 tons of compostable organics from the landfill
• Reduced volume of food service glove waste
• Reduced single serve condiment packet usage
• All thermal paper is now BPA free
• Began to reuse napkin dispenser ads as postcards
• Continued edible landscape
• Began repurposing empty olive oil drums for rooftop planters
• Participated in the city's Resource Management Team
• Participated in the city's Solid Waste Plan Study

the deli switches from plastic disposable soup bowls to glass reusable bowls. the stack of plastic bowls that are saved in one year from the landfill would be 6000 feet tall!

#### Energy % of Total Sales
- **2014-2015**: 0.86% of Sales
- **2015-2016**: 0.79% of Sales
- **2016-2017**: 0.82% of Sales
- **2017-2018**: 0.91% of Sales

#### Natural Gas
- **2014-2015**: 86% of Sales
- **2015-2016**: 79% of Sales
- **2016-2017**: 82% of Sales
- **2017-2018**: 83% of Sales

#### Propane
- **2014-2015**: 6% of Sales
- **2015-2016**: 4% of Sales
- **2016-2017**: 6% of Sales
- **2017-2018**: 7% of Sales

#### Electricity
- **2014-2015**: 8% of Sales
- **2015-2016**: 7% of Sales
- **2016-2017**: 7% of Sales
- **2017-2018**: 7% of Sales

### Monthly Fossil Fuel Costs
- **2014-2015 FFC**
- **2015-2016 FFC**
- **2016-2017 FFC**
- **2017-2018 FFC**
• Planet ZMO completes first full year with concentration on waste reduction efforts
• Diverted over 10,000 lbs of waste from landfill that went to on-site compost
• Increased waste jazz pack collection for compost by 1000%
• Paper towel and paper waste from Bread added to compost collection
• Compost DOR line implemented
• ZMO gardens produced over 1300 lbs of produce for the EM program (a 15% increase over FY16/17)
• ZMO gardens used only on-site compost for all soil amelioration needs
• Offered two garden workshops (Mason Bees and Seed Starting) for ZCoB employees and friends
• Numerous Lean improvements: four kata boards & CI at all stations in the warehouse
• Tested and implemented jute as replacement for styro in some packaging
• Produced Tri-fold and participated in Mayor’s Green Fair
• Explored solar options - put on-hold until after building changes
• ZMO Green Notes published 4 times

Since April 2018 ZMO has replaced 1337 gelato and sandwich kit styro containers with totally recycled jute packaging. The environmental savings is a 95% reduction in lbs of CO2* and a 12% reduction in packaging costs. As we head into 2019 ZMO will replace all styro with jute packaging for even bigger savings

* based on estimates of styro versus jute production given at www.plated.com

- **2014-2015 Energy % of Total Sales**: 0.37% of Sales
- **2015-2016 Energy % of Total Sales**: 0.43% of Sales
- **2016-2017 Energy % of Total Sales**: 0.46% of Sales
- **2017-2018 Energy % of Total Sales**: 0.51% of Sales

**Breakdown by Energy Type**:
- **Natural Gas**
- **Diesel**
- **Gas**
- **Electricity**

**Energy % of Total Sales**:
- 2014-2015: 0.37%
- 2015-2016: 0.43%
- 2016-2017: 0.46%
- 2017-2018: 0.51%

**Sales Comparison by Month**:
- **August**: $2,250
- **September**: $3,500
- **October**: $4,750
- **November**: $6,000
- **December**: $8,250
- **January**: $9,500
- **February**: $11,750
- **March**: $14,000
- **April**: $16,250
- **May**: $18,500
- **June**: $20,750
- **July**: $23,000

**Legend**:
- 2014-2015 FCC
- 2015-2016 FCC
- 2016-2017 FCC
- 2017-2018 FCC
highlights

• Eliminated all paper sales orders this year!
• Lean Improvements line year-end goal was met in March
• Switched to tamper-proof lids for our bulk cheese packaging. Saves a lot of time, and a noticeable amount of plastic
• All disposables available in the shop are compostable or recyclable
• The Cream Top Shop uses compostable bags only, with trash available behind the counter
• The Creamery provides re-usable cups with lids and straws (all metal) for all employees
• Created task boards for multiple departments
• The Cream Top Shop has specific re-usable containers for pimento and other spreads from production, to avoid wasting the single-use tubs from wholesale
• Began the ‘Swing & a Miss’ kata to collect data on when mistakes happen, and why
• Installed a water bottle filling station, and have filled over 2,000 bottles over the last year
• Staff are working on a creamery-specific lean passport
• Upgraded from multiple recycling cans to a large recycling dumpster, with significantly more space
• Issues of blue mold on cheese have reduced dramatically because of the improvements to the building. Significantly less cheese is wasted compared to last year, and what we do have to waste is composted.

**2014-2015 Energy % of Total Sales**
- Natural Gas: 1.42% of Sales

**2015-2016 Energy % of Total Sales**
- Natural Gas: 1.46% of Sales

**2016-2017 Energy % of Total Sales**
- Natural Gas: 2.56% of Sales

**2017-2018 Energy % of Total Sales**
- Natural Gas: 1.78% of Sales

---

**Comparison by Month**

the bakehouse got a stone mill! this will allow them to mill their own whole grain flour. using whole grain flour eliminates the food waste associated with refined flours.

highlights

• Grain commission formed and working on incorporating more local, organic, and whole grains into breads. This means less waste, more sustainably grown ingredients, and fewer food miles
• Bakehouse-wide commitment to more active waste reduction beginning with better sorting and evaluation of the waste we currently produce
• Pastry team stopped using parchment circles in the bottom of cake pans and began more strategically using buckets for scaling to reduce washing and water waste
• Bakeshop is switching to more compostable containers and minimizing plastic usage
• Service printing double sided whenever possible, reducing printing in general and exploring paperless invoices

2014-2015 Energy % of Total Sales*
1.94% of Sales

2015-2016 Energy % of Total Sales*
1.63% of Sales

2016-2017 Energy % of Total Sales*
1.96% of Sales

2017-2018 Energy % of Total Sales
2.14% of Sales

*Total Bakehouse and Candy Sales
highlights

• Cold cups are now compostable, how many have diverted from recycle stream or hours of labor saved from production improvements
• Coffee incorporated lean improvements into buildout
• Coffee giving coffee grounds to ZMO for garden compost
• Decreasing waste through better sampling SOPs
• Tracks Compost and Waste DOR lines
• Coffee Retail saved $500 more than planned on Food Waste
• Coffee Employees personally commit to drinking from Reusable Cups instead of disposables

• Candy Manufactory Retail reuses product boxes as risers in the store; offering out of print boxes as gift boxes for customers
• Use biodegradable sample cups
• Candy kitchen reuses inner bags from inner boxes as trash bags

<table>
<thead>
<tr>
<th>Year/Season</th>
<th>Natural Gas</th>
<th>Diesel</th>
<th>Gas</th>
<th>Electricity</th>
<th>Total Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015 Energy %</td>
<td>.97%</td>
<td></td>
<td></td>
<td></td>
<td>97% of Sales</td>
</tr>
<tr>
<td>2015-2016 Energy %</td>
<td>.77%</td>
<td></td>
<td></td>
<td></td>
<td>77% of Sales</td>
</tr>
<tr>
<td>2016-2017 Energy %</td>
<td>.68%</td>
<td></td>
<td></td>
<td></td>
<td>68% of Sales</td>
</tr>
<tr>
<td>2017-2018 Energy %</td>
<td>1.76%</td>
<td></td>
<td></td>
<td></td>
<td>1.76% of Sales</td>
</tr>
</tbody>
</table>

*COMBINED COFFEE AND CANDY
• IT found a way to do electronic recycling throughout the year with the help of a local vendor that comes and picks up from our warehouse. We collect batteries, old computers and printers, and toner cartridges from the businesses.
• DOR board tracked number of SOPs and amount of paper.
• Had a Dashboard on electricity and gas.
• Accounting Group is also working on 2-Second Lean Improvements.
• IT SOPs now on google docs for increased accessibility

- **2014-2015 Energy % of Total Sales**: 0.66% of Sales
- **2015-2016 Energy % of Total Sales**: 0.56% of Sales
- **2016-2017 Energy % of Total Sales**: 0.90% of Sales
- **2017-2018 Energy % of Total Sales**: 0.81% of Sales

Each year shows a slight increase in the percentage of total sales attributed to fossil fuel costs.
Highlights

- Focus on compost collection and sustainability learnings
- Collects more than 200 gallons more compost over 16-17FY
- Staff take SOP class and writes over 20 new SOPs on multiple topics
- Planet Zing is looking for a new member from ZingTrain

Energy % of Total Sales

- 2014-2015 FFC: 0.37% of Sales
- 2015-2016 FFC: 0.34% of Sales
- 2016-2017 FFC: 0.33% of Sales
- 2017-2018 FFC: 0.33% of Sales

Monthly Costs:

- August: $225
- September: $450
- October: $675
- November: $900
- December: $675
- January: $450
- February: $225
- March: $0
- April: $0
- May: $0
- June: $0
- July: $0

Legend:
- Natural Gas
- Electricity
High lights

• Donated use of some of our land to a local up and coming farmer florist; she planted over 300 stems on property
• Filled out an application to turn the back pasture into a pheasant and monarch butterfly sanctuary
• Brought a dozen chickens with roosters to roost at the farm
• Scaled all recipes to a one person portion, so we do not overproduce
• Grew and harvested twice the amount of produce this year
• Purchased 4 guinea hens for organic bug removal
• Digital meetings with an apple tv to reduce paper use for agendas, reports, etc
• Focused on reducing inventory on hand
• Switched meats to Eat Local, utilizing local meat sources
• Installed an apiary. We are very excited to have our own honey!
• Reusing cardboard (from our deliveries as well as what is produced/left from events) as landscaping fabric
• Planted our grounds this year with a focus on plants that are good ground cover AND need less water
• Planted a living fence with willow trees
• Used old road fence to make planting boxes
• Installed drip irrigation
• Growing vegetables that will entirely be used by us in our cooking

<table>
<thead>
<tr>
<th>Year</th>
<th>Natural Gas</th>
<th>Propane</th>
<th>Gas</th>
<th>Electricity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>2.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015-2016</td>
<td>2.62%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016-2017</td>
<td>4.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017-2018</td>
<td>.51%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Incomplete Data*
Highlights

• Planet Roadhouse begins with line on the FOH DOR board
• Switched to reusable staff cups
• Reusable and washable crayon containers instead of throwing out disposable coffee cups after every shift
• All code reds and greens are entered online instead of being written on paper. Savings of $400 or 15,000 pieces of paper
• Removed jars of straws from the bar so guests have to ask instead of just grabbing one
• Ran a Stop the Straw campaign on Earth Day and informed guests through table tents on our motivation to operate as strawlessly as possible to save our oceans! Guests were very receptive
• Stopped printing huddle and meeting agendas and sent everything electronically
• Catering stopped printing BEO’s (banquet event orders) and converted to sending everything electronically. This step alone accounts for 5200 saved pieces of paper a year
• Systematically going through many of the recipes on our menu to get on the same page with portioning, taste, and controlling food waste.
• Making sure that we are pricing our menu items appropriately and keeping things in line with price increases on our products
• Established a Planet Roadhouse Tip of the Week to suggest environmentally friendly tips to Roadhouse staff
• Began experimenting with in-house oat milk to use in lieu of almond milk, which is $4.50 per quart and shipped from California
• Christine Chessler-Stull from Recycle Ann Arbor taught a class on recycling to clarify and enhance our knowledge on products to be recycled and how we can work best with the city
• Created signs to help staff to easily determine what products go in the recycling bin
• Started recycling tip envelopes so as to reduce our waste in office supplies. So far our collection rate is about 100 envelopes a week, resulting in about 5200 recycled envelopes a year! The goal is to replace the envelope system entirely
• Switched from paper towel to polishing cloths to clean the windows and do dusting
• Replacement of trash container with recycling bin next to the printer to diverts hundreds of pounds of paper a year from the landfill
• Replaced plastic straws with compostable straws from World Centric
• Participated in the Mayor’s Green Fair, featuring our Southwest Vegetable Soup
• Feature specials created with ingredients supplied by farmers at the Westside Farmer’s Market in our parking lot
• Out Front Farms in our parking lot supplies some veggies and garnishes in recipes and drinks
• Collect garbage buckets full of kitchen scraps for Jason to take to local farms for compost
• Switched to all organic juices from the Knudsen Family!
• Closing for a remodel at the end of March and getting a new grease trap, which will prevent a lot more grease from going into the sewer.
• Pasta straw samples will be arriving shortly
• We look forward to exploring more ways we can make the Roadhouse Environmentally Friendly in 2019!!

Straws are no longer offered to guests, but are available by request

2014-2015 Energy % of Total Sales: 1.5% of Sales
2015-2016 Energy % of Total Sales: 1.3% of Sales
2016-2017 Energy % of Total Sales: 1.23% of Sales
2017-2018 Energy % of Total Sales: 1.17% of Sales

Natural Gas
Electricity
Highlights

• Miss Kim uses reusable chopsticks instead of disposable ones
• Sourcing produce and other ingredients from multiple local and/or sustainable sources: Ann Arbor Seed Company, Garden Works, Goetz Farm, Lake Divide Farm, Nemeths Farms, Seeley Farm, We the People Growers, Xiong's Fresh Asian Produce, Hyundai Market, Amish Miller, Black Oak Farms, Farm Field Table, Fortune Fish, Northern Lake Seafood + Meats, Michigan Soy Products, Epices de Cru, Rishi Tea, Calder Dairy
• Planet Zing is looking for a rep from Miss Kim!
Miss Kim Fossil Fuel Cost Comparison for 2016-2017, 2017-2018

- **2016-2017 Energy % of Total Sales**: 1.5% of Sales
- **2017-2018 Energy % of Total Sales**: 1.02% of Sales

**Chart**

- **Y-axis**: $0 to $1,200
- **X-axis**: Aug to July
- **Colors**:
  - Natural Gas
  - Diesel
  - Gas
  - Electricity

**Legend**

- **2016-2017 FFC**
- **2017-2018 FFC**