

Dear customers:

With the Federal government's plan to ban single-use plastic containers some time this year and the current unreliability of supplies of almost everything. I am trying to think of an alternative that is sustainable and affordable. When I had Thai Memory in Hamilton, ON, I had this program called "Bring your own containers". I am thinking about launching a test pilot program here. I would like to start on a small scale first with our regular customers to see if it works out ok. Here is how it works:

Instead of using a single-use, disposable containers, in this program I will use a Rubbermaid or Glad container which is reusable, microwave safe, freezer safe, dishwasher safe, and BPA free. The quality of containers will be better than the single-use ones. This will probably help solve the leak problem with curries or soups as well.

These containers come with higher cost but since they are reusable, it should be worth it. Each time you want to place an order, you have to put deposit on containers and we will keep reusing your containers. If you ever have to move away or for some reason can no longer come to support us, you can come to pick up your containers that we keep for you here. Your containers that are left with us will NOT be used for other customers. You will get a full refund for deposit only if you have met the required number of dishes that you have to order. (this would help prevent some people from abusing the program by joining the program and a little later come back to get their containers and request a full refund.) Each time that you order, I will write down on your order slip the number of dishes left to get the full refund. Next time that you order, you will bring the clean containers back with no damage except regular wear and tear. (If there is damage, for example, a lid is broken, you will have to put another deposit for a replacement.) The deposit will depend on our actual cost to buy these containers. (I am still trying to source out for them. Probably in the \$1 - \$1.50 range per container.) We will assign a code (yourname + container number) to each of your container so it will not get mixed up with other customers. You will not get other people's containers. For example, if the customer first name is John and his last name is Smith, the code will be JohnS01 for his container number 1. This will help keep track of how many containers he has with us as well. My system will keep track of how many containers are with you and how many are with us as well as how many required dishes left to order before a full refund of deposit. If you choose to keep going with us after a refund, we will keep using your containers until they are unusable. After that we will restart with a deposit for new set of containers.

Here is an example of a real-life scenario:

John calls to place an order for 8 items. He puts deposit for 8 containers. (let's assume for now that it is \$1.50/container) So John pays \$12 for deposit ($\1.50×8). A week later John calls to place an order again for 7 items. When he comes to pick up his order, he has to bring back the 8 CLEAN containers from his previous order for us. Since he does not have any containers left with us here for his 2nd order, he has to pay a deposit for 7 containers. So now John has a total

of 15 containers. 7 with him and 8 with us. Next time he calls to place an order for 5 items, he does not need to pay for any extra container because there are 8 containers with us when he calls.

Here is why I need customers who participate in this program to help clean their containers when deliver them back to us. The Food Safety code in Nova Scotia does not allow restaurants to clean reusable containers on premise (which does not make sense to me). Dishes that we use for dine-in customers are cleaned on premise so why can't we clean the reusable containers? Anyway that's why we call this program "Bring Your Own Containers (BYOC)" because they are your containers. You paid for them in the form of deposit. You clean them. We are just your containers' keeper. Every time you order, your food will be put only in your containers.

With your participation in this program, you will not only help our environment by reducing plastic waste but also reduce the risk of any health issue that may come from a lower quality single-use plastic container. (at least we know that it is BPA free.)

If you are interested to participate in this BYOC program, please let me know.

Thank you,

Pat Satasuk

Thai Memory restaurant