

# Retail Training Guide

## HANDLING CUSTOMER QUESTIONS TO PARSIPPANY'S PLASTIC BAG BAN



The Township of Parsippany will enforce a townwide ban on single-use plastic bags and non-recyclable paper bags starting February 6, 2020.

This ban will affect ALL retailers that currently use single-use plastic bags or non-recyclable paper bags. This includes grocery stores, restaurants, corner stores, pharmacies, clothing shops, hardware stores, beer and liquor stores and every other retail store that provides bags to customers at point of sale.

The following training guide provides answers to potential customer questions about the bag ban. Not all suggested responses will apply to your business and you may want to change the language to better reflect your unique business.

Single-use plastic bags have been provided free-of-charge for many years, so customers will need to change long-held expectations and habits which may result in questions and objections at the point of sale.

CUSTOMER QUESTIONS	SUGGESTED RESPONSES
<p>Why can't I get a free plastic bag anymore?</p>	<p>Parsippany has banned all carryout single-use plastic bags and this applies to all retailers in Parsippany.</p> <p>The ban is designed to help protect the environment and wildlife by reducing the litter and damage caused by single-use plastic bags.</p> <p>We offer alternative bags. In accordance with the ordinance, we <b>must</b> charge a small fee for paper bags. These bags are recyclable and reusable so they represent good value.</p> <p>Alternatively please feel free to bring your own reusable bags; there is no cost to use your own bags.</p>
<p>Which bags are banned and which are allowed?</p>	<p>All single-use as well as paper bags that are not 100% recyclable and do not contain at least 40% post-consumer recycled content are banned.</p> <p>Reusable bags such as cotton, nylon, and other fabric bags including 100% recyclable paper bags are allowed.</p>
<p>What difference will this ban really make?</p>	<p>In New Jersey we use 4.5 billion plastic bags annually and we typically use each one for less than 15 minutes. We only recycle 2-5% of these bags.</p> <p>Other countries across the world and other states and cities in America have implemented similar bans and witnessed a dramatic reduction in plastic bag litter and improved environmental outcomes.</p>



The goal of this ban is to remove a large amount of plastics from our environment, preventing the contamination of waterways and ecosystems and eliminating the threat to wildlife.



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## HANDLING CUSTOMER QUESTIONS TO PARSIPPANY'S PLASTIC BAG BAN (CONT.)

CUSTOMER QUESTIONS	SUGGESTED RESPONSES
<p>I didn't bring enough reusable bags. What do I do?</p>	<p>We have a range of reusable bags available to purchase for a small fee.</p> <p>We have empty stock boxes available for you to pack and carry your goods.</p> <p>We have 100% recyclable paper bags available for your use.</p> <p><i>If your business has decided not to offer any bags at all, you will need to politely inform customers that you do not have any bags to offer them. If there is a chance that this will be problematic, you may want to consider keeping a small supply of compliant bags on hand for emergencies.</i></p>
<p>Why do I have to pay for alternative bags?</p>	<p>Reusable bags are higher quality and therefore higher cost so we do need to charge a small amount for them.</p>
<p>Can I still use small plastic bags as a trash bin liner?</p>	<p>If you are using a small trash bin you can still line them with your existing single use plastic bags. To lessen the environmental impact your first choice should be recycle them at your nearest participating shopping center. please visit <a href="http://Plasticfilmrecycling.org">Plasticfilmrecycling.org</a>.</p> <p>Parsippany retailers and supermarkets will continue to sell trash bin liners.</p>
<p>What should I use to pick up after my pet now?</p>	<p>In some dog-friendly parks and reserves, plastic bags are available to scoop animal waste. These bags are not affected by the ban. You can also purchase these from most pet stores and some supermarkets. Traditional dog waste bags are much smaller than supermarket single-use plastic bags. The goal is to reduce the plastics in our environment.</p> <p>Otherwise, you could use newspaper or reuse ziploc and bread bags.</p>

The Township of Parsippany retailers will need to be prepared to handle customer questions and objections. Find guidance and signage on the Township website at [www.Parsippany.net](http://www.Parsippany.net)



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