Dear zcob,

It is our pleasure to present to you the 2016-2017 Planet Zing annual report. Our committee has been hard at work 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.

All of our efforts throughout the ZCoB were acknowledged this year when we were presented the Environmental Excellence Award by Washtenaw County. In his remarks to the audience the night of the award presentation, Washtenaw County Water Resources Commissioner Evan Pratt complemented Zingerman’s for creating a contagious culture of sustainability within our businesses and for sharing our passion with our staff and guests. He recognized Zingerman’s for being a business leader since our beginnings and for leading in the area of protecting water quality, reducing waste and preventing pollution from entering our county’s waterways. He acknowledged our work in labelling our storm drains, installing pervious pavement, properly disposing of fats/oils/grease, having a zero waste goal, composting, reusing and recycling food service ware, building clean fleets for transportation, growing and buying sustainably produced agriculture, reducing our packaging waste, being attentive to our energy generation and recapture, and for building on site gardens at our businesses.

Please take a few minutes to read all about the great work going on in our businesses. And to our presentation of the greenhouse gas usage charts - 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.

Sincerely,

Planet Zing

Rodger, Andrew, Tara, Craig, Dan, Roxanne, Zach, Kristin, and Jenny

many thanks to 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 Lean 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.

2016-2017 committee zap goals
BE LEAN STEWARDS IN OUR BUSINESSES
• committee members continue to learn more about lean principles
• committee members use one of the CI processes to eliminate waste in their business
• hold at least 4 learning demonstrations of waste elimination throughout the zcob over the fiscal year

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
• develop an annual report for the zcob

GROWING GREEN STAFF (the people)
• engage and educate staff about green initiatives
• support the start of at least 1 more Planet Satellite committee
• orient and educate new employees about zero waste goals
• Zingerman’s Community of Businesses was awarded an Environmental Excellence Award from Washtenaw County. Jenny, Andrew, Nancy Rucker (from Deli) and Tara were there to accept the award.
• Tour of UM dining halls to learn about their zero waste efforts
• Granted $500 to Washtenaw Intermediate High School and provided our support and guidance to help them establish compost collection in their cafeteria.
• Developed a level 2 lean passport
• 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 start up of Planet ZMO
• Added some content about sustainability and Planet Zing into every new employee’s orientation content
• Committee members supported and promoted alternative forms of commuting within their businesses, including being champions for the GetDowntown program’s Commuter Challenge.
• 2017 Commuter Challenge Organizational Winner 500+ Person Organization Winner determined by the highest average number of commutes.
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

ZCOB Total Fossil Fuel Cost

Comparison for 2014-2015, 2015-2016, 2016-2017*

- Natural Gas
- Propane
- Gas
- Electricity

*Incomplete Data
• Two kata teams working through Planet Deli to improve composting and recycling at the Deli.
• Recycling kata group has improved guest recycling. Better signage and collection system to increase collection and eliminate contamination.
• Improved front of house and sandwich line training on recycling and compost through tests and passport work.
• Looking for a source for compostable gloves.
• Miriam Flagler, Facilities Manager, joined the board of Recycle Ann Arbor.
• Working with NSF on a project to trace back the ecology, sustainability and economics of some of our products.
• Established a soft plastics (#3 plastics) collection system. New system hopes to reduce major contamination in the recycling bins.
• Zingerman’s potato chips - Michigan potatoes and Michigan chip company.
• Andrew attended a buyer/farmer event at Cobblestone Farm and met some more local producers and learned about a u-pick farm that grows asparagus, strawberries, and squash.
• Participated in city advisory committee regarding commercial compost collection.
• Delivered public commentary to city environmental commission and city council about commercial compost collection.
• Pitched an idea to UM SNRE master’s project candidates about evaluating our LEED certification status.
• Local sourcing: beef for pot pies from a MSU research farm in Lake City dedicated to raising profitable beef sustainably, Turkeys for Thanksgiving and pot pies from Two Tracks Acres and Hannois Farms. Local produce from Goetz Farm, Kapnick Orchard, Garden Works, Tantre Farm, Seeley Farm, Green Things Farm, Sunseed Farm, Wasems Orchard, Nemeth Orchard.
• Expanded relationship with Cherry Capital Foods, sourcing produce, proteins and value added goods from all over Michigan.
• kata learning class for Planet Deli.
• Working on our hood system to learn about the best way to operate, thinking about SOPs about when to turn on/off, etc.
• Refurbished an old cooler from the warehouse for grab and go foods.
• Looking at inventory management system and evaluating software programs to improve the data connection within the Deli.
• Found a new home for a lot of stuff that was stored in the Southside warehouse. No longer have a need for this space.
• Continued participation on a resource management team within the city to talk about best practices and city services.
• Attended SE MI Buyer’s Summit organized by Spark and MEDC and learned about some more sustainable disposable products that might be good for the Deli.
• Attended NSF green fair and talked to their staff about our sustainability efforts.
• Switched serviceware at self-service stations from plastic to washable silverware.
• Working on a rooftop garden in repurposed olive oil barrels.
• Diverted 100 tons of compostable organics from the landfill.
• Started Planet ZMO!
• Planet ZMO working on baseline of energy usage of all buildings and will begin tracking meters
• Evaluating data regarding warehouse recycling and talking to Waste Management about contamination
• Working on a vision for zero waste kitchen
• Published a Bimonthly Green Notes
• Compost on the DOR board
• Gardens saw over 50% increase in yields
• Emphasis on growing what we can use for Employee Meals
• Considering selling excess production once per week at a produce cart in late summer/fall (FY17-18)
• All seedlings were grown on site and using ZMO generated planting mix
• Continuing HAACP work
• Multiple kata boards
• Hosted kata workshop in collaboration with UM and Dr. Liker
• Rain Garden was recognized by Washtenaw County Environmental Excellence Program
• Lots of compost generated during holiday season.
• Streamlined kitchen work with 5S and SOPS and standardized recipes
• Switched over to Ecolab
• Made a garden plan for the entire site with goal of increasing gardens around the campus
• LED lighting installed inside both warehouses for better lighting and good long term cost savings
• RFPs for solar installation at ZMO warehouses have been initiated
2014-2015 Energy % of Total Sales
- Natural Gas: .37% of Sales
- Diesel: .43% of Sales
- Gas: .46% of Sales


*Incomplete Data
Highlights

• The Creamery build-out is complete!
  • Brand new beautiful building
  • New pasteurizer and bulk tank equipment, with Clean in Place systems - our water usage has lowered considerably
  • The Cream Top Shop: a beautiful new space to showcase our cheese and gelato
  • New and improved HVAC system, which has improved the quality of our cheese
  • Better organization of all spaces: admin office, warehouse, freezers, coolers, everything.

• Tracked lean improvements on the DOR line and surpassed goal of 72 for the year in February!

• Created a marketplace for cheese and gelato production, decreasing confusion around the ability to fill orders significantly.

• Evaluated and made changes to logistics to level the workload: adjusted schedules resulted in more even workload, less stress, less storage space needed, and less time spent on deliveries.

• Roxanne attended ice cream short course in Pennsylvania
  • Gained a huge amount of scientific knowledge on frozen desserts
  • Made connections with people in the industry
  • Has helped to improve our products significantly

• Made headway on highly accurate recipes and costing for gelato

• Set up our in-house label printing, which has:
  • Reduced inventory dramatically
  • Removed guess work on ordering and running out of labels
  • Improved cash flow and lowered the cost of labels
  • Allowed us to adapt to changing ingredients and regulations with shorter lead time
  • Reduced the number of labels needed on each gelato and cheese

• Created a Creamery specific lean passport

• Improved the ordering process and packing of gelato drums

• Switched to cotton towels with a linen service, instead of paper towels

• Switched from wax coated gelato drums to recyclable no. 5 plastic drums

• Team from ZMO working on SOPs for the Creamery, resulting in 85 SOPs!

- 2014-2015 Energy % of Total Sales: 1.42% of Sales
- 2015-2016 Energy % of Total Sales: 1.46% of Sales
- 2016-2017 Energy % of Total Sales: 2.56% of Sales

*Incomplete Data
• All purpose flour is now ORGANIC!!
• New Bakehouse DOR green line: new SOPs, BLCs, and any other lean related measures
• Food safety plan
• Reorganized delivery department space to increase efficiency
• SOP writing for delivery routes
• Continuous improvement in the bread department and delivery
• Created warehouse map to decrease time in searching for thing
• Replaced last gas powered delivery truck with propane
• Tracked energy and gas costs on DOR board
• Food waste BLC
• Started tracking sales per mile on the delivery DOR

• Candy has new production space and is writing lots of SOP for their new space

• Planet Zing is looking for a rep from Candy!

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

*Total Bakehouse and Candy Sales
**Incomplete Data
cubic yards of compost diverted from the landfill

• Planet Zing is looking for a rep from Coffee Company!

- 2014-2015 Energy % of Total Sales: .97% of Sales
- 2015-2016 Energy % of Total Sales: .77% of Sales
- 2016-2017 Energy % of Total Sales*: .68% of Sales

*Incomplete Data
highlights

• Worked with Tom and Terri on SOPs for shared work within the department
• Tracked number of SOPs and paper usage on DOR board
• Researching the ROI on a switch to flash storage hard drives for our servers - they will be more efficient and run cooler than other ones.
• Compiled 4 pallets worth of e-waste from around the organization, no even scheduled yet. Looking for an alternative way of disposal.
• Looking into solar opportunities at ZMO and produced an RFQ ready to out to local installers.
• Attended Ann Arbor Solar Club kickoff.
• Gave a presentation about solar potential within the ZCOB to the Partner’s Group
• Ran a game for staff about what goes into each waste stream to help educate and decrease contamination
• Tracked electricity usage
• Helped connect ZMO with CamCor to recycle toner cartridges
• Tracked paper usage on DOR board

- **2014-2015 Energy % of Total Sales**: .66% of Sales
- **2015-2016 Energy % of Total Sales**: .56% of Sales
- **2016-2017 Energy % of Total Sales**: .90% of Sales

*Incomplete Data
ZingTrain

Cubic yards of compost diverted from the landfill

= 1 cubic yard of compost

Highlights

• Established compost collection in both training rooms, restrooms and kitchen
• Tracked compost collection and cost on DOR board
• Educated staff about compost
• Considering energy tracking for next year to move the needle on energy usage
• Moving forward on a project with Pittsfield Township to evaluate solar and EV charging stations
• More continuous improvement in our work - SOPs and task boards
• Educated staff about proper thermostat use
• Went over with staff about how to manage the thermostat.
• Lean work continues - improving experience for seminar attendees and other guests
• Arianna has a morning task board for seminar days or other in house events. People can jump in as needed.
• Dan took the lego class and is starting to work on the lean passport

Energy % of Total Sales:
- 2014-2015: 0.37% of Sales
- 2015-2016: 0.34% of Sales
- 2016-2017: 0.33% of Sales

*Incomplete Data
Highlights

- 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

- Planet Zing is looking for a rep from Cornman Farms!

willow trees planted on the farm to make a living fence

- **2014-2015 Energy % of Total Sales**: 2.5% of Sales
- **2015-2016 Energy % of Total Sales**: 2.62% of Sales
- **2016-2017 Energy % of Total Sales**: 4.1% of Sales

*Incomplete Data*
• Researching compost collection options
• Looking into switch to non-plastic straws
• Switched from disposable to reusable staff cups, saving about 200 cups each day and $4k per year
• Added a sustainability hot picket to the FOH DOR board with a new focus each week
• Educating staff on proper recyclable handling
• Proposed tracking food waste and sustainability on the BOH DOR board
• Planet Zing rep working on lean passport

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

*Incomplete Data
highlights

• Planet Zing is looking for a rep from Miss Kim!
MISS KIM

NO DATA AVAILABLE FOR THIS FISCAL YEAR