

## RECYC-QUEBEC FLW Survey – Food Retailer

### Introduction

**RECYC-QUÉBEC and the City of Montreal have commissioned Value Chain Management International to estimate the volume of food loss and waste (FLW) occurring in the province of Quebec from a whole of chain perspective, then extrapolate the findings in terms of greenhouse gas (CO<sub>2</sub>E) emissions.**

**As an expert industry stakeholder, we would greatly appreciate your completing a survey that we have designed to enable us to estimate loss factors in specific sectors and food types. The information that you provide is completely confidential. Only aggregated results at an industry level will be reported. No individuals or organizations will be identified at any stage of the analysis and reporting.**

**In completing the survey, please respond in terms of a typical year; therefore, prior to the onset of the COVID-19 crisis that began in March 2020.**

**Please complete the survey by Monday, March 1.**

**If you have any questions about the survey and overall study, please contact Dr. Martin Gooch (martin@vcm-international.com) or Mariane Maltais Guilbault m.maltais@recyc-quebec.gouv.qc.ca.**

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Identifiers

\* 1. What is your primary business? (Choose one only)

- Clubstore/mass merchandize
- Convenience store
- Chain supermarket
- Specialty store (e.g. butcher, baker, health food)
- Independent grocery store

2. What is your organization's primary location?

Postcode

Closest city/town

3. How many facilities do you operate in Quebec?

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### Scale of Operation

4. What is the total value of food and beverage products that you sourced during a typical year? Please indicate whether this is retail or wholesale value.

5. Please indicate which products your organization purchases.

- Beans and lentils
- Confectionary/candy
- Dairy (milk, cheese, butter, yogurt, etc.)
- Eggs
- Fish and seafood
- Fruits and vegetables
- Grains (e.g. bread, baked goods, pasta, rice, etc.)
- Meat products (beef, chicken, pork, lamb, etc.)
- Soy products
- Maple syrup
- Beer/sprits
- Cider/wine
- Juices
- Pop/soft drinks
- Tea/coffee

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### Unavoidable and Unplanned Losses

Each type of loss is described below.

**A. Unavoidable losses are inevitable – you expect them to occur during your normal course of business.**

**B. Unplanned losses are typically caused by supply, internal operations, or market related factors – resulting in unsaleable products due to quality issues and damage, products reaching expiry dates, orders being cancelled, or products being rejected/returned.**

6. For each of the types of foods/beverages listed below, as a percentage of volume handled, what amount of **unavoidable** loss does your organization typically experience each year? Please ignore options that are irrelevant to you and **answer with numbers only** (e.g. “7” not “7%”).

Beans and lentils

Confectionary/candy

Dairy (milk, cheese, butter, yoghurt, etc.)

Eggs

Fish and seafood

Fruits and vegetables

Grains (e.g. bread, baked goods, pasta, rice, etc.)

Meat products (beef, chicken, pork, lamb, etc.)

Soy products

Maple syrup

Beer/spirits

Cider/wine

Juices

Pop/soft drinks

Tea/coffee

7. For each of the types of foods/beverages listed below, as a percentage of volume handled, what amount of **unplanned** loss does your organization typically experience each year? Please ignore options that are irrelevant to you and **answer with numbers only** (e.g. "7" not "7%").

Beans and lentils	<input type="text"/>
Confectionary/candy	<input type="text"/>
Dairy (milk, cheese, butter, yoghurt, etc.)	<input type="text"/>
Eggs	<input type="text"/>
Fish and seafood	<input type="text"/>
Fruits and vegetables	<input type="text"/>
Grains (e.g. bread, baked goods, pasta, rice, etc.)	<input type="text"/>
Meat products (beef, chicken, pork, lamb, etc.)	<input type="text"/>
Soy products	<input type="text"/>
Maple syrup	<input type="text"/>
Beer/spirits	<input type="text"/>
Cider/wine	<input type="text"/>
Juices	<input type="text"/>
Pop/soft drinks	<input type="text"/>
Tea/coffee	<input type="text"/>

8. Indicate whether the quantities that you provided above were measured or are estimated.

	Measured / Estimated
Unavoidable loss	<input type="text"/>
Unplanned loss	<input type="text"/>

9. Identify if your organization is actively working to reduce its unavoidable or unplanned losses.

	Yes / No
Unavoidable loss	<input type="text"/>
Unplanned loss	<input type="text"/>

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### Loss Management

10. Estimate the **percentage (%) of unavoidable and unplanned loss that would be edible**, either in its present form or after processing into foods or nutritional supplements. **(Please enter numbers only.)**

Unavoidable loss

Unplanned loss

11. Select from the list below the top three destinations of the **unavoidable** and **unplanned** losses that you identified in Q10, and indicate the percentage that is directed to each of the three destinations.

	Percentage of unavoidable loss	Percentage of unplanned loss
Rescue/redistribution for human consumption	<input type="text"/>	<input type="text"/>
Upcycling into foods, nutritional supplements, etc.	<input type="text"/>	<input type="text"/>
Animal feed	<input type="text"/>	<input type="text"/>
Biomaterial processing/rendering	<input type="text"/>	<input type="text"/>
Biomethanisation (anaerobic digestion)	<input type="text"/>	<input type="text"/>
Compost	<input type="text"/>	<input type="text"/>
Land application	<input type="text"/>	<input type="text"/>
Incineration or controlled combustion	<input type="text"/>	<input type="text"/>
Landfill/burial	<input type="text"/>	<input type="text"/>
Other (e.g. sewer)	<input type="text"/>	<input type="text"/>

12. Does your organization monitor the CO<sub>2</sub> emissions associated with food loss and waste?

Yes

No

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### Loss Management (Continued)

13. If yes to the above, what is the quantity of CO<sub>2</sub>?

14. Is the figure above a measurement or an estimate?

- Measured
- Estimated

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### Causes of Losses

15. On a scale of 1 to 5, please rate the impact of each factor listed below on the **unavoidable** losses that you experience? (1 = minor impact; 3 = moderate impact; 5 = significant impact). Please ignore any causal factor that is irrelevant.

	1	2	3	4	5
Inaccurate forecasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to customer orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer (over) specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor quality inputs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date code (products reach "best before" / "use by" dates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment malfunction/failure, mechanical damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage/inventory losses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human factors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - please specify in comment box below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment



16. On a scale of 1 to 5, please rate the impact of each factor listed below on the **unplanned** losses that you experience? (1 = minor impact; 3 = moderate impact; 5 = significant impact). Please ignore any causal factor that is irrelevant.

	1	2	3	4	5
Inaccurate forecasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to customer orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer (over) specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor quality inputs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date code (products reach "best before" / "use by" dates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment malfunction/failure, mechanical damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage/inventory losses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human factors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - please specify in comment box below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment

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### Conclusion

17. Thank you for participating in this important study. Is there anything further that you would like to add on the topic of food loss and waste in Quebec, and its prevention?

18. Would you be willing to participate in a short follow-up interview?

Yes

No

19. If yes, please provide your contact details:

**Name**

**Company (optional)**

**Email Address**

**Phone Number**