SUPPLIER CONVERSATION STARTERS



Many businesses want to enact change but don't know how to start the conversation.

When using this guide be sure to adjust the questions to suit your business and the recipient i.e. a question for a direct supplier might not be asked the same to a distributer/wholesaler.

The questions can also be targeted around specific products or big problem areas. These questions can also be used as prompts for scoping a new supplier relationship, or to audit a delivery with an existing supplier.

Wānaka | Queenstown NEW ZEALAND

QUESTIONS TO ASK SUPPLIERS

Questions are in no particular order.

SUPPLIER PACKAGING

- Do you use delivery crates instead of cardboard boxes?
- Can plastic pallet wrap be eliminated and reuseable pallet wrap used instead?
- Can [insert product name] be supplied with no secondary packaging? e.g. plastic liners, cardboard sleeves, portion packs.
- Do you offer returnable, reusable, or refillable packaging? e.g. crates, containers, kegs. If so for what products?
- For products where a reuseable option is not available, can you detail if [insert product name] packaging is fully recyclable in the [insert] *Queenstown or Wānaka* waste system?
- Can [insert product name] be delivered in larger quantities rather than individually packaged portions?
- Does [insert product name] have a packaging take-back system?
- Can insulated liners, or ice packs be collected and reused?

PRODUCT SPECIFICATIONS

- Are there bulk formats available instead of individual units? e.g. large tubs, sacks, or refill packs.
- Can products be supplied pre-processed in ways that reduce trim waste? e.g. peeled, diced, filleted. Please let us know what happens to the trim waste.
- Can labels be printed directly on packaging instead of using cardboard sleeves or extra wraps? OR can you not apply retail-ready packaging for [insert product name]? For our business the customer won't see the packaged product.

COLLABORATION

- Can you suggest any products or packaging solutions we can adopt now?
- Are you currently working on waste reduction initiatives with other hospitality customers? Could we get involved and have the same system implemented?
- [Insert business or supplier name] is doing [insert initiative/product], can you adopt that?
- Would you be open to trialling a reuseable/swappable/refillable option with us?

ACCORDING TO THE SUSTAINABLE BUSINESS NETWORK, ABOUT 70% OF YOUR BUSINESSES SUSTAINABILITY IMPACT COMES FROM YOUR SUPPLY CHAIN

Whether it's talking to your existing suppliers or looking for alternatives, beginning at the source is key.

BROADER SUSTAINABILITY

To understand upstream waste in the supply chain and help you support/align with businesses.

- Do you have a sustainable procurement policy?
- What waste streams do you have and are you making efforts to eliminate waste at the source?
- Do you work with your own suppliers to reduce packaging or food waste?
- What happens to unsold or surplus products in your business?
- Does your business measure the waste it creates? Are you able to provide us with any supporting data?
- What actions have you taken to incorporate sustainable business practices e.g. carbon measurement, solar or renewable energy, electric vehicles, offset, CSR, staff incentives etc.

KEEP IN TOUCH WITH DESTINATION QUEENSTOWN & LAKE WĀNAKA TOURISM

If there are any initiatives that your business is doing keep us updated with the successes, challenges and barriers you are facing. The more businesses signal demand for better options, the more suppliers will have to meet that demand.

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